

Reference Check

Structure and questions

- When you call, text or e-mail the referent, introduce yourself and the organization, and explain why you are calling/texting.
- Schedule a reference check at a time that suits the referent.
- Briefly describe the position where the candidate is intended as the final candidate.
- Describe the responsibilities and what will be expected of the position.

Always start by clarifying;

1. What position the referent had in relation to the applicant during their time of cooperation.
2. When they worked together and for how long.
3. What responsibilities the candidate had when working together?

Suggested questions and structure when making a reference check. The questions must always be adapted according to the type of employment and the content of the requirement profile.

- What was your first general impression of X?
- Which qualities and traits do you think are most characteristic for X? (Skills and personal qualities).
- How did your collaboration work?
- How do you think X's collaboration with other employees worked? (How did the others experience employee X?) How well does he/she cooperate with the team and with people outside the organization?
- Has the applicant had a management or a leadership position? For how many people and for how long? How is her/his leadership style?
- There are many ways to take on a task, how does X handle a task? How do you experience the result?
- Can you give an example of some work that X did very well? (a larger project or a collaboration)
- How do you generally assess the quality of the work that X does?
- How would you rate X performance compared to others in the group? (reach deadlines and meet goals).
- What type of task assignments do you think X is best at?
- How do you experience X power of initiative and commitment? Could you give an example?
- When unexpected things happen (or something that interferes with the work) how does X handle unexpected situations? (Need for structure)
- Sometimes there is a heavy workload, how does X handle time pressure do you think? (How does the applicant handle stress) How capable is he/she of making decisions under time pressure?

- How was X presence / absence during the time you worked together?
- Do you know the reason why X quit his job?
- What do you think are X's biggest advantages, or strongest sides?
- All of us have some area of development regarding our personality, which would be good to develop. What do you think X can get a little better at?
- Would you like to work with X again? In what role then?

Ask if there is anything the referent would like to add before ending the call

Closing:

Summarize your impressions. Thank the referent and end the conversation.