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EMPOWERING PEOPLE.
BUILDING SKILLS.
CREATING OPPORTUNITY.

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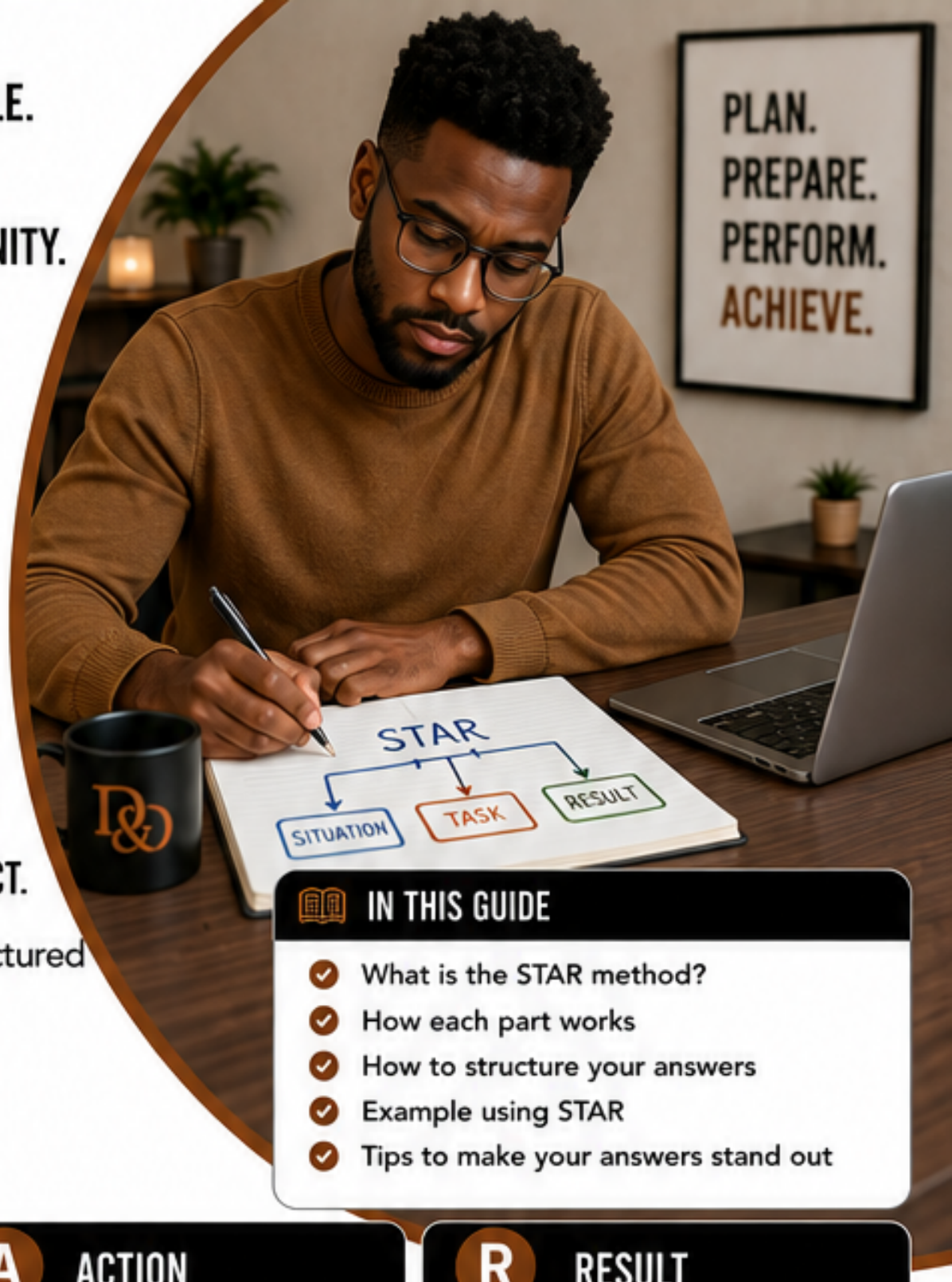


# 5. STAR TECHNIQUE GUIDE

## STRUCTURE YOUR ANSWERS. SHOW YOUR IMPACT.

The STAR method helps you give clear, structured and impressive answers to behavioural and competency questions.
It's simple to use and very effective.

### IN THIS GUIDE

- What is the STAR method?
- How each part works
- How to structure your answers
- Example using STAR
- Tips to make your answers stand out

### S SITUATION

Set the scene.
Give the context.

- When and where did it happen?
- Who was involved?

Keep it short and relevant.

### T TASK

Explain the task or challenge.

- What was your responsibility?
- What needed to be done?

Be clear about what you needed to achieve.

### A ACTION

Describe the actions you took.

- What did you do?
- How did you approach it and why?

Focus on your actions and decisions.

### R RESULT

Share the outcome and impact.

- What was the result?
- What did you learn?

Use numbers, feedback or clear results if possible.

### EXAMPLE ANSWER USING STAR

**SITUATION**

In my previous role as a team leader, our team was falling behind on a major project deadline.

**TASK**

I was responsible for getting the project back on track and making sure we met the deadline without affecting quality.

**ACTION**

I organised a team meeting to identify the main issues, delegated tasks based on strengths, set daily check-ins and tracked progress closely. I also communicated with stakeholders to manage expectations.

**RESULT**

We completed the project 2 days early with high quality. The client was very happy and I received positive feedback from my manager and team.

### TIPS FOR USING STAR

- Keep your answer structured and to the point
- Focus on your role and actions
- Be honest and authentic
- Use examples that are relevant to the job
- Practice your answers out loud

Practice makes your answers confident and natural.

### WHY IT WORKS

- It keeps your answers clear and organised
- It shows your problem-solving skills
- It highlights your impact and results
- It helps employers see your value

It's the employer's favourite way to hear real examples.

### COMMON MISTAKES TO AVOID

- Being too general or vague
- Focusing on the team, not your role
- Giving too much unnecessary detail
- Forgetting to explain the result
- Not preparing examples in advance

Avoid these and your answer will stand out.

### REMEMBER

STAR helps you tell your story clearly and confidently.
Structure your answers. Show your impact. Impress with confidence.