<table>
<thead>
<tr>
<th>Situation/Task</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tell me about the last change or improvement you initiated in your job at ______________________.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Everyone knows about something that should be changed or improved, but they don’t do anything because it’s not worth the effort. Give me an example of a time when you didn’t pursue a policy or procedure change that you knew should have been made.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>While you were at ______________________, what changes were you able to bring about? How did you do that?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**FOLLOW-UP QUESTIONS TO BUILD COMPLETE STARS**

For Situation/Task:
- Describe a situation when . . .
- Why did you . . .?
- What were the circumstances surrounding . . .?
- What were you reacting to?

For Action:
- Exactly what did you do?
- Describe specifically how you did that.
- What did you do first? Second?
- Describe your specific role.
- Walk me through the steps you took.

For Result:
- What was the result?
- How did it work out?
- What happened as a result?
- What feedback have you gotten?

**FOLLOW-UP QUESTIONS FOR MOTIVATIONAL FIT**

How satisfied/dissatisfied were you? How did you feel? What did you like/dislike?