

**Answering Competency based Interview Questions**

**Lesson objective: *To be able to use the STAR method when answering Competency Based Interview Questions.***

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| --- | --- | --- |
| **Not confident** | **Kind of confident** | **Very confident** |
| **I have never heard about this before.** | **I have an idea about what a STAR response is, but I am not sure how to put an answer together.** | **I know what a STAR response is and I can write out an interview answer using it.** |

**Ideas to use in the future**

**What else would you like to do/ know**

**Top tips you would give someone for an interview**

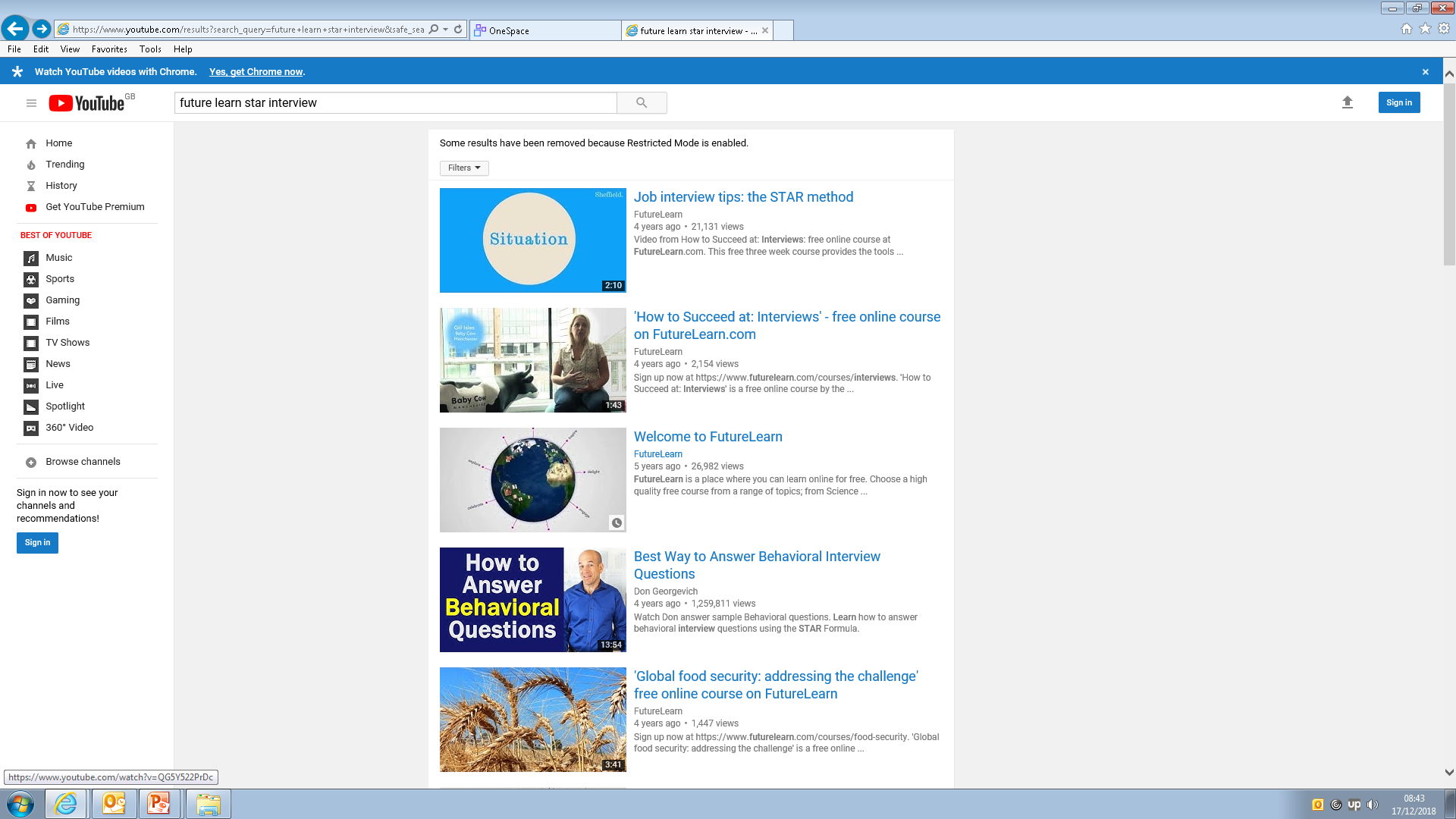
**1.**

**2.**

**3.**

**Section A**

1. Watch the **Future Learn STAR method** video on Youtube and then answer the questions below:

Task: On YouTube search for ‘Job Interview Tips: The Star Method, then answer questions 1 to 6.

