



**Tulane
University**

FREEMAN SCHOOL OF BUSINESS

Re-Entry Handbook Spring 2020

Study Abroad & Exchange

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Dear Freeman Study Abroad Alumni,

Welcome back! All of us at the A. B. Freeman School of Business hope that your study abroad experience was of tremendous value to you from every point of view. We hope you had the chance to go beyond sightseeing, and become acquainted with another country, another culture, and other people. We hope you allowed the influence of your study abroad experience to guide you in a positive direction.

While returning to Tulane may seem like the end to your experience, we can assure you that it is not. This time of reflection and readjustment is yet another powerful opportunity for growth.

This handbook is designed to guide you in unpacking your experience abroad. It has resources that will help you incorporate your experience in your academic and professional life, market your newfound skill set, and discern opportunities to integrate your cultural and regional interests. In this packet, you will find information on:

- Re-entry
- Tips for readjustment and reintegrating study abroad into life at Tulane
- Credit and grade transfer
- Marketing your study abroad experience to future potential employers

Regardless of the way that you use this handbook, we urge you to stay engaged as a past study abroad participant, finding meaningful ways to integrate your rich experiences abroad. There are innumerable opportunities here at Tulane and outside the University to engage cross-culturally or pursue newfound interests and passions.

We, again, warmly welcome you back. Please know our office is here to support you in this transition. Please do not hesitate to contact us to share stories, chat or get more information. Our doors are always open.



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“In a sense it is the coming back, the return, which gives meaning to the going forth. We really don’t know where we’ve been until we’ve come back to where we were – only where we were may not be as it was because of who we’ve become, which, after all, is why we left.”

Bernard, upon returning from Africa
Northern Exposure television series (1990-1995)

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What is Re-entry?

