



STAR Method: How to Nail a GREAT Response to Behavioral Questions

225 LAWRENCE CENTER ● 610-436-2501 ● WWW.WCUPA.EDU/CDC ● CDC@WCUPA.EDU

The STAR method is a structured way to answer a behavior-based question. Your goal is to discuss the **S**ituation, **T**ask, **A**ction, and **R**esult of the example you are providing. When answering, think: *How can I tell this as a story?*

- **SITUATION AND/OR TASK:** The setting of the story: a class project, internship, club activity. Describe one specific event or situation. Who was involved and where did it take place? What was the goal you were trying to accomplish? Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.
- **ACTION:** Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did – not the efforts of the team. Do not tell what you might do, tell what you did.
- **RESULT:** The outcome or ending of your story. What changed, improved, or was achieved as a result of your actions? Were there lessons learned from mistakes or unexpected outcomes? Positive outcomes are good to highlight; negative outcomes are a reality and employers like to hear how you have learned and adapted in the face of undesired outcomes.