




## Interview Preparation: **ANSWERING QUESTIONS**

# STAR + LEARNING



<b>S</b> ITUATION	Describe the specific situation. Set up your story.
<b>T</b> ASK	What were you trying to accomplish? Tell who, what, when, where, and why (include only relevant details!).
<b>A</b> CTION	What did YOU do to solve the problem or meet the task?
<b>R</b> ESULT	What happened? Specify numbers, volume, dollars, resolution, etc.
<b>L</b> EARNING	Link the skills you demonstrated in this example. Tell how the employer is going to benefit from hiring you.

### EXAMPLE:

<b>Situation</b>	In my previous position as an account manager, one of my co-workers quit on the spot, leaving our firm unattended accounts.
<b>Task</b>	Although I already managed multiple accounts, I was assigned new accounts from my co-worker's absence. I knew the workload was high, but important to maintain all contracts.
<b>Action</b>	I took some measures to destress. Then, I carefully evaluated my schedule and restructured my task list to ensure I could manage additional duties. Due to my planning, I was able to be present and available for the account stakeholders until we were able to hire a replacement.
<b>Result</b>	My co-workers were grateful we were able to effectively manage the extra work on short notice. Our accounts also positively unaffected by the staffing change.
<b>Learning</b>	During this time, I also learned the importance of prioritization and communication during high-volume periods.

### TRY IT OUT!

**Situation**

**Task**

**Action**

**Result**

**Learning**

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CAREER@UWSUPER.EDU | 715-394-8024 | SWENSON HALL SUITE 1601