

Amazon Leadership Principles: Earn Trust

Techno Functional Soft Skills

Welcome to the Amazon Leadership Principles activity on 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

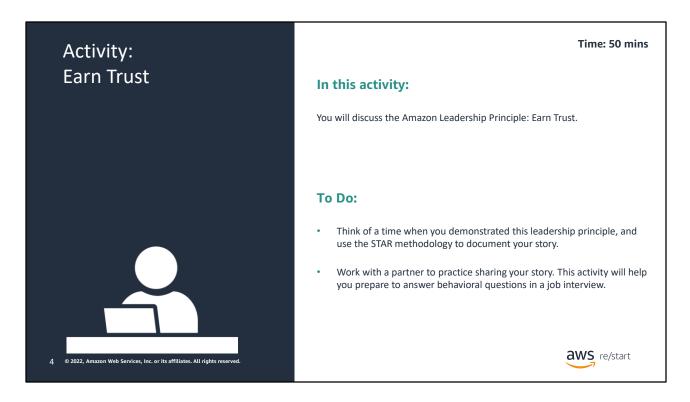
For reference while thinking of your personal experiences, here is a reminder of the STAR methodology.

- 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?

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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.



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



Thank you for completing this activity.