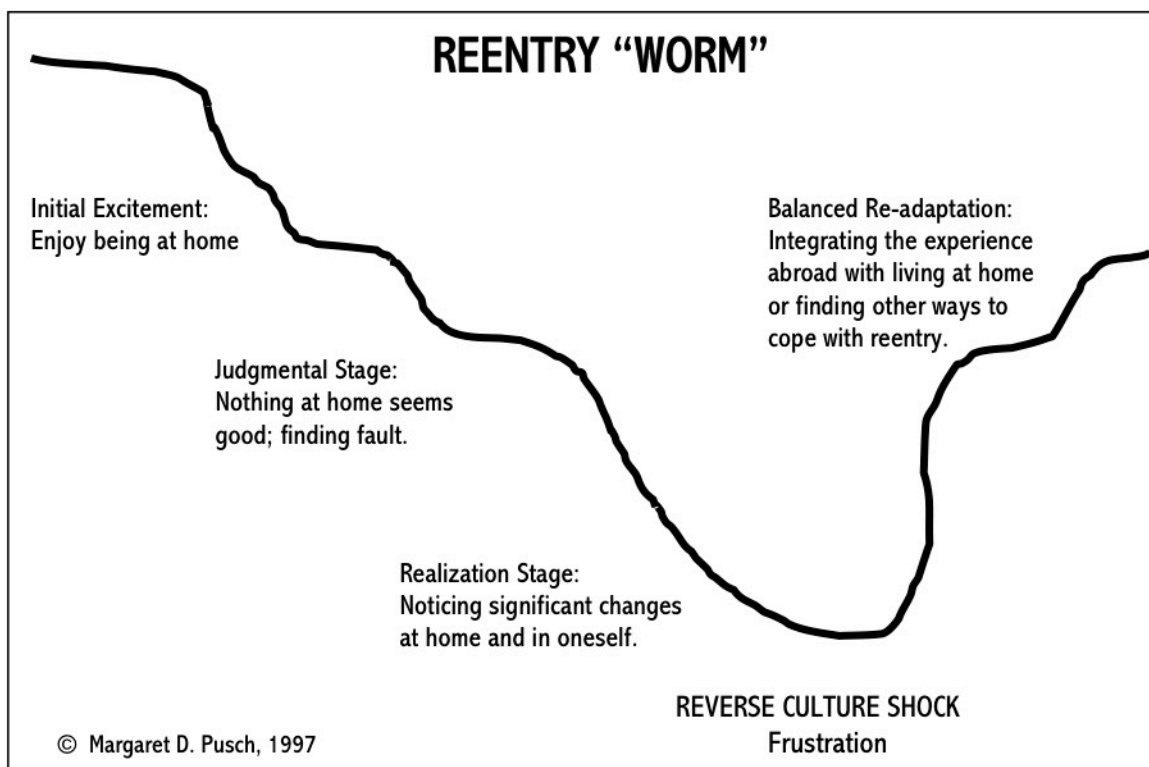
Re-entry

Re-entry is the process of returning home after spending time abroad. It is a powerful experience that has the potential to allow for personal growth, to enhance skills for your professional life, and to further your knowledge about the world and your place within it.

The traditional view of re-entry has focused mainly on the emotional challenges that come with seeing your home community or country again after studying or living abroad. Like many other students returning from studying abroad, the emotions are just one aspect of your experience. You may also need to:

- meaningfully connect with others through on- and off-campus involvement;
- integrate your new experiences into your academic and professional life;
- find ways to continue to embody the global understanding that you experienced abroad.

To get you started, the “re-entry worm” can be a useful tool in helping you realize that you are not alone in feeling a range of emotions.



We recognize that illustrations like the re-entry worm may be useful for many students and that not all students’ experiences fit into these categories. While the worm shows these emotions in an order, we know that emotions can happen at any point during your re-entry. In fact, you may not classify any of your experiences this way. The worm offers us a range of feelings that may be happening.

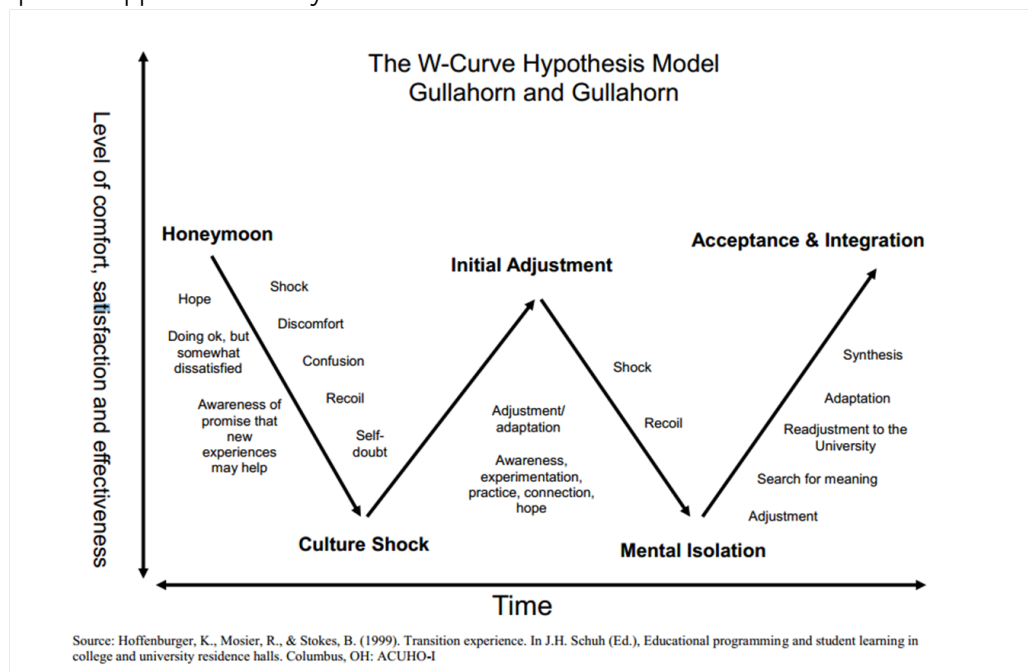
With all transitions, there are highs, lows, and a need to take time to process how the “new you” will fit in back home and how the experience abroad has affected your future plans. The unsettled feeling that can accompany one’s return from abroad is what some refer to as “reverse culture shock” and is a very common reaction for students coming home from studying abroad. Feelings can range from the sense that nobody understands how you’ve changed, to feeling panicked that you will lose part of your identity if you don’t have an outlet to pursue the new interests that were sparked abroad. Your own reactions to reintegrating to life in the US may vary from your friends. Here are the top 10 immediate re-entry challenges for students and recommendations for how to overcome them:

