## STARR: Sheet for making notes

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| **Situation:**  Could you give an example of a situation that demonstrates that you are able to/that you know….? Could you tell something more about this?   * What happened? * When and where did it happen? * Who were involved? * Where did it take place? * Where were you? * How many people were present? * What kind of a moment was it? * What was the purpose? * What time was it? * How long did it last? |  |
| Summary |  |
| **Task:**  Describe what you were supposed to do in this situation:   * What was your role? * What did you expect from yourself? What did others expect from you? * Who gave you that task? Were you told to do so? * Were you able to handle this task? * Did it suit you? * Did it seem difficult or easy to you? Can you explain? * Did you like it? Why? * Who were your partners? * Where ended your responsibility? * Who was ultimately in charge of everything? |  |
| Summary |  |
| **Action:**  Describe how you handled the situation:   * What was your approach? * Which actions did you take? What did you do? * What kind of behaviour did you show in the situation? * What was helpful and what was difficult? * How did clients and colleagues react? * How did you start? * What have you done since? Why in this way? * What did you feel at that moment? * How did you handle your anger, disappointment, concern etc.? * How did you end the conversation? * What were your exact words? |  |
| Summary |  |
| **Result:**  Describe the final result of all your activities:   * Which criteria do you use to define the final result as positive? * And how to define a negative result? * Did it go according to your plan? * How did it end? * Were you satisfied with the way it ended? * What did others think of it? |  |
| Summary |  |
| **Reflection:**  Describe what you think when you look back at the situation:   * What went right? * What could have gone better according to you? * What would you do next time in the same situation? * Is there anything you would prefer to do in a different way next time? * What are your feelings now? * What would you like to learn for the future? * What support do you need? From whom? |  |
| Summary |  |