



Here's an example of a STAR method interview answer you can expect to hear from a top candidate.

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**Interview question:**

Tell me about a time you adapted to a new process, system, technology, or idea.

**Candidate response:**

**Situation**

In my last job as a sales manager, our company switched to a new CRM system in the middle of the second quarter.

**Task**

I needed to onboard and train my team efficiently so that we'd still be on track to hit our sales quota that quarter. An extra challenge was that not every rep had been consistently using our old CRM. I was asked to ensure that they would use the new system.

**Action**

Before enrolling my reps in our CRM partners' training course, I walked them through the advantages of using our new system. I pulled statistics on how the platform was able to boost performance at other companies. I also took the time to do a deep dive into the system myself. I compiled all my questions and got answers from a customer service rep. Finally, I made myself available to answer any questions from my team — and showed live examples of common pitfalls whenever I received a question multiple times.

**Result**

Ultimately, I was able to successfully onboard 100% of my team in under two weeks. With the new system in place, we increased our efficiency by 29% and boosted sales by 34%.

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