



## Selecting the right person with the STAR(R) method

The selection interview provides the opportunity to find out about skills and characteristics that one cannot infer from a CV. The STAR(R) method is a tool for asking questions during a selection interview that will probably result in realistic information about an applicant's qualities, rather than in socially desirable answers. It consists of four types of questions that an interviewer asks in order to get as concrete information as possible about behaviours that an applicant has performed: in which situation, what was the task, what was the action, and what was the result of the action.

Start with a neutral introduction. For instance if you would like to see if a candidate can cope with unexpected situations, you can start with: "No matter how well you are prepared, sometimes you face an unexpected situation" and then ask: "Have you ever been in a situation like that"?

### **Situation**

Please describe the situation that you were in or the task that you needed to accomplish. Describe a specific event or situation, not a generalized description of what you have done in the past.

(This situation can be from a previous job, from a volunteer experience, or any relevant event.)

What were the main issues involved in the situation?

What was the desired outcome?

### **Task**

What exactly was your task in this situation?

What needed to be done?

What goal were you working toward?

What obstacles had to be overcome?

Who had the final responsibility?

With whom did you collaborate?

### **Action**

How did you start?

What were the steps you took to complete the task or to resolve the problem?

Why did you do it this way?

What was your particular contribution?

### **Results & Reflection**

What was the outcome?

What did you accomplish?

How did it change things at work?

What lessons did you learn from this event?

How could you apply this to other tasks?

What would you do differently next time?