



# Answering Interview Questions

Lori Cleymans  
Achievement Coach  
TAACCCT Grant

This product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to accuracy of the information, including any information or its completeness, timelines, usefulness, adequacy, continued availability, or ownership.

# Contents

- Research
- STAR
- Practice!



# Research the Employer / Job

- So few people will spend even a few minutes doing research that those who DO will automatically stand out!
- What are you looking for?
  - Industry information
  - Company information
  - Tips for dressing appropriately
  - Interview questions / responses



# STAR

- Situation + Task + Action + Result





**S** = Explain the situation, where you were working or the job title.

**T** = Describe the issue, what was the problem?

**A** = What actions did you take?  
Be specific.

**R** = What was the result of those actions? What happened?

**When I was a Lead Transition Specialist, there was a time when a customer was very upset about the policy we had in place.**

**The customer was angry that our pre retirement seminar was full after only one day of taking registration.**

**I listened to the customer so that I could fully understand his frustration, and develop a plan to help him.**

**I apologized about the seminar registration, and offered numerous alternatives for him so that he would not miss any information, and would receive individual assistance in his transition. I arranged appointments for him so that his concerns were addressed.**

**The customer left feeling more confident about his career change, and with a list of resources and appointments set up to help him through a challenging time in his life.**

# Let's Practice!





## Keep in Mind

- Research will help you stand out
- Keep your examples relevant to the job
- Practice, practice, practice!