

SITUATION

This is where you set your example/the **situation** you have had to deal with.

Where were you working? What was your role? Why were you there?

TASK

What was the **task** you were given/the problems you faced?

What difficulty did you need to overcome, why was it challenging? What were you trying to achieve?

USING THE STAR Model

ACTION

What **action** did you take? Provide a detailed but concise explanation of what you did.

What did you do? How? What skills did you use and what considerations did you take into account?

Show how you used the values or competencies in that situation.

RESULT

What happened as a **result** of your action? What was the outcome?

Was the problem resolved? How did people feel? What did you learn from the experience?