

tip sheet



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THE STARS TECHNIQUE

The STARS technique can be used to describe your accomplishments, and to prepare for interviews. During an interview you may be asked situational and behavioural questions that require a detailed response. Employers use these questions to make an objective assessment of a candidate's experience, qualities and skill sets that make them suitable for the job.



Situational Questions are presented as problematic scenarios that require solutions. These are referred to as situational questions - not real situations that have happened, but (hypothetical) situations that could happen in the position you are applying for.

Behavioural Questions are based on the idea that your past behaviour indicates how you may behave in the future. The questions are based on your past work experience. You will need to provide specific, real examples of how you used a particular skill or behaviour in your past jobs. Questions often focus on “soft skills” relating to your relationships and ability to manage difficult situations, for example, being able to work under pressure

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Sample Interview Questions:

1. Describe a situation in which you were able to read another person effectively and tailor your communication and actions based on your understanding of their individual needs or values. **Communication Skills**
2. Many situations require the ability to evaluate and make difficult decisions quickly. Describe a situation in which you had to draw a conclusion quickly and take speedy action. **Decision Making**
3. Give me an example of a time when you had to go above and beyond the call of duty in order to get a job done. **Initiative**
4. Describe a situation when you had many competing tasks and projects all due at the same time. Did you manage to get them all done? What steps did you take? **Planning and Organization**
5. Describe a time when you helped a co-worker complete a task outside of your scope of responsibility. How did you assist them? What was the result? **Flexibility**
6. Tell me about a time when you influenced the outcome of a project by taking a leadership role. **Leadership Skills**
7. Tell me about a time when you failed to meet a deadline. What were the repercussions? What did you learn from the experience? **Time Management**

To Prepare for an Interview:

1. review the job posting and ask the following questions:
 - What are the necessary (soft) skills for the job?
 - What additional qualities and experience do you have to offer?
 - What part of the job would you find most challenging? Why?
2. Identify three sets of skills you would feel comfortable speaking to.
3. Develop three examples-stories that illustrate your past performance using the **STARS** technique. Keep in mind that the stories must be relevant to the employer's needs.