

EFFECTIVE INTERVIEWING

STAR METHOD

Situation

What happened? Briefly explain all necessary details of the circumstances.

Task

What was the goal?

Action

What did you do to accomplish the task? Details are very important here.

Result

What happened as a direct result of your actions? Were you able to meet or exceed the goal? How do you know?

The STAR Method is an acronym to help you remember how to answer a *behavior based question*. You will want to provide a very specific example from work, school, volunteer, or professional/educational organizations to answer the question. Hitting each of these elements of the story in the order you see here will help you to make the most out of your answer!

Remember: Employers believe the best indication of future performance is past performance!

QUESTIONS

Traditional

Straightforward questions looking for a straightforward, concise answer.

Example:

"Why are you interested in this job?"

Situational

Provides a hypothetical scenario and wants to know how you believe you would handle the situation.

Example:

"What would you do if a customer became angry and shouted at you or a colleague?"

Behavior Based

Asks a behavior or common (broad) scenario from the past, best answered with the *STAR Method*.

Example:

"Tell me about a time you made an impact on your team?"

Case/Task Based

Asks you to work through a job related task with them or for them.

Example:

"This job requires you to extract conclusions from data that you will collect. Please take a look at this information and provide us with recommendations for improvement."

Brainteaser/Off-Beat

Seemingly out of place questions intended to measure your creativity and critical thinking skills.

Example:

"If you were an animal, what animal would you be and why?"

TYPES OF INTERVIEWS

One-on-One (one person interviewing one candidate)

Pay attention to non-verbal communication as much as what you say.

Panel (small group interviewing one candidate)

These seem intimidating, but don't stress! While there are multiple people, you still treat it the same as a one-on-one

Group (one or more people interviewing multiple candidates)

Don't let yourself be influenced by other's answers. Stick to "your gut" and go with the response you feel is true for you.

Video (virtual interviews on camera over the internet)

Remember that they can see you! Treat it exactly as you would if you were attending the interview in-person.

Lunch (any interview over food or coffee)

Be mindful of etiquette.

PREPARING

- Do some strengths finding exercises to get a confidence boost and generate talking points.
- Know the job description inside and out. What are the key skills it identifies?
- Research the employer! Find out everything you can about the organization.
- Plan your answers to some of the most common questions.
- **PRACTICE!** Do a mock interview with OACS for in-depth feedback before tackling the "real deal."

DAY OF INTERVIEW

- Plan to arrive 10 to 15 minutes early, if in-person. Allow plenty of time for travel, just in case.
- Dress for success: What is appropriate may depend on the job and the interview environment.
- Come prepared with a few copies of your resume printed on resume paper.
- If appropriate, bring a portfolio of your work samples and other relevant documents.

DURING THE INTERVIEW

- **LISTEN!** Make sure you pay very close attention to the questions the interviewer is asking you.
- Note the name(s) of the interviewer(s). If possible, get business cards.
- Have a goal for the interview. *Not just the goal to get the job.* A goal of what you want them to know about you and your skillset by the end of the interview.
- Ask relevant questions of the interviewer (3-5). No questions about salary or benefits at this point.
- Ask about a timeline for making a decision on a candidate.

AFTER THE INTERVIEW

- Send a thank you email to each person who interviewed you 12-48 hours after the interview.
- Reflect on what you did well and the areas you might want to improve upon in the future.

Want to practice your interview skills? Let us help you with a mock interview!

SCHEDULE A MOCK
INTERVIEW
WITH OACS



SCAN ME



EKU
**OFFICE OF ADVISING
AND CAREER SERVICES**

Of course, should you have any questions, you can always contact the Office of Advising & Career Services for assistance!

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