1. Boredom—Upon return, life back in the U.S. can seem very dull compared to your experiences abroad. It is up to you to overcome such negative reactions by finding ways to explore home and appreciate your own culture.
2. “No one wants to hear”—You may find that no one will be as interested in hearing about your adventures and triumphs as you will be in sharing those experiences. This is not a rejection of you or your achievements, but simply the fact that since they have heard the highlights, any further interest on your audiences’ part is probably unlikely. Be realistic in your expectations of how fascinating your journey is going to be for everyone else. Be brief. Find a confidant.
3. You can’t explain—It will be a little difficult to relay coherently all of the sights, feelings, and experiences that you had while abroad. In particular to people who do not have similar frames of reference or travel backgrounds. It is okay so long as you keep in mind that you may not be able to make them completely understand.
4. Reverse homesickness—Just as you missed home upon your arrival overseas, it is just as natural to experience some reverse homesickness for the people, places, and things that you grew accustomed to abroad. To an extent it can be reduced by keeping in contact with those that you met while abroad, and accept that this is a natural result of study abroad for the majority of students.
5. Relationships have changed—You may notice that relationships with some friends and family have changed. Just as you have altered some of your ideas and attitudes while abroad, the people at home are likely to have experienced some changes. The best preparation is flexibility, openness, minimal preconceptions, and tempered optimism.
6. People see “wrong” changes—Sometimes people may concentrate on small alterations in your behavior or ideas and seem threatened or upset by them. Others may ascribe “bad” traits to the influence of your time abroad. To avoid or minimize them, it is necessary to monitor yourself and be aware of the reactions of those around you, especially in the first few weeks following your return.
7. People misunderstand—A few people will misinterpret your words or actions in such a way that communication is difficult. For example, new clothing styles or forms of verbal and non-verbal communications acquired while abroad. Be aware of how you may look to others and how your behavior is likely to be interpreted.

8. Feelings of alienation—Sometimes the reality of being back “home” is not as natural or enjoyable as the place you had constructed as your mental image. Many returnees develop “critical eyes,” a tendency to see faults in the society you never noticed before, this may lead to feelings of alienation. Mental comparisons are fine, but keep them to yourself until you regain both your cultural balance and a balanced perspective.
9. Inability to apply new knowledge and skills—Many returnees are frustrated by the lack of opportunity to apply newly gained social, technical, linguistic, and practical coping skills that appear to be unnecessary or irrelevant at home. To avoid ongoing annoyance: adjust to reality as necessary, change what is possible, be creative, be patient, and above all, use the cross-cultural adjustment skills you acquired abroad to assist you in your own re-entry.
10. Loss or compartmentalization of experience (or “shoeboxing”)—Being home, coupled with the pressures of job, family, and friends, often combine to make returnees worried that somehow they will “lose” the experience. Many fear that it will somehow become compartmentalized like souvenirs or photo albums kept in a box and only occasionally taken out and looked at. To combat this: maintain your contacts abroad, seek out and talk to people that have had similar experiences to yours, practice your cross-cultural skills, and continue language learning.

Source: Bruce LaBrack, “What’s Up With Culture?”

According to professionals in the field of international education, 85 percent of people returning home have some kind of re-entry experience, and of those, 15 percent have more serious difficulties adapting to their return. If you’re having difficulty with your return, think back to the adjustments you made to succeed while you were abroad. These same skills can help you in coming home. You probably experienced a “W”-curve of cultural adjustment: both during your arrival and time abroad, as well as during your return home. The same pattern applies to re-entry.



