



## How can you use the STAR Analysis to answer behavioral interview questions?

This assessment will test your understanding of the STAR Analysis method so you can effectively apply this method to future behavioral job interview questions. It will also give you examples of some common workplace problems and ask you to answer each question in the way you would handle the situation. The end of this section will provide you with recommendations to improve your reaction to workplace conflict and prepare you for future job interviews using the STAR analysis method.

### Review of the STAR Analysis Method

#### **1. What step in the STAR analysis is the following example?**

*In my most recent role as a project manager, there was a time when two of my coworkers were in an argument about a certain task. We were in the middle of a big project and everyone was stressed with the amount of work we all had to do.*

- a. Situation
- b. Task
- c. Action
- d. Result

(Answer: Situation because this project manager is setting the stage for the story and sharing context about the situation.)

#### **2. What step in the STAR analysis is the following example?**

*I set up individual meetings with each member of my team to see how they were doing and gauge the stress level of each team member. After I sat down with each member and had a better idea of the situation, I set up a meeting with the two coworkers that were in an argument and acted as a mediator between them so they could solve their issues and work better together.*

- a. Situation
- b. Task
- c. Action
- d. Result



(Answer: Action because this person is explaining the actions they took to overcome the challenge.)

Section B: This next section will give you examples of some common workplace problems and ask you to answer each question in the way you would handle the situation.

**3. When a coworker refuses to follow through on their tasks, how do you react to the situation?**

- a. I would avoid conflict and focus only on my work
- b. I would tell them to stop being lazy and take care of their work. After all, everyone else has a lot to do and we don't need someone else holding us back.
- c. I would tell my supervisor about the issue and let them handle it
- d. I would reach out to them and see if there is a way we could work as a team to improve everyone's workload so everyone could get their work done on time.

**4. You are told by your supervisor that one of your coworkers is annoyed with the way you approach tasks. How do you handle this situation?**

- a. I would avoid that coworker and try to do my best on the tasks I'm given in the future by that coworker
- b. I would confront the coworker and tell them to focus on their work and stop criticizing mine.
- c. I would ask my supervisor to reach out to the coworker and tell them that I will try harder.
- d. I would sit down with the coworker to learn how I can better approach tasks and see if we could find a better way to complete our tasks in the future.

**5. You are currently overloaded with work and your boss asked if you could take on another time sensitive project. You are currently stressed with your current workload and are worried about taking on more projects, but you don't want to let your boss down. How do you handle this situation?**

- a. I would take on the new time sensitive project and stay later to get all my assignments done.
- b. I would take on the extra work but tell my boss that I have a lot to do so it might not get done within the deadline.

- c. I would take on the task but ask another coworker that I trust for added help without telling my boss.
- d. I would tell my boss my current situation and see if there was some way we could push some of the tasks to a different deadline or work with them to find a solution that works for both of us.

**6. You forgot about an important assignment that was due yesterday and now your boss is angry with you. How do you handle this situation?**

- a. I would drop all my tasks for the day and focus all my efforts on getting it done so my boss isn't too mad at me.
- b. I would complain to my coworkers about the amount of stress I'm under and tell them how awful of a boss we have.
- c. I would send a quick email to my boss and apologize for the late assignment but assure them that I would get it done today.
- d. I would sit down with my boss and apologize directly to them. I would also tell them my current situation and see if there was some way we could find a better workflow for my tasks.

**Assessment results:**

**If you chose A the most often:** You tend to avoid conflict as much as possible and generally try to keep the peace by not saying anything. Instead of avoiding conflict in the future, try to focus on incorporating ways you can solve conflict in a more constructive way. Managers are looking for employees that are willing to work with others in a constructive way to solve problems and build a better team environment.

**If you chose B the most often:** You tend to use conflict to help others understand your perspective. You believe that in most cases, you haven't done anything wrong. Instead of assuming that your perspective is the best, try to focus on working with others in a more collaborative way. Managers are looking for good team players who are willing to find solutions using collaborative means.

**If you chose C the most often:** You tend to want others to see you in a good light and use words to help others see that you are a good employee. Instead of being a people pleaser, focus on ways you can own up to the work you do. Managers want employees that strive to do a good job for the benefit of the company and are willing to own up to mistakes they may make.

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**If you chose D the most often:** You tend to focus your work on building effective relationships with each member of your team. You understand the importance of collaboration and are willing to work with each group member involved to overcome challenges. Continue to strive to approach workplace situations using this type of approach and use examples from section D in your future interviews.

Created with inspiration from [Indeed](#), and [the Balance Careers](#).

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