



UNIVERSITY of  
DENVER

JOSEF KORBEL SCHOOL OF INTERNATIONAL STUDIES  
Office of Career and Professional Development



# S.T.A.R. Method

(also known as  
CCAR)

Interview  
Answers

Cover  
Letter  
Paragraphs

Resume  
Bullets



# Decoding the acronym

*Situation* – the situation, challenge, problem

*Task* – what needed to be done and why

*Action* – action you took to solve the problem

*Results* – quantifiable accomplishments, lessons learned



# Cover Letter Paragraph & Interview Answer without STAR

I am currently a graduate student at the Korbel School, earning a certificate in Global Health Affairs. I'm interested in WASH because I believe everyone around the world deserves access to clean water and sanitation. Last summer I conducted a project in Nairobi, Kenya to help bring sanitation facilities to the Kibera slums. It was an immensely rewarding experience, and I enjoyed using my project management skills to make the project a success. This past year, I have been doing an internship in Denver, focused on refugee health, where I have been using my strong intercultural communication skills. These skills make me a strong candidate for this position.



# Cover Letter Paragraph & Interview Answer with STAR

I will bring my strong project management skills and experience in the WASH sector to this position. Last summer I conducted a project in Nairobi, Kenya to implement and evaluate a new business model in seven WASH facilities in the Kibera slum. The challenge was that these facilities, in order to be sustainable, needed to bring in enough revenue to support the infrastructure and attendants who maintained them. Working with local partners, I helped individuals establish several microbusinesses that could sell soap and access to toilets and handwashing stations at an affordable price. I then collaborated with these businesses to develop a marketing strategy for the new services. I also designed surveys to evaluate the impact of the facilities, and the success of our marketing efforts. My project in Kibera was successful because of my management skills combined with my ability to adapt to a different culture and communicate effectively with community members. One year later, these seven facilities are financially sustainable and providing a vital service to the community.



# Resume Bullets without STAR

1. Wrote grants for health projects
2. Evaluated student test scores following the implementation of the new curriculum
3. Assisted with planning a two-day academic conference
4. Researched and wrote press releases about various USAID projects in Latin America



# Resume Bullets with STAR

1. Wrote 3 grants for health projects targeting refugees in the Denver area in order to increase funding for health services, promotion, and outreach
2. Compiled and analyzed quantitative data to evaluate student test scores following the implementation of the new curriculum
3. Collaborated with colleagues to plan a two-day academic conference that was attended by over 200 scholars
4. Researched and wrote more than a dozen press releases about various USAID projects in Latin America distributed to local media outlets