The coping skills and strategies that were successful in helping you adjust to your overseas culture will be just as helpful in making the return home: get involved, identify a support group of other study abroad students, suspend judgment of others, keep a journal of your observations, and don't forget to keep your sense of humor. If you are experiencing major difficulty with re-entry, however, it may be good to seek out professional help. Information for counseling services can be found through Counseling and Psychological Services (CAPS) (see Resources and Contacts).

Remember that "having been the fish out of water" and experiencing a different environment, it is natural that you may have a different view of the U.S. now that you have something to compare it to. It is important to understand that each culture and country has its own systems of functioning based on cultural values, geographic settings, historical consequences, etc. that have been influences for generations/centuries. You may appreciate certain aspects of your host culture but dislike others. The same is most likely true of your perspective of the U.S. system now that you have returned. After having been away, you may find things you like and others that you don't. The goal is to continue the learning as there are thousands of cultures/sub-cultures in the world and the U.S. from which to learn.

Tips for Re-entry

The key to re-entry and readjustment is staying connected to people. The resources in this section are an attempt to get you talking to people, reflecting on your experience, and working through some of the challenging mental and emotional aspects of coming home. Remember there are lots of resources out there. This handbook is just to get you started and to give you some ideas.

- Make time to share your pictures or gather others' pictures from abroad.
 - Social media has made this easier, but also sometimes it's good to go through and organize your photos after-the-fact. Using cloud-based photo software is one good way to do that, but there are countless other ways as well. Printing photos can also be fun and a great way to share your experiences with others.
 - The Study Abroad & Exchange staff would love to post your pictures so we can share them with others about to embark on a similar journey. Like us on Facebook: <https://www.facebook.com/Freeman-Abroad-311664829564870/> and/or follow us on Instagram: https://www.instagram.com/freeman_abroad/
 - Suggested hashtag: #freemanabroad
- Stay in touch with friends you met while abroad.
- Be aware of the importance and challenges of re-entry. Check out Dr. Bruce LaBrack's list of tips, "Preparing to Return Home," in the appendix.
- Keep a journal.
- Identify others you can talk to upon return. Connect with Tulane students who will be studying on your study abroad program in future years. Serve as a contact for future exchange students from your host university or college or other international students from your host country or elsewhere. Network with past study abroad participants.

- Volunteer with the Freeman Study Abroad & Exchange staff or Tulane's Center for Global Education. Help is always needed at pre-departure orientations, info sessions, study abroad fairs, and at other meetings and events.
- Serve as a TUPal. A TUPal is a Tulane student who guides a group of 2 or 3 new international students throughout their first semester/exchange semester at Tulane University. For more information or to volunteer, please visit <https://global.tulane.edu/tupals-program>.
- Connect with the international community at Tulane at the Center for Global Education's weekly Global Café in the LBC.
- Join an internationally-minded student organization at Tulane. For a list of student organizations, visit <http://www2.tulane.edu/studentaffairs/studentprograms/adviser-list.cfm>.
- Acknowledge any new values and/or beliefs you adopted in the host country while continuing to celebrate your own cultural heritage.
- Exercise. Endorphins kill reentry sadness.
- Try new things. If you return to the same place a different person, redefine the place. Take up a new hobby, residence, sport, mode of transport.
- Find local physical supports. Go to World Market or an international grocery store and get German chocolate if you miss Germany, Chinese dumplings if you miss China. Go out for arepas. Perfect your recipe for paella. Host an international dinner party.
- Recognize that things at home may have changed while you were away.
- Rekindle the spirit of adventure you had abroad. Explore home.
- Go out of your way to make new friends, just as you did abroad.
- Submit your photos from your semester abroad to the study abroad photo contest during International Education Week in the fall.
- Submit original writing you did while abroad or reflections now that you're back to the Tulane Hullabaloo, community newspapers or national magazines.
- If you learned a language while abroad, continue practicing your language skills. Enroll in a language class here at Tulane, or use the language learning resources made available to you by the library. Continue practicing your language skills with the people you met while abroad, or practice your language skills with international students at Tulane. If you cannot find someone that speaks the language, the Office of International Students and Scholars (OISS) (see Resources and Contacts) may be able to help.
- Engage in conversation and dialogue with others about your experience. Correspond with friends and acquaintances from your host country.
- Try to apply what you learned abroad to your life here. What can be saved? What is useful?
- Remember that you will have good days and bad days. Like culture shock, re-entry shock passes in time.
- Meet with a counselor. Many of the CAPS counselors specialize in cross-cultural issues. To make an appointment, see the CAPS contact information in Resources and Contacts below.
- Have another go! There are many ways of "returning" – if not to the same country, then to another. Seek out an international internship. Apply for a graduate fellowship, such as the Fulbright.

Or maybe you would like to apply for a job or graduate school in another country. For information on opportunities, contact your Study Abroad advisor and/or the Career Management Center (CMC) (see Resources and Contacts).

Share Your Story

As a study abroad returnee, there are many ways for you to share your experiences with others. Publishing them is not only beneficial for the reader, but great experience for you and your résumé! Keep in mind that some organizations and publishers pay for submissions, while others do not. There are also a variety of photos and writing contests that offer prizes. The following information is taken from the websites of the organizations listed below.

Magazines and Online Publications

- Submit a story to Matador Travel Network. Visit <https://matadornetwork.com/content/contributors-and-job-applicants/> for more information.
- National Geographic Magazine holds an annual photo contest. Go to their website <http://ngm.nationalgeographic.com/ngm/photo-contest> for more information.
- Journeywoman.com Travel Resource Website seeks to inspire females to travel safely and well and to connect women travelers worldwide. They publish female-centered travel experience articles. Each published article becomes eligible for their Annual Journeywoman Travel Writing Competition. Visit www.journeywoman.com/writers_guidelines.html for more information.
- Transitions Abroad is a magazine for travelers, especially for those seeking to extend their time abroad through work, study, and/or finding the best bargains. Its purpose is to provide readers with the practical information and ideas they need to make their own plans. Readers are most interested in learning about the culture by meeting the people and value for money. Visit <http://www.transitionsabroad.com/information/writers/writers.shtml>.
- Travelmag is an online travel publication based in the UK. They look for tales of travel well beyond the guidebook routes, illuminating little-known corners of the globe and, occasionally, revealing a bit about themselves as well. Sometimes their writers are experienced journalists, others are starting out travel writing, learning the craft and looking for markets for their travel stories. Visit www.travelmag.co.uk for more information.
- Write up your stories and submit them to local papers in New Orleans or your hometown.

Program Evaluation

All study abroad participants are expected to complete a program evaluation shortly after their return. We encourage you to be thorough and honest in evaluating your study abroad program. Your voice helps us maintain the highest possible standards when looking at study abroad programs and helps future study abroad participants prepare for their own semester abroad.

Credit Transfer and Grades

Before you departed for your program, you should have turned in your completed Tulane learning agreement. If this form was not filled out and signed appropriately before departing for your study abroad program, you may be in jeopardy of not receiving credit for your study abroad program.

The learning agreement that was completed prior to departure is not final. If you made any changes to your class schedule, your new courses should have been reviewed by your Study Abroad and BSM academic counselor at your request. It is up to students to notify your Study Abroad advisor of any approved changes to the learning agreement.

It is the student's responsibility to make sure all transcripts will be sent to Study Abroad & Exchange upon completion of one's exchange program. Grades cannot be posted until an official transcript arrives directly from the university abroad.

Once the transcript has been received, we will contact the registrar's office to request credit for the classes that were approved on the learning agreement. Letter grades will be awarded for all business classes. Students will receive a letter grade or a Satisfactory/Unsatisfactory (S/U) grade for language classes based on the preference selected on the learning agreement.

Tulane works with World Education Services (WES) for credit evaluation and grade conversion. To access WES grade conversion tables, please see the brochure page of your study abroad program online at <http://freemanabroad.tulane.edu/>.

