### Behavioral Interviewing

You can’t memorize your answers to interview questions but you can develop a strategy for formulating your responses. The S*T*A*R approach will help you give complete, well-structured answers to the interviewer’s behavioral interview questions.

<table>
<thead>
<tr>
<th>Situation or task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe the situation that you were in or the task that you needed to accomplish.</td>
<td>You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.</td>
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<table>
<thead>
<tr>
<th>Action you took</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did—not just the efforts of the team. Be sure to mention any obstacles or challenges you had to overcome.</td>
<td></td>
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<tr>
<th>Results you achieved</th>
<th>What happened? How did the event end? What did you accomplish? What did you learn?</th>
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Sample questions:

- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to use your presentation skills to influence someone’s opinion.
- Give me a specific example of a time when you had to conform to a policy with which you did not agree.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
- Give me an example of a time when you had to make a split second decision.
- What is your typical way of dealing with conflict? Give me an example.
- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
- Give me an example of a time when you motivated others.
- Tell me about a time when you delegated a project effectively.
- Give me an example of a time when you used your fact-finding skills to solve a problem.
- Tell me about a time when something you worked on did not go well and how you handled it.
- Describe a time when you anticipated potential problems and developed preventive measures.

Questions? For further assistance, please contact Career Development at cservices@clarku.edu.

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