1. What do the letters in STAR stand for:

S

T

A

R

1. What phrases will an interviewer use to start this type of question? (near the start of the video)
2. In the ‘action’ part, should you use ‘we’ or ‘I’ at the start of your answer?
3. Why do you think the ACTION part of STAR should be the longest part of your answer?
4. **Read the example STAR answer below and list 2 ways to improve it.**

**When writing down your improvements make the point then say why.**

**E.g. *More detail – it could be improved by including examples of….***

**Situation:** ‘’We were due to play a gig to 100 people showing off our new material. We were up against other bands in the local area. But our leader singer was stuck in traffic.”

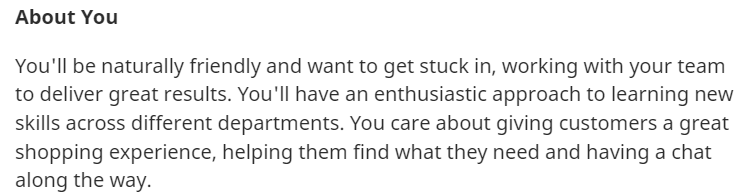
**Task:** “We were unable to fill in for him at such late notice as he had the best voice and new all the songs and we didn’t waste the opportunity.”

**Activity: ‘’To fix the problem,** I spoke to the event organisers to find out if they could change the running order. They agreed and said we could go on last. I then orgainsed my band mates to move their equipment off the state. I then text the lead singer to tell him.’’

**R**esult: “As a result our lead singer arrived on time to paly the gig.’’

**Improvement 1**

**Improvement 2**

1. **Below is a section of a job advert for a Customer Service Assistant with ASDA. Read it carefully and imagine you are the manager preparing some Competency based questions for the interviews. Create 3 competency based questions you might ask.**

Start your questions with either:

* *Give me an example when you have…*

*Or*

* *Tell me about a situation where you….*

**Question 1**

**Question 2**

**Question 3**

**Using the STAR Technique**

Your task: Using some lined paper, use the sentence starters below, to write out a STAR answer to one of the questions on page 6. Your choice of question.

**Situation** (complete 1 sentence, 2 maximum)

*In my current job at ……… where I have worked as a ……… for the past ……… months/years I was*

*One example of when I have worked in a team was when…… . It was my job to…..*

*On [specific date], at [specific place], I worked on \_\_\_\_\_\_\_.*

*As part of [project name], it was my responsibility to \_\_\_\_\_\_\_\_.*

*As a member of [team description], I was involved with the \_\_\_\_\_\_\_ .*

*I demonstrated my \_\_\_\_\_\_\_ skill when I \_\_\_\_\_\_\_*

**Task** (pick 1 or two sentences).

*As a team it was our task to make sure…..*

*The task was important because…..*

*The task was difficult because…..*

*One shift when I was working, there was a particular problem we had to solve,….*

**Action** (pick 2 or 3 sentences)

*To successfully complete this task, I …..*

*To successfully handle this situation, I[…..*

*Specifically, I …… For example, I ……*

*The step by step action that I took was…*

**Result** (pick 1)

*As a result of what we did we successfully…*

*Due to my actions we achieved….*

Typical STAR questions

• Give an example of an occasion when you had to solve a problem.

• Tell me about a time when you have worked independently.

• Tell me about a time when you have worked successfully as part of a team.

• Tell me a time when you have shown excellent communication skills.

• Give an example of a goal you reached and tell me how you achieved it.

• Describe a stressful situation you’ve had and how you handled it.

• Tell me about how you worked effectively under pressure.

• Have you gone above and beyond the call of duty? If so, how?

• When you worked on multiple projects how did you prioritise?

• How did you handle meeting a tight deadline?