

# STAR Technique

**For Answering  
Critical/Behavioral Questions**

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# STAR Technique

**STAR Technique is used to Answer the Questions related to provide Professional & Real Life Examples :**

- **How did you handle a Critical Situation in the Past during your work?**
- **Basically these are Behavioral and Situational Questions**

**There is a Step by Step Process to Answer.....**

# 4-Steps Process

**S**

**T**

**A**

**R**

**Step-01**

**Situation**

A Situation  
or Problem  
you faced

**Step-02**

**Task**

Your Role  
in that  
Situation

**Step-03**

**Action**

Your  
Specific  
Actions to  
handle that  
Situation

**Step-04**

**Result**

Outcome  
of your  
Actions &  
Solutions

# Sample Questions

- 01. Share, when you ever faced a difficult problem at work. How did you solve this problem?**
- 02. Tell me about a time when you achieved a specific goal.**
- 03. Tell me something when you had a conflict with a colleague. How did you handle it?**

# Sample Questions

- 04. Have you ever had to motivate others? How did you do it?**
- 05. Share an example when you failed. What did you learn from this Failure?**
- 06. Share an example of a time when you had to make a difficult decision. What did you do?**

# Let's take an example of Question #1

**Share, when you ever faced a difficult problem at work. How did you solve this problem?**

**S- Situation:**

In my current role as a Manager of Sales & Marketing,

There was a challenge when I was assigned to achieve some stretched targets.

Some of my team members were on leave and facing a shortage of salespersons.

The GM set an unrealistic deadline. Due to this, I and my team were under the stress.

## **T- Task:**

**As a team leader,**

**it was my role and Responsibility to ensure to achieve the stretched targets within the time limited.**

**While I have a limited nos. of team members.**

**It was also my duty to motivate my team members and keep their morale high.**

## **A- Action:**

**I prepared a Smart Plan and Setup a Process to Achieve the stretched targets after discussing with my GM & my team and implemented this successfully.**

**I used technology and online platforms to achieve the targets.**

**I scheduled daily meetings on updates and progress with my team as well as my GM.**

**I also shared some stress-relieving activities for refreshing my team. So that they could move ahead with new energy.**



## **R- Result:**

**By following our plan, process, and strategy, we were able to achieve more than the targets and complete everything within the time limit.**

**It was also great learning for me to continue with this strategy and strength to deliver more than the expectation.**

**I still continued with it and got many appreciations and awards.**

**I also learned how important it is to use technology, keep a good process, follow the guidance of the seniors, and have clear communication across the team.**

**If you are fresher.....**

# Let's take another Example

**Can you tell us a mistake you have made and how did you handle it?**

**Focus on positive aspects & results.**

**Show that you are capable to handle the situation or that you have made a mistake by chance.**

**Focus on your positive thinking & actions.**

**And show some positive results**

# Your Answer

- S** As a human being and in the learning process, there may be chances to have a mistake.
- T** One mistake that helped me to grow, was when I started my career as a sales executive. And I was facing challenges to meet my sales targets.
- A** After discussing with my team leader, I realized that a complete understanding of customers' needs and regular follow-ups play a vital role to convert the efforts into sales. And then I just developed a system to nurture the relationship with the customers and structured my following-up activities.
- R** It worked like a miracle and I got more than the targets. It was great learning to me that learning from seniors, developing systems, and framing the activities can give you the best results.

# Some Pro Tips

## **Always Write Down the Moments When:**

- **You solve a Critical Problem**
- **You resolve a Conflict**
- **You have an Achievement**
- **Any Appreciation or Award**
- **Or something Special in your Career**

# Your Assignment

- 1** Read JD carefully, identify the problem and required skills & analyze yourself (Requirements v/s your KSA)
- 2** Customize your Resume before applying your next Job. Always send it with a Cover Letter in the mail body or separately if asked so.
- 3** Do research, find solutions, do homework and present yourself as a problem solver & right fit
- 4** Preapre your story & PPT to present and conduct some mock drills

# Thank you

**Submit your resume for getting updates  
on the latest jobs in CSR**

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