

What is the STAR Approach to Behavioural Interviews?

BC Assessment's interview format:

- BC Assessment uses competency-based behavioural descriptive questions as a means for assessment in all of our interviews, for each level within the organization. Specific competencies are selected from the job description for each respective role, and then questions are designed around these different competencies. Because we are assessing specific competencies (e.g. service orientation), questions will be tailored to give you an opportunity to provide an example of a time when you demonstrated this competency.

What is the STAR Approach to answering behavioural interview questions?

- BDI's and BDI questions are based around the premise that *past behaviour* in specific work situations (or school, volunteerism or life!) is a predictor of future performance. The STAR approach is a *way* to make you successful in answering these questions! This format provides both interviewee and interviewers with a structure for each answer – a structure for designing your answer and a structure for us to follow.

STAR is an acronym for four key concepts:

- Situation
- Task
- Action
- Result

Situation: Describe the context for your example – the company, your role, the scope of the project, the challenge or whatever. The situation can be from work, school, volunteerism or wherever you have your shiniest, most relevant (to the competency being assessed) example. If the question asks for an example from a specific job family or role, make sure you pull a relevant example to meet this requirement. Remember the 5 W's: who, what, where, when and why (and how!).

Task: Highlight the specific task within the landscape of the context that you just laid out. What were the specific goals, requests, project deliverables, constraints, and so on? What was *your* goal, responsibility or specific task?

Action: Describe the specific actions that you took to complete the task or overcome the challenge. What did *you* do? What actions did *you* take? Remember the competency that we are assessing – your actions are the “meat” of your answer!

Result: Close with the outcome or result of the specific example and your success. What did you learn? What did you accomplish? How did the organization or your team benefit?