

S.T.A.R. Examples

Competency: Experience and ability to conduct investigations.

Situation:

Over the past three years I was the supervisor of a general investigations unit. During the months of July and August of last year, there was a rash of business break and enters occurring throughout the city. Initial investigations by responding officers to these break and enters yielded little evidence to focus on potential suspects. However, I noticed that there were similarities in most of these break and enters, with matching modus operandi (MO's).

Task:

It was my job to co-ordinate and investigate the break and enters in an effort to locate the suspects and follow up accordingly.

Action:

I gathered information on all break and enters occurring in the city with similar MO's. I then contacted some human sources to find out if they had any information pertaining to the rash of break and enters. I liaised with the Media Relations Officer, who prepared a media release soliciting public assistance for any information pertaining to these break and enters. I also met with the Property Crime Unit and gathered intelligence on possible suspects. I was able to identify two main suspects, both working independently with other accomplices. I then implemented an action plan to deal with these suspects. I requested the assistance of our undercover investigators to confirm the location of one suspect. I conducted a meeting on September 10 consisting of police officers from all the different investigative units. I chaired this meeting and presented an operational plan which I had developed for discussion.

Results:

Within a couple of days the first suspect was arrested and taken before the courts for numerous break and enter offenses. On September 15, the operational plan on the second suspect was implemented. On September 28, I arrested the second suspect and he eventually pled guilty to numerous break and enter charges.

Competency: Going above and beyond your duties (problem-solving & initiative)

Situation:

I was a part of a team working on a presentation meant to help us secure a major new client for our company. The weather was bad, and as a result my supervisor got caught in a snowstorm and was unable to make it back in time. It looked like we were going to have to cancel the meeting and potentially lose the client.

Task:

I had been looking for ways to take on more responsibility, so I volunteered to finish up the presentation.

Action:

I worked with my supervisor via the phone and between the two of us, we were able to go ahead with the scheduled meeting.

Result:

As a result of my initiative, we not only landed the client, but I was also recommended for a promotion.

Competency: Lead on a difficult project (leadership)

Situation:

A few years back I was working as a HR advisor in DEPT. One morning in our department staff meeting the Manager announced that we had been receiving an unacceptable amount of negative feedback from our clients. Her solution was to create a working group that would analyze the situations and put forth an action plan, and for this she asked for volunteers.

Task:

I had been looking for an opportunity to show that I was capable of taking on more responsibility, and being a person who enjoys working in group situations, I was the first to volunteer. My manager was quick to make me the working group lead, which put me in the position to lead a group of 3 people who were tasked to come up with a solution.

Action:

Over the next 5 weeks we analyzed each of the service complaints and discovered that a majority of them were a result of lengthy wait times for managers. Knowing that we had to come up with a solution to decrease the amount of wait time, I then led a brainstorming session to find a way to fix the problem. We focused on changing the ticketing system timeframes and the way the work was being distributed.

Result:

After implementing my suggestion, the work was distributed according to specializations, which meant that the advisor could efficiently wrap-up their tickets. The waiting time dropped by 20% and once IT adjusted the time frames in the ticketing system it dropped to a total of 50%. This was a situation where I managed 3 people and found a solution for a positive outcome of a critical issue.

Competency: Under pressure at work

Situation:

During my time as the digital marketing specialist at my previous company, we were in the midst of launching our new website.

Task:

It was my responsibility to make sure that we transferred over every piece of content from the old website to the new one. We had to do this within a 30-day period to make sure we met the deadline for the launch.

Action:

At first, I was very overwhelmed as there were over 300 pages that I needed to transfer. I started by getting an inventory list put together. I then created an account on an organization website where I could go through and tick off each section and its subsequent pages one by one.

Result:

I was able to meet the deadline on time without missing any pages.

Competency:

Situation:

Our Department was conducting a consultation to determine people's views about a proposed change to legislation.

Task:

I was responsible for collating, sorting and summarizing the feedback from several feedback sessions of the consultation.

Action:

First I ensured I understood exactly what the aims of the consultation were and the information my manager was seeking. I then developed a table for responses, themes, specific issues and comments. I could check back if any issue was queried. I grouped feedback themes and noted any issues and comments, such as related legislation. I was careful to work systematically through the feedback sheets so no important information was missed. When the feedback was collated and summarized, I presented the results to my manager and director.

Result:

My manager and director were both pleased with this work. My department was able to identify both positive and negative issues and key concerns, and work through them in progressing the new legislation

