

STAR Technique Worksheet



Roadmap – Prepare for Interviews



<https://backtoworkconnect.ie/careerhub/back-to-work-roadmap/>

STAR Interview Answer Worksheet

Turn your experience into a confident interview answer.

The STAR technique is a simple way to structure answers to competency-based interview questions. It helps you give employers a clear example of what happened, what you did and the difference you made.

Your example can come from paid work, volunteering, study, caring responsibilities, community involvement or other relevant life experience.

The interview question: Tell me about a time when you...

Examples: solved a problem, dealt with a difficult situation, worked as part of a team, managed competing priorities or adapted to change.



SITUATION

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SITUATION

Set the scene

Briefly explain what was happening.

Where were you? What was the situation or challenge?

Keep this short — just enough context for the interviewer to understand the situation.



TASK

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TASK

What needed to be done?

Explain your responsibility or what you needed to achieve.

What was expected of you? What was the goal?



ACTION

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ACTION

What did YOU do?

This is the most important part of your answer.

What steps did you take? How did you approach the situation? What skills did you use?



RESULT

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RESULT

What happened?

Explain the outcome and what your actions achieved.

What changed? What was achieved? What did you learn?

Where possible, add evidence such as a number, percentage, positive feedback, time saved or another measurable result.

Examples

Example 1 — Problem Solving

Question: Tell me about a time you had to solve a difficult problem.

S – Situation: In my previous administration role, our team was receiving a growing number of customer complaints because enquiries were taking too long to reach the correct department.

T – Task: I wanted to find a simple way to improve how enquiries were recorded and passed on.

A – Action: I reviewed the most common types of enquiries, created a clearer tracking system and worked with colleagues to agree who should handle each type of request.

R – Result: Enquiries were directed to the right person more quickly, follow-ups became easier to track and we saw a noticeable reduction in repeat customer calls.

Skills demonstrated: Problem-solving, initiative, organisation, communication.

Example 2 — Managing Priorities During a Career Break

Question: Tell me about a time you had to manage competing priorities.

S – Situation: During my career break, I was caring for an elderly parent while also managing family responsibilities and completing an online qualification.

T – Task: I needed to manage medical appointments and family commitments while making sure I kept up with my coursework.

A – Action: I created a weekly schedule, prioritised time-sensitive tasks, coordinated appointments with other family members and set aside dedicated study time each week.

R – Result: I successfully managed the caring responsibilities while completing my course on time.

Skills demonstrated: Organisation, time management, prioritisation, resilience.

Final Reflection

BTWC Tip: Build a STAR Story Bank

Before an interview, prepare 5–6 good stories, rather than trying to predict every possible question.

Problem Solving | Teamwork | Communication | Adaptability | Managing Priorities | Leadership/Initiative

The clever bit is that one story can often answer several questions. For example, the volunteering story above could potentially demonstrate teamwork, organisation, leadership, communication or dealing with competing priorities. You simply change which part of the story you emphasise.

Note: don't invent a workplace example because you think that's what the interviewer wants. A genuine, strong example from volunteering, education or a career break is much better than a weak or exaggerated work example.