# STAR interview technique

## How to talk about Girlguiding in an interview

STAR stands for:

* **Situation** – the situation you had to deal with
* **Task** – the task you were given to do
* **Action** – the action you took
* **Result** – what happened as a result of your action and what you learned from the experience

STAR helps you tell the story of your experience with a beginning, middle and end. It’s a way to structure your answers in an interview to show your skills and experiences, and demonstrate why you are the best candidate for the role you are interviewing for. It helps you give specific examples and show how you changed as a result.

Volunteering with Girlguiding gives you lots of skills and experiences. Here’s how to talk about them.

### Question 1: Give me an example of when you had to overcome a challenging situation. How did you handle it?

* **Situation** – In my Girlguiding unit we needed to recruit new volunteers, or the unit would have to close and 22 girls would have to leave Girlguiding.
* **Task** – I was given the task of finding ways to recruit new volunteers to save the unit.
* **Action** – I designed promotional material to be professionally printed, and did a leaflet drop in the new housing developments. I also partnered with my local library to run a recruitment stall during one of their event days during the summer holidays. I researched popular social media groups, and shared digital recruitment resources which I had also designed myself.
* **Result** – Over the next 3 months, we were able to recuit 2 new volunteers which prevented the closure of the unit. I also shared my resources to other volunteers in my district, so that they could be adapted and used for other units.

### Question 2: Tell me about a time when you have shown leadership skills.

* **Situation** – I am the leader of a Girlguiding unit in quite a deprived area. Last summer we organised a sleepover in the aquarium for the girls.
* **Task** – I was given the task of organising and delivering the trip.
* **Action** – I researched different venues and funding options, then informed the rest of my volunteer team what the trip was going to be and how we could finance it. I then carried out risk assessments and informed parents about all the essential details and set up a payment plan. During the trip, I took charge of making sure all girls were looked after, including some who had never spent a night away from home or who had additional learning needs.
* **Result** – I was able to develop my confidence in my leadership skills by managing so many different aspects of the trip, from funding applications to liaising with the aquarium staff. I have been able to share my spreadsheets for planning and finance with other volunteers in the district, and have already been asked to plan a bigger trip for a couple of units totally over 50 girls aged 7-10 years old next spring.

### Question 3: Tell me about a time when you handled pressure well.

* **Situation** – I am the leader of a Girlguiding unit and also deliver online trainings to other volunteers in my free time. During one training session, my computer had an error and my training presentation had been corrupted.
* **Task** – I had to think on my feet for 45 minutes as the training had been booked for weeks in advance, and people were participating from across Scotland.
* **Action** – When the Zoom session began, I explained to the participants that due to my files being corrupted, the training session would be more discussion based, but we would still cover the essential content and I would email a new version of the presentation to everyone later that week. Because I had rehearsed my training presentation plenty of times, I felt confident in talking about the topics with everyone.
* **Result** – I was able to develop my confidence in my communication and leadership skills by delivering a quality training session to 25 volunteers from across Scotland. The discussions were so good and they got such positive feedback from the participants that I’ve actually adapted the training presentation to allow more time for discussions.

## More interview question examples

* Tell me about a situation where you had to make a split-second decision.
* Share about a time you set a specific goal and achieved it.
* Talk me through a time when you had to communicate to a large group. Tell me how you got your message across effectively.
* Give me an example when you showed initiative and had to think on your feet.
* What is your greatest achievement?
* Tell me about a time you went above and beyond your duties for a job or task.
* Give me an example of a time when you and your team had opposing views on an issue. How did you persuade them to go with your decision?