

<b>Slide 00- Introduction Screen</b>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>
None	<p><b>Text:</b> Welcome! Have you struggled to answer job interview questions? In this course, you will learn how to share relevant professional accomplishment stories accurately and concisely. After completing the course, you will be ready to answer the most common type of interview questions, behavioral questions.</p> <p>The learning objectives for this course are:</p> <ul style="list-style-type: none"><li>● Job seekers will identify and develop stories about past professional accomplishments.</li><li>● Job seekers will be able to appropriately apply accomplishment stories to the most common behavioral job interview questions.</li></ul> <p>You will need a piece of paper and a writing utensil for this eLearning module.</p> <p>To get started, select the first lesson below—or click “Start Course” above.</p>
	<p><b>Graphics:</b> Passport to employment logo</p>

	<b>Button:</b> Start Course
<b>Technical notes</b>	
Click "Start Course" to begin.	

<b>Slide 01- Why you need stories.</b>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>
<p><i>Optional narration for ADA compliance:</i> Why you need stories. Have you ever been asked: So, tell me about yourself. And you went blank? Your future employer will see your past performance as the best predictor of your future behavior. Stories are a way to bring the facts of a resume to life and show your personality.</p> <p>(video) "So, tell me about yourself".</p>	<p><b>Text:</b> Have you ever been asked: Tell me about yourself. And you went blank? Your future employer will see your past performance as the best predictor of your future behavior. Stories are a way to bring the facts of a resume to life and show your personality.</p> <p><b>Graphics:</b> Video comes up with interviewer saying, "So,tell me about yourself." The interviewee stares blankly and cannot answer the question.</p> <p><b>Button:</b> Video Audio (<i>Optional narration for ADA compliance</i>) Continue</p>
<b>Technical notes</b>	
Learner clicks video button to start the video. Video will have closed captioning.	

Learner clicks continue button to advance.	
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<h2>Slide 02- What are STAR stories?</h2>	
<p><b>Audio Narration</b></p> <p><i>Optional narration for ADA compliance:</i>                  What are STAR stories?                  Stories can be hard to tell, and even more difficult to create!                  When you think of STAR as an acronym, it can help guide you to create a story about yourself. This story will help show your potential employer why you are a good fit for the job.                  STAR stands for                  Situation                  Task                  Action                  Result                  Skills                  Star stories demonstrate your value to the company. Think of your "selling points."                  The following sections in this course will cover what STAR stands for and how you can apply it to your job search.</p>	<p><b>On-Screen Graphic and Text</b></p> <p><b>Text:</b> Stories can be hard to tell, and even more difficult to create! When you think of STAR as an acronym, it can help guide you to create a story about yourself. This story will help show your potential employer why you are a good fit for the job.                  STAR stands for                  Situation                  Task                  Action                  Result                  Skills                  Star stories demonstrate your value to the company.                  Think of your "selling points."                  The following sections in this course will cover what STAR stands for and how you can apply it to your job search.</p> <p><b>Graphics:</b>                  A photo of a businesswoman shows another businesswoman something on the computer screen.</p> <p><b>Button:</b>                  Audio (<i>Optional narration for ADA compliance on each slide</i>)                  Continue</p>
<p><b>Technical notes</b></p>	
<p>Once the learner has read the text they can proceed to the next</p>	

