

# STAR Method

You can utilize the STAR method on your resume, CV, cover letters, interviews, and anytime you tell your story. Start with an example, anecdote, or story you want to portray to highlight your strengths or to prove a point.

## Situation

Start with the situation, set the stage, and describe the background.

## Task

What was your responsibility in the situation?

## Action

Speak to what you did to complete the task with strong action verbs.

## Result

Explain what the outcome was after the action taken. Remember, to emphasize what you accomplished, and what you learned.

## Resume Example

**Initial bullet point:** Made social media accounts to create a following for student organization.

- Situation: Increase social media presence and grow followers
- Task: Finding articles, building relationships, being detail oriented, making connections, cross promoting, removing trolls.
- Action: Developed or established a strategy.
- Result: Gained about 300 followers.

**New bullet:** Established organization's Instagram and Facebook accounts by posting information and connecting with relevant organizations to cross promote, gaining about 300 new followers.

## From Duty to Transferable Skill on a Resume

The purpose of a resume bullet is to showcase your capabilities as transferable skills. Transferable skills are abilities that may be learned in one setting and applied in a different setting.

Adding details like how much, how many, how often or how long? You may have to adjust your previous bullet to accommodate this information.

**Sample position:** Office assistant at a construction firm last summer

**Sample skill:** Organizational

**Initial bullet point:** Filed over 200 folders of customer information every day resulting in easy access for staff.

**Situation:** Employer had customer base of over 200. Each customer had a file that needed to be up-to-date every day.

**Task:** Keep files in the correct order where staff could easily find them.

**Action:** Filed customer information in alphabetical order.

**Result:** Folders were alphabetized, and staff had easy access.

**New bullet:** Maintained filing system of over 200 customer folders every day, ensuring they were up-to-date and alphabetized and staff had easy access.

## Using STAR in an Interview or Cover Letter

The STAR method is a tool you will be using throughout your search, including your cover letters and interviews. You may be expanding on situations you mentioned in your resume, or you might be telling additional stories to supplement your resume or answer a specific interview question.

Using the information from the above example, this is what a STAR story might look like:

**Situation:** Last summer I took a job as an office assistant at a construction firm, which had an active customer base of over 200. By 'active' this meant each customer had an open or ongoing project, and updates to customer files were constantly coming in throughout the day.

**Task:** Both in-office and on-site staff needed easy access, so my role was to ensure updated customer files were always in the correct order.

**Action:** At a minimum of three times each day--opening, midday, and closing--I would review the file list and reorganize them alphabetically as needed.

**Result:** My supervisor wrote me a recommendation, saying the staff gave positive feedback on how consistently organized and accessible the filing system was that summer.