



____ Start your answer by describing the situation you encountered. Choose a specific situation that will provide enough background and give the interviewer enough detail to understand the circumstances of 'A'

____ Describe the action you took in response to the challenge you encountered. Focus on your specific methods, efforts, and actions even if the situation was a team project or effort. Use 'I' and 'We' statements as appropriate when discussing specific analytical work, team effort, or other contributions to the situation and task.

____ Explain the results that were achieved through your actions and efforts solving the challenge. What happened at the end of the situation and what were the results? What did you accomplish? What did you learn? If applicable, provide quantifiable achievements – e.g., "Improved consumer retention by 20%..."

Describe a time when you had to solve a complex work-related problem (*Situation/Task*). Describe how you analyzed the information and used relevant data to decide on a course of action and took appropriate next steps to resolve the problem (*Action*). Explain how, as a result of your efforts, the work-related problem was solved by providing a more efficient and effective solution that increased productivity by ___% (*Result*).

