



# STEAM BO.SS

boosting soft skills

STAR Technique



Sapere utile



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The STAR Technique is a powerful tool not only for developing interview skills, but also for managing conflicts and developing proactivity. By applying this technique on a regular basis, students gain confidence in their problem-analysing and conflict-resolving skills and are better prepared for real-world challenges.

### Structure of the STAR Technique

1. **Situation:** Identify and describe the context or problem faced.
2. **Task:** Define the task or challenge that needed to be solved or achieved.
3. **Action:** Explain what specific actions were taken to solve the problem.
4. **Result:** Show the results generated by the actions, including the benefits and impact of your decisions.

The technique can be used in the classroom in various ways, such as to encourage reflection on past experiences and to improve students' ability to resolve conflicts and problems proactively.

Students can be asked to reflect on a past situation in which they faced a challenge or conflict. They should describe the situation following the STAR structure. Then each student shares their experience using the STAR technique and discusses how their proactive actions led to a positive or negative outcome. This activity allows students to see different ways of dealing with complex situations.

This technique can also be used in simulations and role-playing by creating hypothetical scenarios in which students must apply the STAR technique to solve a problem. This can be done through role-playing exercises or simulations of conflict situations in the school or work environment.

### Benefits of the STAR Technique

1. **Structured reflection:** By following the STAR framework, students learn to reflect in an organised way on how their past actions influence the outcome of a situation.
2. **Development of proactive skills:** Students are encouraged to identify examples where they have been proactive, which helps them realise the value of taking the initiative and solving problems before they become bigger.
3. **Preparing for future conflicts:** By practising the STAR technique, students develop a systematic approach to dealing with conflicts, which makes them more confident in their ability to solve future problems.
4. **Better communication:** The STAR technique is a great tool for improving communication, as it forces students to be clear and concise when describing situations and actions.

## How to apply in the classroom

**Activity:** Divide the students into groups and give them a conflict scenario to resolve (for example, a work team that can't agree on the direction of a project). Each group should discuss the situation and present a solution using the STAR matrix, clearly describing each stage (Situation, Task, Action, Result).

### Scenario 1:

- **Situation:** During a presentation of an important project to the class, the classroom computer crashes, and the presentation is in danger of being interrupted.
- **Task:** Ensure that the presentation continues smoothly without wasting time.
- **Question:** 'How would you act to resolve the technical problem quickly and ensure that the presentation continues?'

### Scenario 2:

- **Situation:** Two colleagues in the working group are arguing about the division of tasks, which is delaying the progress of the project.
- **Task:** Ensure that the group is organised and that the project progresses without delay.
- **Question:** 'How would you take the initiative to mediate the conflict and organise the team?'

### Scenario 3:

- **Situation:** During a science fair, the material needed for your presentation hasn't arrived on time, and there's little time to improvise.
- **Task:** Ensure that your presentation goes ahead without the necessary materials.
- **Question:** 'How would you go about adapting the presentation and still impress the evaluators?'

### Scenario 4:

- **Situation:** In a group project, you realise that the method chosen by the group to address the problem is not efficient, but the group is not aware of this.
- **Task:** Ensure that the project is completed effectively and efficiently.
- **Question:** 'How would you suggest changing the method without demotivating the group?'

### Scenario 5:

- **Situation:** You are taking part in a voluntary fundraising project and realise that donations are much lower than expected.
- **Task:** Increase public engagement and ensure that fundraising reaches the target.
- **Question:** 'What actions would you take to ensure that the project reaches its fundraising target?'

SITUATION	TASK	ACTION	RESULT
<p>Where did the situation take place? Who was involved? What were the circumstances?</p>	<p>What was your responsibility or specific challenge? What needed to be solved or improved?</p>	<p>What specific actions did you take?</p>	<p>What were the results of your actions? Was the problem solved? What did you learn or gain from the situation?</p>



# THE BOOST THAT MAKES THE DIFFERENCE



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