



# STAR: Behavioral Interviewing

Behavioral interviewing assumes that past performance is a good indicator of future performance.

To utilize the STAR method, follow the steps below:

Step:	Ask the interviewee to:
Situation/Task	Describe a specific situation or task you needed to accomplish.
Action	Describe what YOU did (even if you are discussing a group project).
Result	<b>Explain:</b> <ul style="list-style-type: none"> <li>• What was accomplished?</li> <li>• What did you learn?</li> </ul>

## Prepare for the Interviews

- Generate an Interview Guide in The Predictive Index® software using the Job Pattern and the behavioral pattern of the candidate.
- Create additional questions using the STAR method (Situation/Task, Action and Result) to help you determine if the candidate has the potential to be a top performer. Refer to question 6 on the Define Worksheet: What separates a top performer from an average performer in this role?
- Discuss the answer target for each of the questions with the interview team and recruiter.

Question:	Answer Target:
<b>Waiter/Waitress Example:</b> Tell me about a time when you had to deal with a difficult customer. What steps did you personally take to manage the situation, and how did that turn out?	<b>Listen for:</b> <ul style="list-style-type: none"> <li>• Allowed the customer to talk, apologized without accepting blame</li> <li>• Took initiative to give customer additional food/drink, coupon etc.</li> <li>• Resulted in a loyal customer</li> </ul>