



## Answering Behavioral Questions

Employers use behavioral interview questions heavily, because past behaviors indicate how you will likely act in the future. The most effective way to answer these questions is using the STAR method: Situation, Task, Action, Results. The STAR method provides a framework to respond in an organized, concise, and confident manner.

### **S**ITUATION

Provide background information so your interview can understand the context. It is easy to include too much of the situation, keep this brief to only give context.

### **T**ASK

Explain what you needed to accomplish, generally this is a problem that needs to be overcome. Be sure to give enough detail to show the complexity of the problem.

### **A**CTION

This is what you did and how you did. Explain your methodology and how this action would fix the issue. This demonstrates your thought process to the employer.

### **R**ESPONSE

This is generally where candidates can improve the most and also the most important part. It shows employers that the actions you took actually mattered and made a difference.

#### EXAMPLE QUESTIONS

Describe what has been your greatest leadership achievement and why.

Tell me about a time that you effectively worked in a team.

Describe a time where you were faced with problems or stresses that tested your coping skills.

Tell me about a time when you had to go above and beyond the call of duty in order to get a task accomplished.

Tell me about a time you had a conflict and how you resolved it.

