WORKSHEET + WORKED EXAMPLE

Show Your Work With STAR

A clear, editable story for a review, interview, project update, or learning conversation.

15 minutes | STAR · Situation / Task / Action / Result

Use it in three moves

1. Choose one real example. Start with the facts you can support.
2. Draft the four STAR parts, giving most attention to what you did and what happened.
3. Read it aloud. Remove context that does not help, preserve shared credit, and check the evidence.

S · Set the scene

What was happening, for whom, and why did it matter? Use only the context needed to understand the contribution.

T · Name your responsibility

What were you asked to do or what responsibility did you take? Distinguish your role from the team's overall goal.

A · Explain what you actually did

Use concrete actions and decisions. Include who contributed and what changed in your thinking.

Show Your Work With STAR

YOUR WORKING NOTES / CONTINUED

R · Describe the result and its evidence

What changed, over what period, and how do you know? Include limits, unfinished work, and shared credit. Do not invent a number to make the story stronger.

Add learning when it serves the purpose

What would you repeat or change? This is an optional extension to STAR, not another required letter.

Choose the audience and protect the details

What does this listener need to understand? Remove identifying or sensitive details, and verify claims before sharing.

A question for me

Whose contribution or constraint would disappear if I told this only as my success?

See one way through

FICTIONAL WORKED EXAMPLE / NOT THE ANSWER TO YOUR SITUATION

S · Set the scene

Customer requests were being transferred between two teams, and some waited more than a week without a clear owner.

T · Name your responsibility

As service lead, I was responsible for clarifying the handoff and agreeing a workable ownership rule with both teams.

A · Explain what you actually did

I traced six recent requests with colleagues from both teams. Their accounts showed that our forms asked different questions. Together we tested a shared entry checklist and one named receiving owner.

R · Describe the result and its evidence

During the two-week trial, all eight transferred requests had a named owner at handoff. This small sample does not establish long-term impact; the receiving team also reported fewer clarification messages.

Add learning when it serves the purpose

I would involve the receiving team before drafting the next process. We are reviewing a further month of handoffs before calling the change stable.

Choose the audience and protect the details

For a performance conversation: emphasize how the team's evidence changed the solution. Keep customer names and request contents out.

The thinking behind it

A useful account makes the work and the people visible. You can describe your contribution clearly without making yourself the only person who mattered.

STAR is a widely used way to structure evidence about an experience: Situation, Task, Action, Result. Career services use it for competency-based interviews; the same structure can support a clear workplace account. This tool adds optional learning and audience checks. There is no single origin claim here.

Oxford University Careers Service · Interview technique

Read You Have a Culture Problem by Nic Payne