

The Truth is Out There!

Getting the most out of Reference Checks.

Checking references is an extremely important part of the candidate screening process. If ignored, your company could make a very costly hiring mistake. Reference checks give recruiters an idea of how candidates really operate in the business environment. They also help to confirm a candidate's skills and honesty. Here are some helpful hints to conduct successful reference checks.

Seek information on job-related behaviour: Focus on issues such as tardiness, absenteeism and quality of work rather than personality traits, such as ambition and intelligence.

Ask direct questions: "Would you rehire this employee now?" and "Can you name any specific achievements?" are good examples of questions that will result in more honest answers.

Combine references: Reference letters are not entirely pointless, but they definitely hold more weight when they are combined with a candid reference check.

Use credible sources only: The most useful reference source is a former work supervisor. Friends and relatives are usually not sufficient references.

Watch out for phrases with hidden meanings: Most references will not blatantly lie; they simply don't tell the whole truth. E.g. an "individualist" may be a person who cannot work with others! Also be aware of the references tone of voice and the language that is used.

Watch out for job hoppers: Persons who move laterally across organisations without an apparent change in job challenge, rewards, or working conditions should be carefully watched.

What if someone doesn't want to give a reference? Good candidates should check with their references first, before putting contact information on a resume. If a reference is caught by surprise and does not feel comfortable speaking about a candidate, simply confirm with the reference that the candidate did indeed work for the company in the time period they specified.

Don't have the time to chase references?

B&M Recruitment Solutions can do it for you! We will happily assist you with any part of the screening process from collecting resumes to checking references. We also have access to **Behavioural and Personality Profile tests** which are becoming an increasingly popular tool for finding your perfect candidate!

Call 1-866-52BANDM for more information.