Interview Preparation Worksheet

Interview questions are based on the idea that past behavior is the best predictor of future behavior. That's why employers like to ask behavioral interview questions. These types of questions usually begin with the phrase, "Tell me about a time when…" or "Give me an example of…" The golden rule when answering behavioral interview questions is to use the STAR Method: Situation/Task, Action, Result.

Situation/Task

Share an example from a previous job, class/assignment, leadership role or volunteer position that relates to the quality or skill the employer is asking about. Set the stage for the interviewer by giving them the back story. Explain the problem or challenge you were facing (*keep it brief!*).

Action

Explain what action you took. Be really specific. Outline your steps and thought process.

Result

Describe the outcome of your action. Offer specific facts relating to the result. If you can, include figures and statistics that back up your story.

Example of STAR Method

"Tell me about a time when you solved a problem."

- **Situation/Task:** "I used to work as a waitress at a very busy restaurant. When I first started there, I noticed that customers would often complain about the long wait time before they were seated."
- **Action**: "I figured people may not mind the long wait as much if they had something to drink and something to do. So, I asked my boss if we could start taking drink orders while people were waiting, as well as set up a bean bag toss game out front. My boss said yes and we gave it a try."
- **Result**: "It worked out great - customers loved the bean bag toss! Complaints about the wait time went down, and we actually ended up increasing our drink sales. My boss was thrilled. It was definitely a win-win."

Practice Your STAR Stories!

Use your experiences from classes, previous jobs, leadership roles, and volunteer work to come up with a story that demonstrates each of the skill areas listed below.

Organization/Planning/Time Management:

Situation/Task:

Action:

Result:

Creativity/Innovation:

Situation/Task:

Action:

Result:

Teamwork:

    Situation/Task:

    Action:

    Result:

Communication *(e.g., with customers, colleagues/classmates, supervisors/faculty, etc.)*:

    Situation/Task:

    Action:

    Result:

Problem-Solving/Challenge:

    Situation/Task:

    Action:

    Result:

Accomplishment/Proud Moment/Other Strengths:

    Situation/Task:

    Action:

    Result: