**Question prompt shown on screen**

Tell me a situation where you had to convince someone to do something that he or she did not want to do.

**Feedback**

This was a really nice STAR model answer that directly answered the question. It seems like this candidate thought through the story before-hand and was very familiar with the important actions involved in convincing the supervisor of a new course of action. The end of this answer was also good – noting the improvements in how quickly new hires picked up the mail process leaves a strong impression from this question.

My biggest recommendation for this response is about interview comfort. This candidate seems a bit uncomfortable, and I think the answer would be stronger overall if we worked on ways to establish comfort before entering the interview. Depending on the person, it can help to imagine that you’re talking to a friend, to practice the question and answer in pairs before entering the interview, or to manage your nerves a bit differently during the few minutes before you enter the interview.