



# REGIONAL CAREER NETWORKING DAYS

MARCH 16-18 | 9 AM - 3 PM

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## Using the STAR Method to Answer Behavioral Interview Questions

STAR stands for "Situation, Task, Action, and Result," the STAR method allows you to give a specific example, contextualize your answer, highlight the outcomes and successes while also being clear, specific, and concise.

### **"Give me an example of when you worked well on a team."**

**S** – "In my last job, I worked in customer service at a call center."

**T** – "The CS team was split into smaller teams of five that had daily and weekly goals set by management."

**A** – "The split teams was a new process so I took the initiative to set up weekly team meetings to learn about new product updates, increase team communication, and create momentum."

**R** – "As a result, our CS team earned the highest Net Promoter Score for new products."

### **Your Turn to Practice.**

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### **"Describe a time you delivered excellent customer service following a complaint."**

**S** – "As a front desk agent, I had a client call complaining that she had waited more than a week for a reply from our welding team."

**T** – "I needed to address the client's concerns, determine why the client was not contacted, and ensure their experience was improved."

**A** – "First, I apologized to the client and empathized with how frustrating the situation must have been for her. After gathering all the necessary information from the customer, I informed her I would personally look into the issue."

**R** – "I was able to determine that the contact information was incorrect on the customer's profile. Together with my manager, we called the client within the hour and offered a discount on her next order. The client continued to order from us and left positive feedback on my performance with my manager."



## Your Turn to Practice.

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### "Can you provide an example of a time you worked well in a high-paced environment?"

**S** – "As a state-licensed EMT, I am often in high-stakes environments and work with individuals across the different first-responders. Last month, I responded to an accident."

**T** – "We were the first to make it to the scene. I could see that the individuals in the car needed help, so I immediately began to assess the situation."

**A** – "I directed my partner to maintain a perimeter for the pedestrians' safety. As I delegated, I stayed focused on determining the status of those in the car. Once the fire department and police teams arrived, I was able to update and direct the team members to assist quickly and efficiently."

**R** – "Because of the information I was able to provide and how quickly we established care, we were able to save all involved in the accident."

## Your Turn to Practice.

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### "Tell us about a time you identified a weakness and how you improved?"

**S** – "My role as drafting intern was to schedule all the projects and analyze and update field measure drawings."

**T** – "My manager set a goal to complete the schedule and a specific number of drawing a month."

**A** – " I created a set of smaller goals for myself by dividing the larger goals into smaller and more manageable tasks."

**R** – "As a result, I not only increased my efficiency but exceeded my manager's goals. My micro-task project management style is now taught and used by all interns."



**Your Turn to Practice.**

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