slide. Learner clicks continue button to advance.	
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<b>Slide 03 - Situation/Task</b>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>
<p><i>Optional narration for ADA compliance:</i>                      Situation/Task                      What was going on that caused you to take action?</p> <ul style="list-style-type: none"> <li>● Situation: You noticed something and felt a need to act. Something was inefficient or felt “off”; you had an idea for an improvement; you felt “there has to be a better way.”</li> <li>● Task: You had something assigned to you, such as a supervisor directing you to take action; or a colleague or client asking you for help.</li> </ul> <p>Example: At my previous employer we were losing track of candidates in the hiring pipeline.</p>	<p><b>Text:</b>                      Situation/Task                      What was going on that caused you to take action?</p> <ul style="list-style-type: none"> <li>● Situation: You noticed something and felt a need to act. Something was inefficient or felt “off”; you had an idea for an improvement; you felt “there has to be a better way.”</li> <li>● Task: You had something assigned to you, such as a supervisor directing you to take action; or a colleague or client asking you for help.</li> </ul> <p>Example:                      At my previous employer we were losing track of candidates in the hiring pipeline.</p>
<b>Technical notes</b>	<p><b>Graphics:</b>                      Photo of a messy office with papers all over the desk and floor.</p> <p><b>Button:</b>                      Audio                      Continue</p>
<p>Once the learner has read the text they can proceed to the next slide. Learner clicks continue button to advance.</p>	

<b>Slide 04 - Action</b>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>
<p>Action                      What did you do?                      Try to apply this to an action required in the job description.                      Example: I created a shared spreadsheet where we could put the candidate's name and contact information along with where they fell in the hiring process.</p>	<p><b>Text:</b>                      Action                      What did you do?                      Try to apply this to an action required in the job description.                      Example: I created a shared spreadsheet where we could put the candidate's name and contact information along with where they fell in the hiring process.</p>
	<p><b>Graphics:</b>                      Photo of two hands typing on a computer. There is a spreadsheet on the computer screen. On one side of the computer is a book and on the other side are a coffee and sunglasses.</p>
	<p><b>Button:</b>                      Audio                      Continue</p>
<b>Technical notes</b>	
<p>Once the learner has read the text they can proceed to the next slide. Learner clicks continue button to advance.</p>	

<b>Slide 05 - Result</b>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>

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<p><b>Result</b>                  What changed and how did it benefit the company based on your action?                  Quantifiable changes are the best.                  Example:                  The number of applicants who made it through the hiring process increased from 10 to 30. The time to complete the process went from 4 weeks to 2 weeks</p>	<p><b>Text:</b>                  Result                  What changed and how did it benefit the company based on your action?                  Quantifiable changes are the best.                  Example:                  The number of applicants who made it through the hiring process increased from 10 to 30. The time to complete the process went from 4 weeks to 2 weeks.</p>
<p><b>Technical notes</b></p>	<p><b>Graphics:</b>                  Photo of a woman looking at a tablet.</p>
<p>Once the learner has read the text they can proceed to the next slide. Learner clicks continue button to advance.</p>	<p><b>Button:</b>                  Audio                  Continue</p>

<p><b>Slide 06 - *Skills</b></p>	
<p><b>Audio Narration</b></p>	<p><b>On-Screen Graphic and Text</b></p>
<p><b>Skills</b>                  What skills did you take away from this situation?                  Make sure they are on the job description.                  Example:                  Big picture thinking                  Attention to detail                  Relationship building                  Teamwork</p>	<p><b>Text:</b>                  Skills                  What skills did you take away from this situation?                  Make sure they are on the job description.                  Example:                  Big picture thinking                  Attention to detail                  Relationship building</p>

	Teamwork
<b>Technical notes</b>	<b>Graphics:</b> Image of a work team.
Once the learner has read the text they can proceed to the next slide. Learner clicks continue button to advance.	<b>Button:</b> Audio Continue

<b>Slide 07 - Types of stories you need:</b>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>
Types of stories you need: When you solved a problem When you overcame a challenge When you made a mistake When you worked as a leader When you worked with a team When you did something interesting Some of these can be the same story. Some stories are positive such as accomplishments or meeting goals. Some stories can be examples of something that started out negatively but ended positively.	<b>Text:</b> Types of stories you need: When you solved a problem When you overcame a challenge When you made a mistake When you worked as a leader When you worked with a team When you did something interesting Some of these can be the same story. Some stories are positive such as accomplishments or meeting goals. Some stories can be examples of something that started

