The STAR Technique:

'S' *for Situation:* Start your answer by describing the situation you encountered. Choose a specific situation that will provide enough background and give the interviewer enough detail to understand the circumstances of your involvement. The situation or task you describe can be from a previous job, volunteer experience, school or any relevant event.

'T' *for Task:* Describe what was the challenging about the situation and what needed to be accomplished to successfully achieve the expected outcomes or goals.

'A' *for Action:* Describe the action you took in response to the challenge you encountered. Focus on your specific methods, efforts, and actions even if the situation was a team project or effort. Use 'I' and 'We' statements as appropriate when discussing specific analytical work, team effort, or other contributions to the situation and task.

'R' *for Results:* Explain the results that were achieved through your actions and efforts solving the challenge. What happened at the end of the situation and what were the results? What did you accomplish? What did you learn? If applicable, provide quantifiable achievements – e.g., "Improved consumer retention by 20%..."

Example: Describe a time when you had to solve a complex work-related problem *(Situation/Task)*. Describe how you analyzed the information and used relevant data to decide on a course of action and took appropriate next steps to resolve the problem *(Action)*. Explain how, as a result of your efforts, the work-related problem was solved by providing a more efficient and effective solution that increased productivity by __% *(Result)*.

Tips to prepare for behavior based interviews:
- Think of 6-8 recent real-life situations and examples from previous jobs, internships, volunteer opportunities, and projects to demonstrate that you have the skill set that employers are seeking for in candidates.
- Review your resume to help you remember real-life situations you can use to practice. When you see your achievements and experience, then behavioral situations will naturally come to mind.
- At least half of your examples should be positive and reflect that you overcame a challenge, accomplished a goal, or provided a solution. You can include examples that start out negative, but ended positive.
- Diversify your stories and examples; don't use just one situation for behavioral, problem solving, time management, communication, decision making, and teamwork questions.
- Listen carefully to each question. If you are unsure about the purpose of a question, ask the interviewer for clarification or ask them to rephrase the question.
- Be concise – Avoid narrating, rambling, and getting off subject.