**Teamwork-Oriented/Collaboration | STAR Story 1**

Sample Questions:

* Describe a team experience you found rewarding.
* Describe a team experience you found disappointing. What would you have done to prevent this?
* Give an example of how you worked effectively with people to accomplish an important result.
* Describe a situation in which you had to arrive at a compromise or help others to compromise. What was your role? What steps did you take? What was the end result?
* When was the last time you had a disagreement with a peer? How did you resolve the issue?
* Some people work best as part of a group – others prefer the role of individual contributor. How would you describe yourself? Give an example of a situation where you felt you were most effective.

|  |  |
| --- | --- |
| **Situation** | ***Open with a brief description of the Situation and context of the story (who, what, where, when, how):*** |
| **S** |  |
| **Task**  | ***Explain the Task you had to complete, highlighting any specific challenges or constraints (e.g., deadlines, costs, other issues):*** |
| **T** |  |
| **Action**  | ***Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.):*** |
| **A** |  |
| **Result(s)**  | ***Close with the Result(s) of your efforts. Include figures/statistics to quantify the result if at all possible:*** |
| **R** |  |

**Teamwork-Oriented/Collaboration | STAR Story 2**

Sample Questions:

* Describe a team experience you found rewarding.
* Describe a team experience you found disappointing. What would you have done to prevent this?
* Give an example of how you worked effectively with people to accomplish an important result.
* Describe a situation in which you had to arrive at a compromise or help others to compromise. What was your role? What steps did you take? What was the end result?
* When was the last time you had a disagreement with a peer? How did you resolve the issue?
* Some people work best as part of a group – others prefer the role of individual contributor. How would you describe yourself? Give an example of a situation where you felt you were most effective.

|  |  |
| --- | --- |
| **Situation** | ***Open with a brief description of the Situation and context of the story (who, what, where, when, how):*** |
| **S** |  |
| **Task**  | ***Explain the Task you had to complete, highlighting any specific challenges or constraints (e.g., deadlines, costs, other issues):*** |
| **T** |  |
| **Action**  | ***Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.):*** |
| **A** |  |
| **Result(s)**  | ***Close with the Result(s) of your efforts. Include figures/statistics to quantify the result if at all possible:*** |
| **R** |  |

**Problem-Solving | STAR Story 1**

Sample Questions:

* Have you ever been caught unaware by a problem or obstacles you had not foreseen? What happened?
* Describe a time when you made a mistake and how you dealt with it.
* Give a specific example of a time when you used good judgment and logic in solving a problem.
* Give an example of a problem which you face on the job and how you went about solving it.
* Describe a time when you had to resolve a difficult situation by finding some common ground.
* Tell me/us about a recent challenge you faced and how you overcame it.
* There is often more than one way to solve a problem. Give an example from your recent work experience that would illustrate this. How did you determine which solution to use?

|  |  |
| --- | --- |
| **Situation** | ***Open with a brief description of the Situation and context of the story (who, what, where, when, how):*** |
| **S** |  |
| **Task**  | ***Explain the Task you had to complete, highlighting any specific challenges or constraints (e.g., deadlines, costs, other issues):*** |
| **T** |  |
| **Action**  | ***Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.):*** |
| **A** |  |
| **Result(s)**  | ***Close with the Result(s) of your efforts. Include figures/statistics to quantify the result if at all possible:*** |
| **R** |  |

**Problem-Solving | STAR Story 2**

Sample Questions:

* Have you ever been caught unaware by a problem or obstacles you had not foreseen? What happened?
* Describe a time when you made a mistake and how you dealt with it.
* Give a specific example of a time when you used good judgment and logic in solving a problem.
* Give an example of a problem which you face on the job and how you went about solving it.
* Describe a time when you had to resolve a difficult situation by finding some common ground.
* Tell me/us about a recent challenge you faced and how you overcame it.
* There is often more than one way to solve a problem. Give an example from your recent work experience that would illustrate this. How did you determine which solution to use?

|  |  |
| --- | --- |
| **Situation** | ***Open with a brief description of the Situation and context of the story (who, what, where, when, how):*** |
| **S** |  |
| **Task**  | ***Explain the Task you had to complete, highlighting any specific challenges or constraints (e.g., deadlines, costs, other issues):*** |
| **T** |  |
| **Action**  | ***Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.):*** |
| **A** |  |
| **Result(s)**  | ***Close with the Result(s) of your efforts. Include figures/statistics to quantify the result if at all possible:*** |
| **R** |  |

**Initiative/Leadership | STAR Story 1**

Sample Questions:

* Describe a project or idea (not necessarily your own) that was implemented primarily because of your efforts.
* Give me an example of a time when you motivated others.
* Tell me about a time where you had to delegate tasks during a project.
* Give me an example of when you showed initiative and took the lead.
* Have you ever been a member of a group where two or more of the members did not work well together? How did you handle this? What was the outcome?
* Describe a situation when you were able to have a positive influence on the actions of others.
* Give an example of a time when you went above and beyond the call of duty.

|  |  |
| --- | --- |
| **Situation** | ***Open with a brief description of the Situation and context of the story (who, what, where, when, how):*** |
| **S** |  |
| **Task**  | ***Explain the Task you had to complete, highlighting any specific challenges or constraints (e.g., deadlines, costs, other issues):*** |
| **T** |  |
| **Action**  | ***Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.):*** |
| **A** |  |
| **Result(s)**  | ***Close with the Result(s) of your efforts. Include figures/statistics to quantify the result if at all possible:*** |
| **R** |  |

