



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	Explain: <ul style="list-style-type: none"> • What was accomplished? • What did you learn?

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:
Waiter/Waitress Example: 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?	Listen for: <ul style="list-style-type: none"> • Allowed the customer to talk, apologized without accepting blame • Took initiative to give customer additional food/drink, coupon etc. • Resulted in a loyal customer