

---

**ANSWERING COMPETENCY BASED  
INTERVIEW QUESTIONS  
USING THE STAR METHOD**

---

# Answering Competency Based Questions using STAR

---



- **Answering Competency Questions – Advice from PwC & KPMG**  
<https://www.youtube.com/watch?v=HsMJEvS5B8E&list=PL1C21DFE1FA4AF7F0&index=3>



- **Competency Based Interviews Explained: ESB, KPMG, Musgrave, Citi, Glanbia, Engineers Ireland**  
<https://www.youtube.com/watch?v=CwOjV7rtbjA>

## Step 1 – Situation or Task

Think of a situation similar to what the interviewer is asking you about that had a successful outcome.

Set the scene, giving brief context and background. Describe a specific situation that faced you or the task that needed to be accomplished.

## Step 2 – Action

This is the most important and substantial section of the STAR approach (70% of your answer) as it is where you will need to demonstrate and highlight the skills and personal attributes that the question is testing. You have been faced with a big challenge: What did you do?

- Use the word I rather than we.
- Go into some detail explaining exactly what you did.

## Step 3 – Result

The STAR story should end with a positive result - ideally one that can be quantified.

Examples may include letters of commendation, exceeding targets by 15%, saving the team 10 hours a week.

The interviewer may also ask you what you learnt from that situation, and if there was anything you'd do differently the next time you were faced with that situation.