

Background and Reference Checking System



Version 1



ALWAYS CHECK REFERENCES and BACKGROUND

During the previous phases in the HR process you may have received a few professional references from prospects.

We ask them to provide 4 personal references AT the personal interview. Once received we call all of them and ask them the following questions.

Note

You will want to customize these questions to your company and familiarize yourself with them before calling...

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You cannot get in any legal trouble for asking these questions. We have passed these questions through our legal filter! The person may not answer every question; ASK THEM ALL ANYWAY.

It's important to attempt to build a little bit of rapport at the beginning of the phone conversation to set the reference at ease. Many people giving a reference (especially if they are in the HR department) may be very hesitant to say anything because they think it's against the law – violating some kind of privacy thing. If they think this way, you will get very little out of them. That's OK. If you call the references and don't get enough info, simply ask the prospect to provide more references – preferably those that will answer the questions. Do not settle for calling references and settling for, "Yes, they worked here."

Script for Reference Check Phone Calls –

1. Hello, this is {*Your Name*} with Brian T Armstrong Construction Inc. I'm calling in regards to a work reference for _____ (prospects name).
2. Is this _____ (reference name)?
3. Hi _____ (reference name).
How are you doing on this beautiful day?
"Good"
4. Fantastic!
If they ask you how you're doing –
5. I'm great! I just learned that three dogs (from First Class cabins!) survived the sinking of the Titanic – two Pomeranians and one Pekingese. I guess it pays to be a lap dog! (*or substitute some other random fact that may break the ice. Simply Google "Surprising Facts About _____".*)

Enter your ice shattering tidbit below:

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6. _____ (reference name),
_____ (your company)
is a company based in _____ (city) with a mission of

_____ (your mission statement).
7. We are currently interviewing prospects for
_____ [position(s)].
8. One of our applicants that have made it through several steps of our
process is _____ (prospects name).
9. Do you have 47 seconds to answer a few questions about them?
They have listed you as a reference and someone that we could
trust to talk to.
10. Fantastic! I really appreciate your help with this. With the US
Department of Labor estimating the cost of a bad hire to be 30% of
the annual salary, your reference can be extremely valuable to us.
Thank you for helping us save money!

Question #1

*Think of 2 or 3 key skills that you know the position will require (also
consider the "pace" required for the work).*

Then ask,

11. In the position that this person has applied for, they will be required
to do _____,

and _____.
Did they do this for you?
12. On a scale from 1-10, with 10 being the best, how well do you
think this employee will be able to perform this task?
13. In this position, they will be required to produce

each _____ (day or week or month). Were they able
to produce that for you?
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14. On a scale from 1-10, with 10 being the best, how well do you think this employee will be able to produce this outcome?

Question #2

I also like to ask a work reference about the management style that they used with this employee. Were they, as the manager, hands on, hands off, tight controls, loose controls... It's possible that the employee worked real well because of the management style and if your management style is a lot different, you may not get the same results from the person.

15. What type of management style were they used to at your company? Was it really hands on with a lot of oversight or was it pretty hands off?

16. On a scale from 1-10, how well would you say they responded to that management style?

15. Here at our company, our management style is primarily

(explain your management style / expectations of your employees)

16. On a scale from 1-10, with 10 being the best, how successful do you think they will be with this type of management?

Question #3

Finally, consider your core values and ask questions to the reference person about how the person aligns with your core values. Pick One or Two to use.

17. "Here at our company we put a high value on

_____.

Can you think of a time when this employee displayed this value while working with you?"

18. On a scale from 1-10, with 10 being the best, how well would you

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say they align with this core value?

19. Fantastic! Thank you so much for taking the time to help us out – and to help _____ (prospect).

20. Have a wonderful day and be sure to share that little factoid about the dogs surviving the Titanic with someone.

Or the

21. Good bye.

Be careful not to JUST ask “yes / no questions”. Using the “Scale from 1-10” phrase can be very helpful. They may be saying that the person is very capable and you're thinking they're at a 9 or 10, but when you ask about ranking, the reference gives them a 7.5.

There you go! So that's maybe 6 questions all together. You don't need to go over ALL the skills and ALL the core values. Just choose 2 or 3 key ones. If a reference gives a less than perfect ranking, then you may want to check the next references answer to the same question to see if it's consistent.

Examples of Skills and Core Values -

Skills for The Leadership Initiative Marketing Worker

1. Complete Daily Task List – quality and quantity at a fast pace
2. Follow Step by Step Written Instructions – Checklist – without direct oversight
3. Create branded documents using Word, Excel and/or PowerPoint

Potential Skills needed

Producing Training Videos –

1. Camera and sound and light set up – multiple cameras
2. Saving Documents
3. Transferring videos
4. Editing Videos – including adding graphics

Core Values at The Leadership Initiative –

1. Personal Growth – emphasis on learning and working through the struggles of growth – being stretch mentally, emotionally and physically. Responding to correction.

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2. Production – daily evaluations on performance and getting paid on your ability to produce results instead of just putting in effort.

When it comes to background checks you will want to check out their social media accounts and online presence to make sure that there are not any glaring red flags... then move to a professional background check. We recommend goodhire.com.

GoodHire.

Background Screening Solutions

The future of trust, safety and fairness for businesses, employees and communities.

Employment Screening

Trust Me Checks

Community Safety

100% FCRA Compliant

1-3 Day Turnaround

\$0 Sign Up Cost

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