Business CAREER HUB

Strive to Thrive

Career Tips For TRSM Students

These reports leverage the expertise of BCH Staff to share best practices with students and alumni.

Behavioural Interview - In-Depth

As discussed in the Resume section, S.T.A.R. stands for Situation-Task-Action-Results. The STAR method is a great way to uncover your personal accomplishments and achievements, helping you differentiate yourself from your competition. This method is also a great way to tackle behavioral questions in interviews. The first step in developing your STAR statements is to brainstorm your past experiences.

The STAR Method

Situation

Explain the SITUATION or TASK that had to be solved or completed – include the people involved, deadlines and places to validate the story. You must describe a specific event or situation, not a generalized description of what you have done in the past.

S

T

A

R

Task

Outline a specific TASK you were required to carry out or perform.

Result

Explain the RESULTS accomplished. Clearly explain the positive impact you had on the organization through your actions. Don't be shy about taking credit for your behavior!

Action

Clarify the ACTIONS you took to specifically manage the situation or task successfully.

TIP: STAR Method

When preparing your STAR statements, keep in mind the abilities and competencies the employer is inquiring about. Make sure you have several examples you can pull from, built from your experience in current or past jobs, extracurricular/volunteer activity, academics and more.
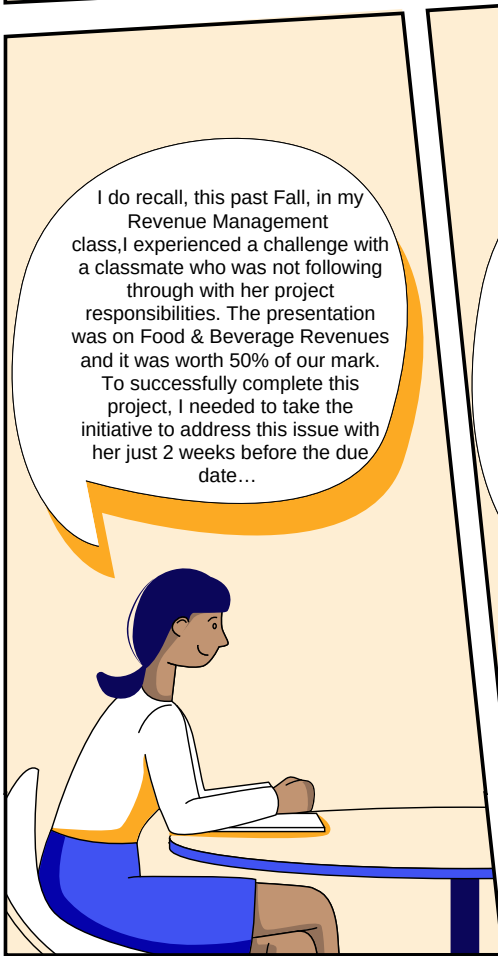
Sample Response To Typical Questions
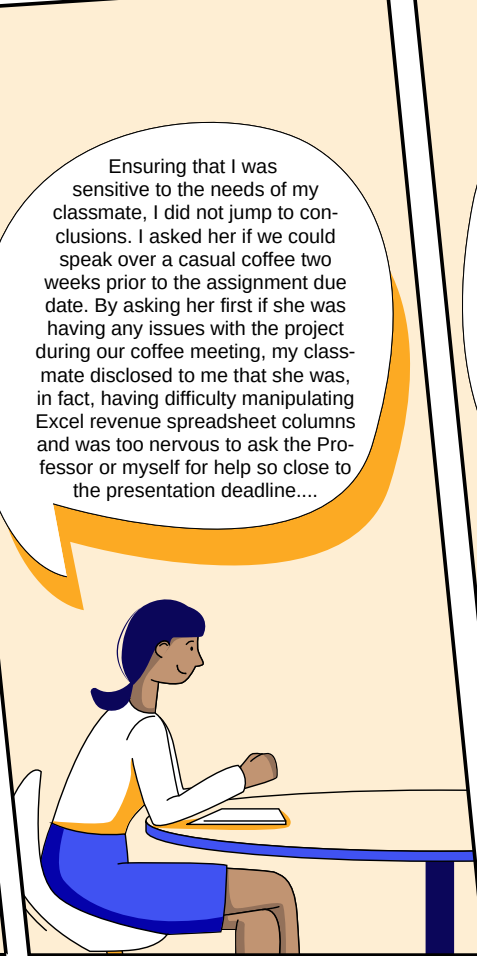
Interview Questions