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<p>You need various stories to answer behavioral questions. The stories need to be general enough to apply to several questions, but detailed enough to give the interviewer a satisfying answer.</p>	<p>out negatively but ended positively. You need various stories to answer behavioral questions. The stories need to be general enough to apply to several questions but detailed enough to give the interviewer a satisfying answer.</p>
<p><b>Technical notes</b></p>	<p><b>Graphics:</b> Photo of a woman with a thought bubble.</p>
<p>Learner reads the text on the screen. When complete learner clicks Continue to move forward.</p>	<p><b>Button:</b> Audio Continue</p>

<p><b>Slide 08 - Examples of STAR stories</b></p>	
<p><b>Audio Narration</b></p>	<p><b>On-Screen Graphic and Text</b></p>
<p>Examples of STAR stories. (video 1) Example of solving a problem. (video 2) Example of overcoming a challenge. (video 3) Example of making a mistake. (video 4) Example of working as a leader. (video 5) Example of working with a team. (video 6) Example of doing something interesting.</p>	<p><b>Text:</b> Example of solving a problem. (video 1) Example of overcoming a challenge. (video 2) Example of making a mistake. (video 3) Example of working as a leader. (video 4) Example of working with a team. (video 5) Example of doing something interesting. (video 6)</p>



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<p>Example of solving a problem (video 1) The process was inefficient, and I integrated a standardized checklist that cut the process from 10 minutes to 7 minutes.</p> <p>Example of overcoming a challenge (video 2) Our client kept making last-minute additions to the project. I was able to explain the budget and the realistic possibilities and give them a satisfying product.</p> <p>Example of making a mistake (video 3) I sent a driver to the wrong state. After realizing what it cost the company and the customer, I never made that mistake again. My accuracy rate went up to 98%.</p> <p>Example of working as a leader. (video 4) I planned the annual conference and delegated the conference responsibilities to the team.</p> <p>Example of working with a team (video 5) I am not an operations expert, so to complete the project I had to delegate and trust my teammates to come through. We finished on time and within budget.</p> <p>Example of doing something interesting (video 6) Employee morale was down so I decorated the wall with each person's baby picture, and it got everybody talking.</p>	<p><b>Graphics:</b> Videos of each example</p>
<p><b>Technical notes</b></p>	<p><b>Button:</b> Audio Video 1 Video 2 Video 3 Video 4 Video 5 Video 6 Audio Continue</p>

<b>Slide 09 - Quiz Multiple Choice</b>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>
<p>Quiz Multiple Choice</p> <p>1) Which scenario is an example of solving a problem?                      Scenario A I developed specifications for our widgets and implemented quality control.                      Scenario B We were missing important phone calls so I changed our team to a shared phone number so that we would all receive the calls.</p> <p>2) I directed the design and development of a software program reducing labor costs - is an example of what?                      A. Overcoming a challenge                      B. Working as a leader</p>	<p><b>Text:</b></p> <p>1) Which scenario is an example of solving a problem?                      Scenario A I developed specifications for our widgets and implemented quality control.                      Scenario B We were missing important phone calls so I changed our team to a shared phone number so that we would all receive the calls.</p> <p>2)I directed the design and development of a software program reducing labor costs - is an example of what?                      A. Overcoming a challenge                      B. Working as a leader</p>
	<b>Graphics:</b> Clean design, logo, no image
	<b>Button:</b> Audio Continue
<b>Technical notes</b>	
Learner goes through each multiple-choice question, when they submit, they will get a pop-up telling them which answers are or are not correct and providing the correct response. Then they can move on to the next slide.	