Students should retain all notes, exams, syllabi, handouts and materials from courses taken abroad. Students may be asked to provide these materials to determine course equivalencies, course credit or time spent in courses.

Students are held to the academic policies of their host institutions. Grading policies, exam dates and academic performance expectations are determined by the partner school. Students are responsible for meeting the host university's performance expectations and for following the institution's processes and policies regarding grades and credit. Tulane will not overrule another instructor's evaluation or another institution's policies. Any questions or issues students have concerning a grade earned abroad must be directed to the host university.

It normally takes three-quarters of the semester following the exchange semester to transfer grades, classes and credit earned abroad. It may take even more time for students with unique and individual situations.

If you have questions about the course approval and credit transfer process, please contact your Study Abroad Advisor.

The Global Guides Program

Now that you are back, you have a unique skill set! Use the abilities you gained and the skills you honed while learning and living in a totally different place to help other Tulane students maximize their study abroad experiences. As a member of the Global Guides you will have the opportunity to build your network and develop professional skills that will further your future endeavors.

Global Guides are either returning study abroad students, or incoming exchange students here for their study abroad experience. Be part of this innovative, diverse group of students passionate about international education and doing business around the world!

Benefits:

- Be a member in a group of people passionate about bringing the world to Tulane
- Get cool swag
- Pad your resume by demonstrating the skills employers are looking for: communication, critical thinking, collaboration, and cultural fluency in a global environment
- Have that warm fuzzy feeling from helping fellow students realize their dreams

Expectations:

- Bring energy and initiative to an exciting program!
- Participate in at least 2 Study Abroad & Exchange events each semester
- Commit to the program for at least 2 consecutive semesters (unless graduating)

For more information, ask your study abroad advisor or email us at freemanabroad@tulane.edu.

Marketing your Study Abroad Experience

Career Planning

Welcome back! The CMC is eager to hear about your Study Abroad experience and assist you in integrating it into your Career Plan and Search Strategy. Through HandShake make an appointment with your Career Consultant who will “meet you where you are” in your personal career exploration and development process by providing a wide variety of services and resources in addition to one-on-one consultation. You may also contact the CMC by calling 504-865-5417 or by coming to GWBC Room 308 during walk-in hours.

Highlighting International Experience in a Resume

Placement of your study abroad experience on a resume depends on how closely it relates to your career goal. Include studies abroad in the “Education” section of your resume. If you have gained practical experience while abroad, such as an internship, practicum or work experience, list those in the “Experience” section of your resume. Include overseas extracurricular activities in “Activities” section of the resume. Highlight any new skills you acquired abroad in your “Skills” or “Qualifications” section. Lastly, consider having a section on your resume specific to “Language Skills”.

Describing International Accomplishments on a Resume

In addition to listing the details of where and when you studied, add several statements beginning with action verbs. For example:

- *Engaged* in a three month intensive international exchange program in Colombia
- *Fulfilled* all coursework requirements while communicating in Spanish

Internship / study abroad action verbs: *Adapted, awarded, built, cooperated, developed, exchanged, fostered, implemented, immersed, improved, lived, managed, organized, overcame, practiced, realized, represented, recognized, shared, traveled, translated, visited*

Incorporating International Experience into a Cover Letter

In a cover letter, it is always advisable to address the specific job to which you aspire, and then state how your experience meets the needs of the role.

The following questions will help you tailor the letter:

- How does your international experience relate to your field and make you better qualified?
- How might your international experience uniquely benefit the hiring organization?
- What are the transferable skills?
- Why are these skills important to employers?

Where possible, expand on your skills and qualifications by using specific examples from the study abroad experience.

Highlighting International Experience in a Job Interview

When asked about your international experience in a job interview, it is an opportunity to demonstrate your unique skills as a result. Highlight the skills and proficiencies gained from studying or interning abroad, focusing on how these will transfer to the job. Use stories from your time abroad: which stories encapsulate or highlight new skills and knowledge from your abroad experience? Use the “S.T.A.R. Approach for Job Interviewing” worksheet in the appendix to help you formulate detailed and specific answers highlighting your international experience. Balance your international stories with domestic stories. Share stories; if the interviewer mentions that they have studied or worked abroad, ask them about their experience.