**Initiative/Leadership | STAR Story 2**

Sample Questions:

* Describe a project or idea (not necessarily your own) that was implemented primarily because of your efforts.
* Give me an example of a time when you motivated others.
* Tell me about a time where you had to delegate tasks during a project.
* Give me an example of when you showed initiative and took the lead.
* Have you ever been a member of a group where two or more of the members did not work well together? How did you handle this? What was the outcome?
* Describe a situation when you were able to have a positive influence on the actions of others.
* Give an example of a time when you went above and beyond the call of duty.

|  |  |
| --- | --- |
| **Situation** | ***Open with a brief description of the Situation and context of the story (who, what, where, when, how):*** |
| **S** |  |
| **Task**  | ***Explain the Task you had to complete, highlighting any specific challenges or constraints (e.g., deadlines, costs, other issues):*** |
| **T** |  |
| **Action**  | ***Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.):*** |
| **A** |  |
| **Result(s)**  | ***Close with the Result(s) of your efforts. Include figures/statistics to quantify the result if at all possible:*** |
| **R** |  |

**Interpersonal Skills | STAR Story 1**

Sample Questions:

* Describe a situation where you disagreed with a supervisor.
* Tell me/us about a time you had a conflict at work.
* Describe a recent unpopular decision you made and what the result was.
* Tell me/us about the most difficult or frustrating individual you’ve had to work with and how you managed to work with them.
* What have you done in past situations to contribute toward a teamwork environment?
* Describe a time that you had to deal with an angry/upset customer. What did you do?
* Tell me/us about a time that a customer complimented you on excellent service.

|  |  |
| --- | --- |
| **Situation** | ***Open with a brief description of the Situation and context of the story (who, what, where, when, how):*** |
| **S** |  |
| **Task**  | ***Explain the Task you had to complete, highlighting any specific challenges or constraints (e.g., deadlines, costs, other issues):*** |
| **T** |  |
| **Action**  | ***Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.):*** |
| **A** |  |
| **Result(s)**  | ***Close with the Result(s) of your efforts. Include figures/statistics to quantify the result if at all possible:*** |
| **R** |  |

**Interpersonal Skills | STAR Story 2**

Sample Questions:

* Describe a situation where you disagreed with a supervisor.
* Tell me/us about a time you had a conflict at work.
* Describe a recent unpopular decision you made and what the result was.
* Tell me/us about the most difficult or frustrating individual you’ve had to work with and how you managed to work with them.
* What have you done in past situations to contribute toward a teamwork environment?
* Describe a time that you had to deal with an angry/upset customer. What did you do?
* Tell me/us about a time that a customer complimented you on excellent service.

|  |  |
| --- | --- |
| **Situation** | ***Open with a brief description of the Situation and context of the story (who, what, where, when, how):*** |
| **S** |  |
| **Task**  | ***Explain the Task you had to complete, highlighting any specific challenges or constraints (e.g., deadlines, costs, other issues):*** |
| **T** |  |
| **Action**  | ***Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.):*** |
| **A** |  |
| **Result(s)**  | ***Close with the Result(s) of your efforts. Include figures/statistics to quantify the result if at all possible:*** |
| **R** |  |

**Challenge/Stress/Pressure | STAR Story 1**

Sample Questions:

* Do you feel you work well under pressure? If so, describe a time when you have done so.
* Describe a time in which you were faced with problems or stresses with tested your coping skills. What did you do?
* Tell me about a time when you missed an obvious solution to a problem.
* Tell me about your proudest professional accomplishment.
* Describe a time when you were faced with constant time pressure. How did you handle it?
* People react differently when job demands are constantly changing; how do you react?
* Describe the most stressful situation you have faced and how you dealt with it.
* What kind of events cause you stress on the job? What do you do to cope with them?

|  |  |
| --- | --- |
| **Situation** | ***Open with a brief description of the Situation and context of the story (who, what, where, when, how):*** |
| **S** |  |
| **Task**  | ***Explain the Task you had to complete, highlighting any specific challenges or constraints (e.g., deadlines, costs, other issues):*** |
| **T** |  |
| **Action**  | ***Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.):*** |
| **A** |  |
| **Result(s)**  | ***Close with the Result(s) of your efforts. Include figures/statistics to quantify the result if at all possible:*** |
| **R** |  |

**Challenge/Stress/Pressure | STAR Story 2**

Sample Questions:

* Do you feel you work well under pressure? If so, describe a time when you have done so.
* Describe a time in which you were faced with problems or stresses with tested your coping skills. What did you do?
* Tell me about a time when you missed an obvious solution to a problem.
* Tell me about your proudest professional accomplishment.
* Describe a time when you were faced with constant time pressure. How did you handle it?
* People react differently when job demands are constantly changing; how do you react?
* Describe the most stressful situation you have faced and how you dealt with it.
* What kind of events cause you stress on the job? What do you do to cope with them?

|  |  |
| --- | --- |
| **Situation** | ***Open with a brief description of the Situation and context of the story (who, what, where, when, how):*** |
| **S** |  |
| **Task**  | ***Explain the Task you had to complete, highlighting any specific challenges or constraints (e.g., deadlines, costs, other issues):*** |
| **T** |  |
| **Action**  | ***Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.):*** |
| **A** |  |
| **Result(s)**  | ***Close with the Result(s) of your efforts. Include figures/statistics to quantify the result if at all possible:*** |
| **R** |  |