

For your Leadership/behavioral portion see the following:

- Prepare yourself to go deep into the details about your previous projects/work (“I” is better than “we”; focus on what you owned and worked on rather than your team)
- Consider how the 14 leadership principles apply to your previous experience ([Our Leadership Principles](#)); align those previous projects and work with these leadership principles written out in the STAR Method.
- Examples of behavioral questions asked to assess the Leadership Principles:
 - Give me an example of a time when you were able to deliver an important project under a tight deadline. What sacrifices did you have to make to meet the deadline? How did they impact the final deliverables?
 - Tell me about a time you were able to make something significantly simpler for customers. What drove you to implement this change?

General Prep for Leadership/Behavioral Portion:

Below I have outlined the **Star Method**, **behavioral interviewing**, and **Amazon’s leadership principles**.

The STAR Method

The STAR method is a structured manner of responding to a behavioral-based interview question by discussing the specific situation, task, action, and result of the situation you are describing.

Situation: Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.

Task: What goal were you working toward?

Action: Describe the actions you took to address the situation with an appropriate amount of detail and keep the focus on YOU. What specific steps did you take and what was your particular contribution? Be careful that you don’t describe what the team or group did when talking about a project, but what you actually did. Use the word “I,” not “we” when describing actions.

Result: Describe the outcome of your actions and don’t be shy about taking credit for your behavior. What happened? How did the event end? What did you accomplish? What did you learn? Make sure your answer contains multiple positive results.

Make sure that you follow all parts of the STAR method. Be as specific as possible at all times, without rambling or including too much information. Also, eliminate any examples that do not paint you in a positive light. However, keep in mind that some examples that have a negative result (such as “lost the game”) can highlight your strengths in the face of adversity.

How to Prepare for a Behavioral Interview

- Recall recent situations that show favorable behaviors or actions, especially involving work experience, leadership, teamwork, initiative, planning, and customer service.
- Prepare short descriptions of each situation; be ready to give details if asked.
- Be sure each story has a beginning, middle, and an end, i.e., be ready to describe the situation, including the task at hand, your action, and the outcome or result.
- Be sure the outcome or result reflects positively on you (even if the result itself was not favorable).
- Be honest. Don't embellish or omit any part of the story. The interviewer will find out if your story is built on a weak foundation.
- Be specific. Don't generalize about several events; give a detailed accounting of one event.
- Vary your examples; don't take them all from just one area of your life.

Sample Behavioral Interview Questions

Practice using the STAR Method on these common behavioral interviewing questions incorporating examples from the Amazon Leadership

Principles:

- Tell me about a time when you have been faced with a challenge where the best way forward or strategy to adopt was not “clear cut” (i.e. there were a number of possible solutions). How did you decide the best way forward?
- Give me an example of a time when something you tried to accomplish and failed.
- Give me an example of when you showed initiative and took the lead.
- Give me an example of a time when you motivated others.
- Tell me about a time when you delegated a project effectively.
- Give me an example of a time when you used your fact-finding skills to solve a problem.