<b>Slide 10 - Interview questions and how to apply your STAR stories</b>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>

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<p>Interview questions and how to apply your STAR stories. Listen to the behavioral interview questions and read the appropriate STAR story responses. Think about the situations in your experience that could apply to these questions.                  (Audio 1) Any STAR story that shows who you are and what you can do.                  (Audio 2) Teamwork story                  (Audio 3) Overcoming a challenge story                  (Audio 4) Solving a problem story</p> <p>(Audio 1) Tell me about yourself.                  (Audio 2) Give an example of a time you had a conflict with a co-worker and how you responded?                  (Audio 3) Tell me about a time when you failed. What did you do?                  (Audio 4) Tell me about your biggest professional accomplishment.</p>	<p><b>Text:</b>                  Listen to the behavioral interview questions and read the appropriate STAR story responses. Think about the situations in your experience that could apply to these questions.                  Tell me about yourself.                  Any STAR story that shows who you are and what you can do.                  Give an example of a time you had a conflict with a co-worker and how you responded?                  Teamwork story                  Tell me about a time when you failed. What did you do?                  Overcoming a challenge story                  Tell me about your biggest professional accomplishment.                  Solving a problem story</p>
<p><b>Technical notes</b></p>	<p><b>Graphics:</b> People in interview/conversation</p>
<p>Learner listens to the audio scenarios and reads the corresponding text. When they have finished they can click continue to move forward.</p>	<p><b>Button:</b>                  Audio 1                  Audio 2                  Audio 3                  Audio 4                  Continue</p>

<p><b>Slide 11 - Quiz - Matching</b></p>	
<p><b>Audio Narration</b></p>	<p><b>On-Screen Graphic and Text</b></p>
<p>Quiz Matching                  Match the appropriate STAR story to the question.                  Tell me about your biggest professional accomplishment. (When you solved a problem).                  Tell me about a time when you failed. What did you do? (When</p>	<p><b>Text:</b>                  Match the appropriate STAR story to the question.                  Tell me about your biggest professional accomplishment. (When you solved a problem).                  Tell me about a time when you failed. What did you do? (When</p>

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<p>you overcame a challenge).                  Tell me about yourself. (When you did something interesting).                  Give an example of a time you had a conflict with a co-worker and how you responded? (When you worked with a team).</p>	<p>you overcame a challenge).                  Tell me about yourself. (When you did something interesting).                  Give an example of a time you had a conflict with a co-worker and how you responded? (When you worked with a team).</p>
<p><b>Technical notes</b></p>	<p><b>Graphics:</b> Clean design, logo, no image</p>
<p>Learner reads each question and selects the correct matching answer. When they submit, they will get a pop-up telling them which answers are or are not correct and why. Then they can move on to the next slide. Learner clicks continue button to advance.</p>	<p><b>Button:</b>                  Audio                  Continue</p>

<p><b>Slide 12 - Build a STAR story - Questions to Spark Ideas</b></p>	
<p><b>Audio Narration</b></p>	<p><b>On-Screen Graphic and Text</b></p>
<p>Build a STAR story. - Questions to Spark Ideas:                  Did you create/implement an idea, policy, procedure, or system?                  Did you save the company money?                  Did you identify/implement a more efficient way of doing a procedure?                  Did you do a job with fewer people in shorter time?                  Do you have a reputation for handling certain difficult problems, situations, or people?                  STAR stories often come from past work experiences, but that is not required. You may also have applicable stories from</p>	<p><b>Text:</b>                  Questions to Spark Ideas:                  Did you create/implement an idea, policy, procedure, or system?                  Did you save the company money?                  Did you identify/implement a more efficient way of doing a procedure?                  Did you do a job with fewer people in shorter time?                  Do you have a reputation for handling certain difficult problems, situations, or people?                  STAR stories often come from past work experiences, but that is</p>

