CFG CAREER RESOURCE GUIDE

Interview Framework

Using a framework to answer interview questions is important as it offers a clear structure, which makes your answers more organized and easy to follow. This enhances communication, ensuring you effectively express your main points. Furthermore, a framework ensures you touch on all essential aspects of your response, offering a complete, well-rounded answer.

1) S.T.A.R: Situation, Task, Action, Result

This is best used for behavioral interview questions, which are often designed to learn about your past behaviors in specific work situations as an indicator of your future performance.

Example Question: "Can you describe a time when you had to resolve a conflict within your team?"

Sample Answer:

Situation: "In my previous role, two team members disagreed on a project approach - one favored innovation, the other tradition."

Task: "As team leader, I had to resolve this to keep the project on track."

Action: "I organized a discussion, understanding both perspectives, and suggested a compromise: using the innovative approach on a smaller scale while sticking to proven strategies for the project's core."

Result: "This solution was accepted, the project was successful, and we even found potential for further innovation."

3) 3-Point

This is useful when you're asked to discuss multiple elements in one answer, such as skills, strengths, or experiences. It keeps your response organized and concise.

Example Question: "What are your top three skills that make you suitable for this role?

Sample Answer:

"Firstly, I have a strong ability to solve problems, which has consistently helped me tackle complex project issues."

"Secondly, my effective communication skills have been key in building productive relationships with team members and stakeholders."

"Lastly, I'm proficient in project management software like Asana and Jira, leading to improved productivity in my past roles."

2) C-STAR: Context, Situation, Task, Action, Result

This is great for complex behavioral questions, where the context of the situation is crucial to understanding your actions and decisions.

Example Question: "Describe a situation where you had to deliver a project amidst

Sample Answer:

Context: "In my last role, our company was shifting towards digital transformation."

Situation: "I was managing a project for developing a new customer relationship management system during this time."

Task: "Despite the ongoing changes, I had to ensure timely and within-budget project completion."

Action: "I maintained clear communication about the changes, stayed focused on our goals, adapted plans as needed, and provided extra support to my team."

Result: "Despite the challenges, we successfully delivered the project on time, aligning it with the company's new digital strategy."

4) Past-Present-Future

This is effective for questions about your career trajectory or future aspirations. It allows you to demonstrate your growth and future potential.

Example Question: "How has your past experience prepared you for this role and where do you see yourself in five years?"

Sample Answer:

Past: "In past roles, I've gained project management experience and honed my problem-solving skills, which have prepared me well for this position."

Present: "Now, I'm ready to take on this role's challenges and contribute significantly to your team using my skills and experience."

Future: "In five years, I aim to be in a leadership role, managing strategic projects, and continually upskilling in project management best practices."