1. Tell me about a time when you experienced a challenge with a coworker, classmate or peer. What happened and what was the outcome?
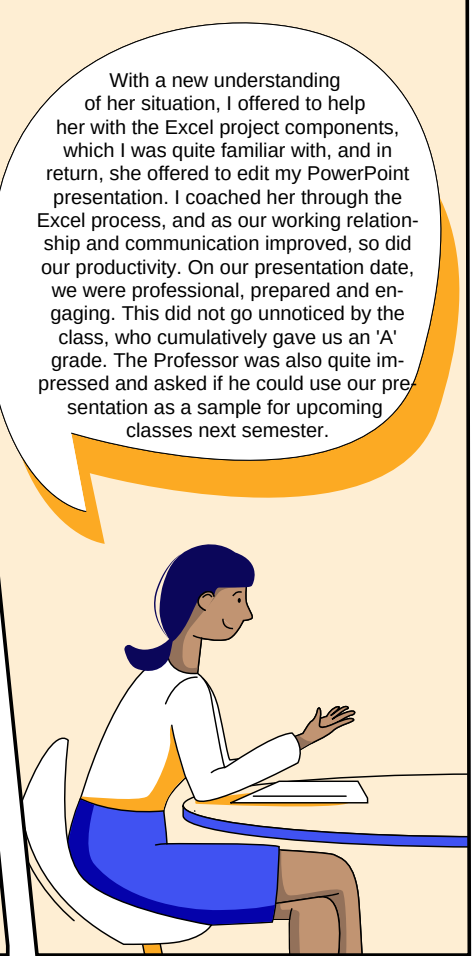2. Tell me about a time when you went above and beyond for a customer?
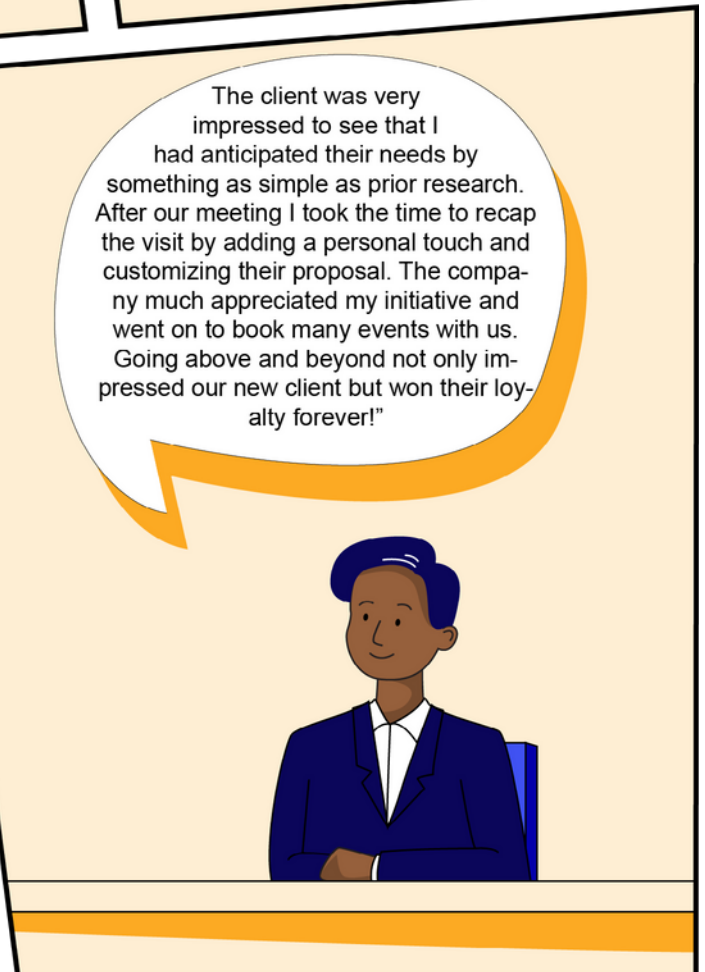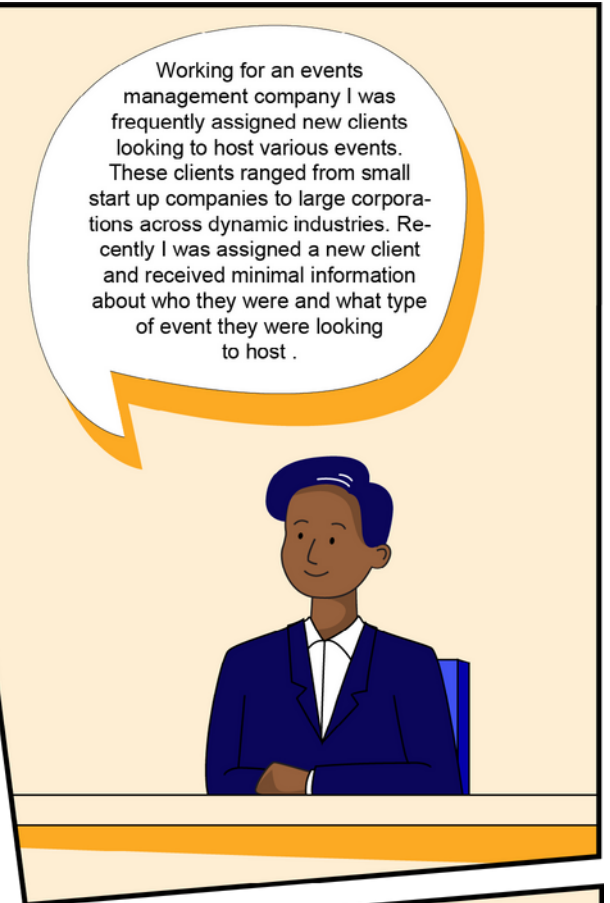
Sample Response

