

Interviewing with STAR-method
Module 3
Exercise 3.4

Interviewing using the STAR method

One frequently-used interviewing technique involves asking people how they would react in particular situations. And this technique often involves the STAR method. STAR stands for Situation, Tasks, Activities and Result. It is sometimes referred to as the STARR method, where the last R stands for Reflection.

Behaviour in the (recent) past is the best indicator of future behaviour.

You can use this method to identify the actual behaviour that an applicant will display in a particular situation. Here, it is important that you listen carefully and continue to ask the right questions.

Which questions can you ask?

Situation – How was the situation?

Ask the employee to paint a picture of the situation in which he/she had to perform an assignment or task.

Tasks – What was his/her task in this situation?

What exactly was the task that he/she had to perform?

Action – What action did he/she take?

Which actions did he/she take to perform the task properly?

Result – What was the result?

What was the end result of the task that he/she performed?

Reflection – What does this say about his/her skills and points for development?

What would he/she do the same way and/or differently the next time?

An example

You are interviewing a warehouse employee. You want to talk to him about his performance in the warehouse. You ask him to give you an example that shows that he reports stock shortages to his supervisor.

Situation	What happened? In which situation?	<i>I work in warehouse x and last week I had to get a complete order ready for a customer.</i>
Task	What were the tasks?	<i>It was my task to tell my boss that not all the items on the list were in stock, so the customer didn't receive exactly what he had ordered.</i>
Activities	What did you actually do or say?	<i>I told the boss, using a calm and friendly tone, that we didn't have everything in stock and that we would have to reorder some of the products.</i>
Result	What happened then?	<i>Another colleague started ordering the products and my boss phoned the customer to tell him that not everything could be delivered straight away.</i>



Gaat lekker, Simon! Star blijven! Niets loslaten!	That's the way, Simon! Keep those lips sealed! Don't say a word!
Voor de laatste keer! Waarom wilt u hier komen werken?	For the last time! Why do you want this job?
Sollicitatiegesprekken verlopen vaak volgens de S.T.A.R. methode	Job interviews often use the S.T.A.R. method.

Some auxiliary questions:

Situation	<ul style="list-style-type: none"> - <i>What was the situation?</i> - <i>What caused the situation?</i> - <i>Who were involved?</i> - <i>When exactly was that?</i>
Task	<ul style="list-style-type: none"> - <i>Which tasks did you have to carry out at that moment?</i> - <i>Which role were you fulfilling at that moment?</i> - <i>With whom were you working together?</i> - <i>Who was ultimately responsible?</i> - <i>Who else was involved?</i>
Activity	<ul style="list-style-type: none"> - <i>Which steps did you take to solve the problem?</i> - <i>How did you start?</i> - <i>What did you do then?</i> - <i>Which problems or obstacles did you encounter?</i> - <i>How did you deal with them exactly?</i>
Result	<ul style="list-style-type: none"> - <i>What was the end result of your efforts?</i> - <i>How did it turn out?</i> - <i>What was your role in the result?</i> - <i>Are there things that, in retrospect, that you would have done differently?</i> - <i>What did you learn from this situation?</i>