

STAR Method

The **STAR method** is an effective framework to follow to ensure all aspects of a question is answered in the interview. You can also use the STAR method to assist you in writing answers to selection criteria (if they are required as part of the position application process). The STAR method is:

S – Situation: Describe the background and set the scene.

T – Task: Describe what was required, what you were trying to achieve, what was the problem or issue?

A – Action: What action did you take?

R – Result: Describe the outcome and what happened? State your success, any positive feedback and/or what you learned from the experience.

The below is an example of answering an interview question using the STAR method:

Question: Describe a difficult work situation and how you overcame it?

S – Situation

I was working as a Massage Therapist and I continually had a small client list while other Massage Therapists in the company had a large client list and still received all the new clients.

T – Task

As I was still studying I needed to increase my clientele or otherwise I would have been forced to find work elsewhere as my wage was not high enough.

A – Action

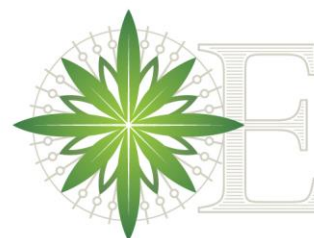
I decided to discuss the current booking process with the front reception regarding my low client list to work out why this was occurring.

R – Result

This discussion with the front reception led to a full review of the front counter processes which was facilitated by the owner to ensure the new clients were distributed evenly. The difficulty was that the front office was undermanned and when appointments came in they were given to any of the employees rather than by following a structured system.

From that meeting the bookings of new clients were distributed more evenly and the owner employed another staff member at the front reception of the business.

From this experience I learned that it is important for staff members in a business to communicate effectively with each other and



Endeavour College of
Natural Health
ABN 57 061 868 264

Adelaide
88 Currie Street
Adelaide SA 5000
T: +618 8410 1975
F: +618 7201 4117

Brisbane
Level 2
269 Wickham Street
Fortitude Valley
Brisbane Qld 4006
T: +617 3257 1883
F: +617 3257 1889

Gold Coast
105 Scarborough Street
Southport Qld 4215
T: +617 5503 0977
F: +617 5503 0988

Melbourne
Level 1
368 Elizabeth Street
Melbourne Vic 3000
T: +613 9662 9911
F: +613 9662 9414

Perth
Level 1
170 Wellington Street
East Perth WA 6004
T: +618 9225 2900
F: +618 9225 2999

Sydney
Level 2
815 – 825 George Street
Sydney NSW 2000
T: +612 8204 7700
F: +612 8204 7799

endeavour.edu.au

establish a positive relationship. I also learned the importance of providing constructive feedback when necessary.

Using the STAR method will allow you to answer interview questions needing real-life examples successfully.