# Leadership Principles Amazon answers!

1. **Customer Obsession** – We want you to tell us about a time you thought about the end-user of whatever

you were creating or working on. Tell us a story about the user’s needs and their problems with a

current system/service and how you thought about them and then made something better and easier

for them. How did it turn out?

Example title:

S – There were trade errors being posted on the emails of the client. I found out through datadog logs.

T – The task was to eliminate those and find a solution for those

A – I spoke with my product owner and they agreed about it and assigned the task to me. So I took it up and changed the logic around it and then pushed it

R – The feedback I received from them was that the errors had reduced significantly by 99% and this also optimized their workflow by almost 20% as there were no misleading errors then.

Alternative Solution 1

Alternative Solution 2

1. **Ownership** – We want you to tell us about a time when you did not say “that’s not my problem.” When

was there a project or problem that you could have walked away from but did not? And why? And how

did it turn out?

Example title:

S – helping out the team to execute tasks in WPF

T – So WPF was a new technology for the team and there have been numerous times that I have worked across teams. Since I helped the team learn and understand technology. I helped decided other team members to get their issues resolved

A – I was started taking time out with the other team during my off hours and try to work more for their tasks. I took around 2 hours everyday to sit with them and finish their work.

R – This made the work better and they also were able to fix their issues within time. Along with my work, I was able to finish their solution and bring it live and deliver in time. Here even though it wasn’t assigned to me or I wasn’t getting any credit, I helped the team and the project is one whole and it turned out for the good.

Alternative Solution 1

Alternative Solution 2

1. **Invent and Simplify**- Did you ever look at something and ask “why are we doing it this way? This is too

hard” then find a way to make it easier? Tell us about that and how it turned out.

Example title: angular front page example

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Are Right, A Lot** – We want to know if you make good decisions. Tell us about a time when you had to

choose something and made the right choice. How do you make choices?

Example title:

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Learn and Be Curious** – We want “life-long learners” at Amazon. Do you get to the bottom of things? Do

you stay up and read about new technology? Do you talk to people and ask good questions? Do you

NEED to know instead of WANT to know? Tell us about that.

Example title: WPF example

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Hire and Develop the Best**- We want you to choose an amazing team! Tell us about a time when you put

a team together, or ended up on a great team. How did you know that the team was “good?” What kind

of people do you look for to be on your team and why?

Example title:

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Insist on the Highest Standards**- Do you hate it when people cut corners? We do. Tell us about a time

when you saw an error that you could have ‘let go’ but refused to. How and why did you fix it? Why was

it important to fix?

Example title:

S – PR example

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Think Big**- We want you to be able to make things that change lives, or even the world. Tell us about a

time when you worked on a small project but saw applications for it in more places. How can your work

translate to a larger community?

Example title:

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Bias for Action**- At Amazon we have a “just do it” mentality. Tell us about a time when you jumped into

a problem instead of waiting around for someone else to tell you to. Why did you think it was important

to act quickly?

Example title:

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Frugality**- Everyone is on a budget, even Amazon. Tell us about a time you did more with less? Or a time

when you made do with something that wasn’t perfect because you couldn’t afford another option?

Example title:

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Earn Trust**- This is so important! We want you to work here and know that your boss and your co-

workers trust that you’ll do a good job. Tell us about a time when you had to get to know someone, or

explain something in detail before you started on a project. If they were skeptical it’s even better. How

did you make them feel comfortable with what you were doing? How did it turn out?

Example title:

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Dive Deep**- We want employees who are interested in the nitty gritty. Tell us about a time that you

learned more than others did. Or when you reported more than others did. Or when you listened more

than others did. Why was it important to you to understand the “issue” more than other people?

Example title:

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Have Backbone** - We want you to talk about a disagreement you had at work. When you knew you were

right about something but your team or someone didn&#39;t see it your way. How did you talk them into

doing it your way and what did they say when it worked out?

Example title:

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Disagree and Commit** – This is the opposite of “have backbone. Here, we want you to talk about

another disagreement you had at work when you had to let someone else convince you to do it their

way even though you had a different idea. How did you work through that?

Example title:

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2

1. **Deliver Results**- at the end of the day, Amazon wants to get things done. How do you make sure to get

things done in your work? How do you measure if something is successful? Tell us about a time when

you made something better with your work and tell us exactly how it was better. We want details!

Example title:

S –

T –

A –

R –

Alternative Solution 1

Alternative Solution 2