

Using the STAR method transcript

This document is a transcript of an Auslan training video with tips on how to write job applications when applying for a position in the NSW public sector. The video can be [viewed in the Belonging and Inclusion Library](#).

You can view the [full series of videos in the Belonging and Inclusion Library](#).

Background

The video is part of a series created following a one-day workshop held by the Public Service Commission. The workshop focused on meeting the cultural and language needs of Deaf Auslan-speaking employees. The workshop was open to all Deaf employees in the NSW public sector as an opportunity to invest in their career growth in an environment tailored to their needs. The workshop was delivered entirely in Auslan and was designed with input from the Deaf community.

About Auslan

Auslan is a language used predominately by the Australian Deaf community.

Transcript

When you have a job interview with PSC you can use the STAR technique to tell a story about the work you do and the skills you have.

S – Situation
T- Task
A-Action
R- Result

STAR can be used when you are asked questions and you need to tell a story.

Examples are:

Tell me about a time when...
What would you do if...
Give me an example of...
Describe what happened....

When you need to tell the interviewers of things that happen in your work – you need to be concise and to the point – you do not want to ramble. STAR helps you to do this.

Let's unpack STAR:

S – Situation

Briefly explain the situation – paint a clear picture. You don't need to add things that are not relevant.

T-Task

Explain your role in the situation – what task did you have. What were your responsibilities?

A-Action

What did you do to solve that problem? How did you complete the task?

Explain specific things you did.

Don't say "I worked hard" – this is too general.

Explain your work so the interviewer knows your skills.

R-Result

This is a great time to explain how your work was successful.

Explain to them how your actions brought a good result.

If you received feedback from the customer or the team – tell the interviewer what was said.

Also explain how you feel – proud, satisfied etc

You can also use STAR to talk about a time when things did not go well or were hard/challenging.

If you made a mistake you can talk about that, but it is important to discuss the important lessons you learnt from that.

Using STAR is a good way to answer questions in an interview. You need to prepare and practice using STAR, so that you feel more confident when you have a job interview.

Do you want to know more about STAR? Talk to a colleague or your manager about this.