Common Interview Questions about Studying or Interning Abroad

- What did you do to prepare for the experience?
- Describe one professional / personal challenge you had to overcome while abroad.
- Tell me about a time you had to use unique problem-solving skills.
- Describe a situation that demonstrates the level of confidence you have in yourself.
- Provide an example of your ability to work independently.
- Tell me about a time when you have asserted yourself while under pressure.
- What did you learn about business in the other country, its culture, its currency, its markets?
- Can you give me an example of how you are adaptable in an unfamiliar environment?

Interview Do's

- Be professional when describing international experience
- Describe successes and accomplishments
- Use relevant examples
- Emphasize how you want to use the skills you developed abroad
- Be honest about language ability
- Send a thank you note following the interview, including a reference to your international experience if relevant
- Follow up at appropriate intervals

Resources and Contacts

Career Management Center (CMC)

Goldring/Woldenberg Business Complex
Suite 325

Email: careers@tulane.edu

Tel: +1.504.865.5417

Office of Undergraduate Education (OUE)

Goldring/Woldenberg Business Complex
Suite 204

Email: business@tulane.edu

Tel: +1.504.862.8377

Counseling and Psychological Services (CAPS)

Uptown Office
Building #14, Science & Engineering Lab

Email: askshc@tulane.edu

Tel: +1.504.314.2277

Study Abroad & Exchange

Goldring/Woldenberg Business Complex
Suite 220

Email: freemanabroad@tulane.edu

Tel: +1.504.865.5438

Appendix A: Preparing to Return Home: Quick Tips by Dr. Bruce LaBrack

Preparing to Return Home

Quick Tips

Dr. Bruce LaBrack

Reentry into your home culture can be both as challenging and as frustrating as living overseas, mostly because our attitude toward going "home" is that it should be a simple matter of getting resettled, resuming your earlier routines, and reestablishing your relationships. However, worldwide research has shown that reentry has its own set of special social and psychological adjustments which can be facilitated by being aware of the reentry process and following some advice from those who have already returned. The following list is compiled from many sources, but all of the tips come from returnees who offer these ideas in the hope of making your reentry easier for you and for those at home.

1. Prepare for the adjustment process.

The more you consider your alternatives, think about what is to come, and know about how returning home is both similar to and different from going abroad, the easier the transition will be. Anticipating is useful. As one psychologist put it, "Worrying helps."

2. Allow yourself time.

Reentry is a process that will take time, just like adjusting to a new foreign culture. Give yourself time to relax and reflect upon what is going on around you, how you are reacting to it, and what you might like to change. Give yourself permission to ease into the transition.

3. Understand that the familiar will seem different.

You will have changed, home has changed, and you will be seeing familiar people, places, and behaviors from new perspectives. Some things will seem strange, perhaps even unsettling. Expect to have some new emotional and psychological reactions to being home. Everyone does.

4. There will be much "cultural catching up" to do.

Some linguistic, social, political, economic, entertainment and current event topics will be familiar to you as new programs, slang, and even governmental forms may have emerged since you left. You may have some learning to do about your own culture. (Note: most returnees report that major insights into themselves and their home countries occur during reentry).

5. Reserve judgments.

Just as you had to keep an open mind when first encountering the culture of a new foreign country, try to resist the natural impulse to make snap decisions and judgments about behaviors once back home. Mood swings are common at first and your most valuable and valid analysis of events is likely to take place after allowing some time for thorough reflection.

6. Respond thoughtfully and slowly.

Quick answers and impulsive reactions often characterize returnees. Frustration, disorientation, and boredom in the returnee can lead to behavior that is incomprehensible to family and friends. Take some

time to rehearse what you want to say and how you will respond to predictable questions and situations; prepare to greet those that are less predictable with a calm, thoughtful approach.