Situation/Task   Situation/Task   Action/Result

Sample Response

STAR Method Worksheet

	ST Situation or Task	A Action	R Result
Adaptable/Flexible: Describe how you are flexible in dealing with co-workers or classmates.			
Attention To Detail: Describe a task or project you have worked on that demanded the most attention to detail.			
Communication: Tell me about a recent miscommunication you had with someone. What did you do to correct or resolve the situation?			
Conflict Resolution: What are some of your strengths in dealing with people? Tell me about the last time you used one of those strengths to resolve a conflict.			
Customer Relations: Describe the most frustrating time you have experienced when trying to solve a customer's problem.			
Decision Making: What was the most difficult work decision you have had to make in the last year? Why was it so difficult? How did you make it?			

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To prepare you for your next interview, check out these practice behavioural interview questions

Podcasts

Ladybug Podcast: Behavioural Interviews

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Employer Events

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Bootcamps/Prep Programs

Advance your technical and soft skills, earn digital badges, and gain an advantage in today's workforce through bootcamps. Click here to register for current bootcamps.

Coaching & Mock Interview

For career coaching, interview prep and more, schedule a 1:1 appointment with a Career Consultant or a Co-op Coordinator.

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Career Consultant Contributor
Olivia Baratta
Olivia is a Career Consultant and TRSM Alumni, with 9+ years of experience in the hospitality, real estate and academic sectors. She brings her passion for building meaningful experiences for her clients to develop and showcase their unique brand.