

# The CAR Technique

**Instructions:** Practice formulating the CAR Technique by answering the sample questions below. Break down your response by filling in the blanks with Context, Action, and Result.

The first set includes a sample response to help you from the groundwork of your answer. Then, independently create your own with the next two sets.

## Set 1

**Question:** Can you describe a time when you showed excellence under time constraints?

### Sample response

#### Context

As the People Engagement and Communications Specialist, my communication must be clear and timely.

We had a company event planned, and all the details had been communicated. Just two days before the event, I received a call from a senior leader who requested an additional item for the agenda.

#### Action

After discussing it, we agreed the addition would significantly enhance the program. However, incorporating it would mean adjusting the finalised schedule.

I explored options to see if we could make it work. After consulting with our logistics and tech teams, we found a way to include the new agenda item with only minor adjustments.

#### Result

With clear delegation, strong communication and by guiding the logistics team, we smoothly incorporated the new agenda item without any issues.

The event wrapped up successfully, earning a 4.5/5 satisfaction score in our post-event survey.

### Your response

#### Context

#### Action

#### Result

## Set 2

**Question:** Tell me about a time when you had to communicate a complex idea to someone. How did you ensure they understood it?

### Your response

#### Context

#### Action

#### Result

### Set 3

**Question:** Tell me about a time when you received constructive criticism. How did you respond, and what changes did you make?

#### Your response

##### Context

##### Action

##### Result