7. Cultivate sensitivity.

Showing an interest in what others have been doing while you have been on your adventure overseas is the surest way to reestablish rapport. Much frustration in returnees stems from what is perceived as disinterest by others in their experience and lack of opportunity to express their feelings and tell their stories. Being as good a listener as a talker is a key ingredient in mutual sharing.

8. Beware of comparisons.

Making comparisons between cultures and nations is natural, particularly after residence abroad; however, a person must be careful not to be seen as too critical of home or too lavish in praise of things foreign. A balance of good and bad features is probably more accurate and certainly less threatening to others. The tendency to be an "instant expert" is to be avoided at all cost.

9. Remain flexible.

Keeping as many options open as possible is an essential aspect of a successful return home. Attempting to resocialize totally into old patterns and networks can be difficult, but remaining aloof is isolating and counterproductive. What you want to achieve is a balance between maintaining earlier patterns and enhancing your social and intellectual life with new friends and interests.

10. Seek support networks.

There are lots of people back home who have gone through their own reentry and understand a returnee's concerns - academic faculty, exchange students, international development staff, diplomatic corps, military personnel, church officials, and businessmen and women. University study abroad and foreign student offices are just a few of the places where returnees can seek others who can offer support and country-specific advice.

©Dr. Bruce La Brack, School of International Studies, University of the Pacific, Training Design for International Transitions, La Brack and Pusch, SIIC

SKILLS GAINED FROM STUDYING ABROAD

If you have studied abroad, you are well on your way to developing a solid International I.Q. This is a package of skills uniquely possessed by people who have lived abroad, and several of these abilities are purposely sought out by employers. Therefore, before writing a resume, it's essential to review what competencies/skills you have gained from study abroad. Below is a short list of skills students can gain from study abroad.

- ☐ Coping skills (the ability to deal with stressful situations)
 - ☐ Broad and strategic thinking
 - ☐ Communication skills (including active listening and overcoming language barriers)
 - ☐ Intercultural competencies
 - ☐ Global mindedness, appreciation of diversity, cultural awareness, and sensitivity to customs and cultural differences
 - ☐ Flexibility and adaptability
 - ☐ Tolerance/open-mindedness
 - ☐ Motivation and initiative
 - ☐ Adaptability in new environments
 - ☐ Organization and time management skills
 - ☐ Respect for protocol and hierarchy
 - ☐ Ability to identify, set, and achieve goals
 - ☐ Problem-solving and crisis-management
 - ☐ Ability to view situations/problems from a unique perspective
 - ☐ Patience and perseverance
 - ☐ Independence, self-reliance, and responsibility
 - ☐ Leadership skills
 - ☐ Inquisitiveness and assertiveness
 - ☐ General travel and navigational skills
 - ☐ _____
-

S.T.A.R Approach for Job Interviewing

Competency or Skill	Story	S	T	A	R
What skill you want to present?	Create story from past experience.	Situation	Task/Goal	Action	Result/Outcome
Example:					
Leadership & Motivating Others	While I was studying in Spain for the Summer. I was on a project team with students from Spain.	On our team, I quickly learned that some Spanish students tend to wait until the last day to complete their part of the assignment. We didn't have enough time to review each other's work.	So, my goal was to get them to complete their work 2 days before it was due.	I decided to have 2 short coffee breaks with them per week to discuss some of their personal & cultural interests to break the ice. I always highlighted their strengths of looking at things from a different point of view than Americans.	It was amazing how things changed. The week after the first two coffee breaks. They finished their work 3 or 4 days before the due date. They felt respected because I took an interest in them as people and show them how cool it was to combine our views in the projects.
SKILL 1	STORY 1				
SKILL 2	STORY 2				
SKILL 3	STORY 3				

Benefits of the S.T.A.R Approach

1. You can present competency in specific areas such as Flexibility, Motivation, Problem-solving, etc.
2. You can express yourself in a clear and articulate manner.
3. It helps you keep your response brief and concise within a structured flow.