## 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?
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| 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?
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| 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?
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| 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?
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| 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?
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| Summary  |  |