



Amazon Leadership Principles: Earn Trust

Techno Functional Soft Skills

Welcome to the Amazon Leadership Principles activity on Earn Trust.

Earn Trust

- Leaders listen attentively, speak candidly, and treat others respectfully.
- They are vocally self-critical, even when doing so is awkward or embarrassing.
- Leaders do not believe their or their team's body odor smells of perfume.
- They benchmark themselves and their teams against the best.

For this activity, you will be discussing the Amazon Leadership Principle: Earn Trust.

- Leaders listen attentively, speak candidly, and treat others respectfully.
- They are vocally self-critical, even when doing so is awkward or embarrassing.
- Leaders do not believe their or their team's body odor smells of perfume.
- They benchmark themselves and their teams against the best.

STAR methodology

For reference while thinking of your personal experiences, here is a reminder of the STAR methodology.

- **Situation:** Describe the situation you were in: for example, the second day in class working on operating systems.
- **Task:** Describe the goal you were working toward or the task you had been given.
- **Actions:** Describe the specific steps YOU took and YOUR contribution. Focus on your input.
- **Result:** Describe the outcome of your actions. What happened?

When you use the STAR method for answering interview questions, you can provide examples from your experiences and skills that demonstrate your ability to do a job. This method helps you keep your responses organized and focused so that you provide examples of how you have successfully handled situations at work in a uniform manner.

Activity: Earn Trust

Time: 50 mins

In this activity:

You will discuss the Amazon Leadership Principle: Earn Trust.

To Do:

- Think of a time when you demonstrated this leadership principle, and use the STAR methodology to document your story.
- Work with a partner to practice sharing your story. This activity will help you prepare to answer behavioral questions in a job interview.



Practicing use of the STAR methodology will facilitate a successful interview after completion of the program.



Thank you



© 2022 Amazon Web Services, Inc. or its affiliates. All rights reserved. This work may not be reproduced or redistributed, in whole or in part, without prior written permission from Amazon Web Services, Inc. Commercial copying, lending, or selling is prohibited. Corrections, feedback, or other questions? Contact us at <https://support.aws.amazon.com/#/contacts/aws-training>. All trademarks are the property of their owners.

Thank you for completing this activity.