



The STAR Technique



The STAR technique is a great method to make you stand out from the crowd.



STAR stands for 'Situation, Task, Activity, Result'.

When you either write (on a CV) or talk (in an interview) about your employability skills you can use this technique to really highlight how you previously put them into practice.



Situation

Describe the situation and when it took place.



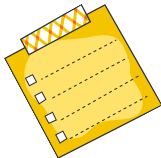
Example

During my work experience placement at Mc Burgers, one day we were missing lots of staff and were very busy.



Task

Explain the task and what was the goal.



Example

Up to then I had been responsible for clearing away but my supervisor asked if I could help to deliver food to the tables as there was quite a lot of customers waiting.



Action

Explain what you did to achieve the goal.



Example

I checked with the team leader what I had to do and then started to take food to the tables. I made sure I smiled to the customers and apologised for any delay to their meal and asked if they required any sauces etc.



Result

Explain what happened as a result of your actions?



Example

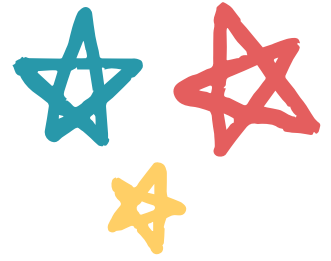
The outcome was that we had no complaints despite delays and the supervisor said I had showed great initiative in calming the situation down and ensuring the customers were happy.

Note that the 'Situation' and 'Task' sections can easily overlap, and can often be combined into one point.





The STAR Technique



Think your top skill and try and write it up using the STAR technique.



Top skills could include:

Teamwork

Communication

Creativity

Leadership

Resilience



Situation

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Task

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Action

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Result

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When using STAR, remember

You can use examples from work, home or volunteering.
Be prepared to answer follow-up questions about the examples you give.
Keep examples short and to the point.