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<p>Volunteering                  Studies/education                  Professional groups                  Internships                  Team Participation                  Community service                  and Non-profit organizations                  Review past performance evaluations or project reviews for ideas on your accomplishments or recognitions.                  Make any notes/write any ideas on your paper.</p>	<p>not required. You may also have applicable stories from                  Volunteering                  Studies/education                  Professional groups                  Internships                  Team Participation                  Community service                  and Non-profit organizations                  Review past performance evaluations or project reviews for ideas on your accomplishments or recognitions.                  Make any notes/write any ideas on your paper.</p>
<p><b>Technical notes</b></p>	<p><b>Graphics:</b> Man at a computer taking notes.</p>
<p>Learner reads the questions and makes any notes that occur to them that will help them formulate the story in the following slides. Learner clicks continue button to advance. Click audio to hear the slide read out loud.</p>	<p><b>Button:</b>                  Audio                  Continue</p>

<p><b>Slide 13 - Situation/Task</b></p>	
<p><b>Audio Narration</b></p>	<p><b>On-Screen Graphic and Text</b></p>

<p><b>Situation/Task</b> Think of a situation where you made a change or were successful in past employment or one of the situations discussed on the previous slides</p> <p>What was going on that caused you to take action?</p> <ul style="list-style-type: none"> <li>● Situation: What did you notice? What was inefficient or felt off? What was your idea for an improvement or a better way?</li> <li>● Task: What was assigned to you? When did someone ask you for help?</li> </ul> <p>Write your Situation/Task on your paper.</p>	<p><b>Text:</b> Situation/Task Think of a situation where you made a change or were successful in past employment or one of the situations discussed on the previous slides. What was going on that caused you to take action?</p> <ul style="list-style-type: none"> <li>● Situation: What did you notice? What was inefficient or felt off? What was your idea for an improvement or a better way?</li> <li>● Task: What was assigned to you? When did someone ask you for help?</li> </ul> <p>Write your Situation/Task on your paper.</p>
<p><b>Technical notes</b></p>	<p><b>Graphics:</b> Clean design, logo, no image</p>
<p>Learner will follow the prompts and write on their paper. After they have read the text and written their response, click the continue button to advance.</p>	<p><b>Button:</b> Submit Audio Continue</p>

<p><b>Slide 14 - Action</b></p>	
<p><b>Audio Narration</b></p>	<p><b>On-Screen Graphic and Text</b></p>

<p>Action What did you do? Try to apply this to an action required in the job description. Here are some suggested action words to explain what you did. Implemented Managed Administered Streamlined Minimized Designed Developed Exceeded Achieved Increased Saved Write your Action on your paper.</p>	<p><b>Text:</b> Action What did you do? Try to apply this to an action required in the job description. Here are some suggested action words to explain what you did. Implemented Managed Administered Streamlined Minimized Designed Developed Exceeded Achieved Increased Saved Write your Action on your paper.</p>
<p><b>Technical notes</b></p>	<p><b>Graphics:</b> Team working together in an office.</p>
<p>Learner will follow the prompts and write on their paper. After they have read the text and written their response, click the continue button to advance.</p>	<p><b>Button:</b> Submit Audio Continue</p>

**Slide 15 - Result**

<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>
<p>Result                  What changed and how did it benefit the company based on your action?                  Quantifiable changes are the best.                  Write your Result on your paper.</p>	<p><b>Text:</b>                  Result                  What changed and how did it benefit the company based on your action?                  Quantifiable changes are the best.                  Write your Result on your paper.</p> <p><b>Graphics:</b> Photo of a road sign saying, "results."</p> <p><b>Button:</b>                  Audio                  Continue</p>
<b>Technical notes</b>	
<p>Learner will follow the prompts and write on their paper. After they have read the text and written their response, click the continue button to advance.</p>	

<b>Slide 16 - Skills</b>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>



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<p><b>Skills</b>                  What skills did you take away from this situation?                  Make sure they are on the job description.                  Technical skills: Computer, software                  Functional skills: Skills related to your specific field                  Administrative skills: organization, leadership, project management, communication                  Write your Skills on your paper.</p>	<p><b>Text:</b>                  Skills                  What skills did you take away from this situation?                  Make sure they are on the job description.                  Potential Skills:                  Technical skills: Computer, software                  Functional skills: Skills related to your specific field                  Administrative skills: organization, leadership, project management, communication                  Write your Skills on your paper.</p>
<p><b>Technical notes</b></p>	<p><b>Graphics:</b> Team working at a table.</p>
<p>Learner will follow the prompts and write on their paper. After they have read the text and written their response, click the continue button to advance.</p>	<p><b>Button:</b>                  Audio                  Continue</p>

