**Situation Action Response (SAR) Form**

Use this form to prepare your answers for behavioural questions you might be asked during your interview. Remember to break your answers into the situation, action and result, and make sure that you are the hero of your story!

I’ve left the example I used in the book to help you get a sense of how to structure your response.

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| **Give us an example of…** | **Example Name** | **Situation** | **Action** | **Result** |
| a time when you have had to deal with conflict in the workplace. | *Evening rotas* | * The shop is opened until 8pm each evening * We had a rota system for who stayed late each day * Some people were very unhappy as they felt that others abused the system to get the shifts they wanted * Caused significant unrest and start to impact staff relationships | * I met with everyone and explained that this needed to be resolved * I the met with each individual to understand their issues * This highlighted two key issues  1. Some people were swapping their shifts that they couldn’t do 2. Some people actively wanted to do extra shift | * We created a system that allowed individuals to “post” a shift they either wanted to swap or not do * This gave everyone the same opportunity to swap or pick up extra shifts * Everyone signed up to system * System working for 6 months now * Reduced complaints * Improved communication and team togetherness |
| a time when you have delivered change to a system or organisation. | *Name your example* | *Key bullet points to describe the situation* | *Key bullet points to describe* ***your*** *actions* | *Key bullet points to describe the results* |
| a time when you have made a mistake, and what you learned from it. | *Name your example* | *Key bullet points to describe the situation* | *Key bullet points to describe* ***your*** *actions* | *Key bullet points to describe the results* |
| a decision you made that wasn't popular and how you handled implementing it.  A time when you Name your example have worked in a highly productive team. | *Name your example* | *Key bullet points to describe the situation* | *Key bullet points to describe* ***your*** *actions* | *Key bullet points to describe the results* |
| *Add you own questions based on the job description and personal spec.* | *Name your example* | *Key bullet points to describe the situation* | *Key bullet points to describe* ***your*** *actions* | *Key bullet points to describe the results* |