

BUILD YOUR CONVERSATION

HOW TO BUILD UP YOUR INTERVIEW SKILLS 1. STAR ACTIVITY

What is STAR? STAR stands for:

(S)ituation: What is the scenario/event?, (T)ask: What did you need to accomplish?, (A)ction: How did you accomplish it? (R)esults: What happened?

STAR is a great way to answer interview questions fully while providing key details about your skills.

EXAMPLE (SCHOOL)

Tell me about a time you took on a project.

(S)ituation:

I was assigned a group communication project for my public speaking class.

(T)ask:

The assignment was to work with 4 other students to design a marketing pitch for a well known product.

(A)ction you took:

I stepped up as the group leader—scheduling planning meetings and working with the team to create tasks that we needed to accomplish before the presentation. I also established deadlines to ensure that we completed the project on time.

(R)esults Achieved:

We gave our marketing presentation on Nike shoes and the class voted our presentation as the Best in Class. Also my team members thanked me for keeping them on track and being a strong leader.

EXAMPLE (WORK)

Can you give me an example of how you dealt with a difficult situation?

(S)ituation:

While working at Target as a team member,

(T)ask

I had a customer who was extremely frustrated because they couldn't find the product they were looking for.

(A)ction you took:

I could see the customer was upset. I approached him, introduced myself and asked if I could help him. He voiced his frustration about the store being too busy and that it was difficult to find items. I listened to him and told him that I would be happy to help him locate the product he was looking for. I walked him directly to the product and gave him some insight to the product features. I also asked him if he needed help finding any other items.

(R)esults achieved:

He left the store with a smile on his face and he became a regular customer. Over the time I worked at Target, we would greet each other by name and he let my manager know that I was the most helpful person in the store.

CREATE YOUR OWN

Use the following space to write your own STAR story.

INTERVIEW QUESTION

Tell us about a time when you faced a difficult situation at work. How did you handle it?

(S)ITUATION		
(T)ASK		
(A)CTION		
(R)ESULT		

PRACTICE ANSWERING TOUGH QUESTIONS

The questions below are designed to help you think deeply about yourself, single out your personal and professional experiences and describe your skills. Keep your answers to these on paper or note cards and review them before each job interview.

What recent professional accomplishments and achievements are you most proud of any why?				
What educational achivements have you accomplished?				
How do you plan to apply the skills and experiences you have gained to your future?				
Why are you interested in this company and how does everything you shared contribute to your interest?				

QUESTIONS TO ASK THE INTERVIEWER

- Can you tell me more about what the day-to-day responsibilities would be for this job?
- · What expectations and goals would you like to see someone accomplish when they first start?
- Do you foresee upward mobility within this company for someone in this position?
- Can you come up with one more question that would be appropriate to ask an employer?

THANK-YOU EMAIL

t is a good idea to send an email to the people who connected you to the interview, the cheduled it, and the people who interviewed you, to thank them for their time and follownstructions you were given. This should be done within 24 hours of the interview. You can the resource provided, Just In Time Interview to help give an idea of how it should be personalize each one. Draft your own Thank-You Email below and don't forget to inclin formation:	w up with any an find an example written. Make sure

Skyline College has career counselors, job placement coordinators, and faculty who are eager to help you from beginning to end. Contact us at LandUrDreamJob@gmail.com, or call us at (650) 738-4337 to schedule an appointment and receive more one-on-one support.