<p><b>Slide 17 - Completed Story</b></p>	
<p><b>Audio Narration</b></p>	<p><b>On-Screen Graphic and Text</b></p>
<p>Completed Story                  Your completed STAR story! Look at your paper and read what you wrote. You now have a completed STAR story!                  Congratulations!</p>	<p><b>Text:</b> Your completed STAR story! Look at your paper and read what you wrote. You now have a completed STAR story!                  Congratulations!</p>

	<p><b>Graphics:</b> Star image</p>
<p><b>Technical notes</b></p>	<p><b>Button:</b> Audio Continue</p>
<p>Learner sees their completed story. Learner clicks continue to move forward.</p>	

<p><b>Slide 18 - Final thoughts and tips</b></p>	
<p><b>Audio Narration</b></p>	<p><b>On-Screen Graphic and Text</b></p>
<p>Look at the job description before the interview and adapt your stories to fit the job description. Practice in a mirror or with a friend Conclude your story well.     State what you learned     Give the interviewer a chance to ask you questions about your story.     Summarize for the interviewer what you want them to conclude.</p>	<p><b>Text:</b> Look at the job description before the interview and adapt your stories to fit the job description. Practice in a mirror or with a friend. Conclude your story well.     State what you learned     Give the interviewer a chance to ask you questions about your story.     Summarize for the interviewer what you want them to conclude.</p>
<p><b>Technical notes</b></p>	<p><b>Graphics:</b> Person talking into a mirror</p> <p><b>Button:</b> Audio Continue</p>

<p>Learner reads the story they have written. Once they have completed the reading they can click continue to move to the last slide.</p>	
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<h3>Slide 19 - Checklist</h3>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>
<p>Checklist                      I know what a STAR story is.                      I know what types of STAR stories I need.                      I built a STAR story.                      I know how to apply the appropriate STAR story to behavioral interview questions.                      Downloadable job aide                      Congratulations you have completed the module!</p>	<p><b>Text:</b>                      Checklist                      Star Stories Job Aide.pdf                      I know what a STAR story is. (checkbox)                      I know what types of STAR stories I need. (checkbox)                      I built a STAR story.(checkbox)                      I know how to apply the appropriate STAR story to behavioral interview questions. (checkbox)                      Downloadable job aide (checkbox)                      Congratulations you have completed the module! (checkbox)</p> <p><b>Graphics:</b> Notebook paper with checklist</p> <p><b>Button:</b>                      Audio                      Continue</p>
<b>Technical notes</b>	
<p>Learner will see the completed checklist and receive congratulations for completing the module. Learner can download the job aide for future reference.</p>	

<b>Slide 20 - Thank you</b>	
<b>Audio Narration</b>	<b>On-Screen Graphic and Text</b>
Passport to Employment Webpage <a href="http://www.golove.org/passport">www.golove.org/passport</a> Church at the Crossing Webpage <a href="http://www.golove.org/">www.golove.org/</a> Molly Schultz, Instructional Designer email <a href="mailto:mollyjbschutz@gmail.com">mollyjbschutz@gmail.com</a> Content for this course was adapted from the Passport to Employment Guidebook fourth edition, February 2022. Thank you for completing this course.	<b>Text:</b> Passport to Employment Webpage Church at the Crossing Webpage Molly Schultz, Instructional Designer email Content for this course was adapted from the Passport to Employment Guidebook fourth edition, February 2022. Thank you for completing this course!
	<b>Graphics:</b> Passport to Employment logo
	<b>Button:</b> Audio
<b>Technical notes</b>	
Exit course	