

EG of answering a competency based question using the STAR method

Question - Tell me about a time when you took the lead on a difficult project?

You should already know what specific qualities the interviewer is looking for. Try and include as many of these in your answers using the STAR Method.

SITUATION – what was happening, what was the problem?

TASK – What did you do to solve it, why did you decide to do that?

ACTION – What did you do to complete the task, what did you do that was different?

RESULT – what did you achieve, what difference has it made?

This helps craft and structure your answer:

S	I was working as a Customer Service Adviser at X company. At one of our team meetings the Manager announced that we had received some negative feedback from our customers. S/he said the Director was looking to set up a focus group to review the situation and he asked for volunteers.
T	I was keen to take on more responsibility and as I enjoyed working in group situations and I was the first to volunteer. Because of this I was asked to lead a group of 4 looking at solutions.
A	Over a few weeks we analysed the customer reports and discovered that the majority of negative feedback were due to a lengthy wait times in our reception at certain times of the day. Knowing that the team then had to come up with a solution. I then lead a number of focus groups to find ways to resolve the issue. Following these I focused on reviewing the rotas and ensuring more staff were allocated to reception at key times.
R	After implementing the suggestion, more receptionists were able to deal with customer queries in a timely manner. This meant wait times dropped by 12%. This situation required me to manage 4 people and find a solution with a positive outcome to solve a critical issue

Highlights skills you used – eg, - analysis, resolution, willingness – jointly they demonstrate leadership qualities.