



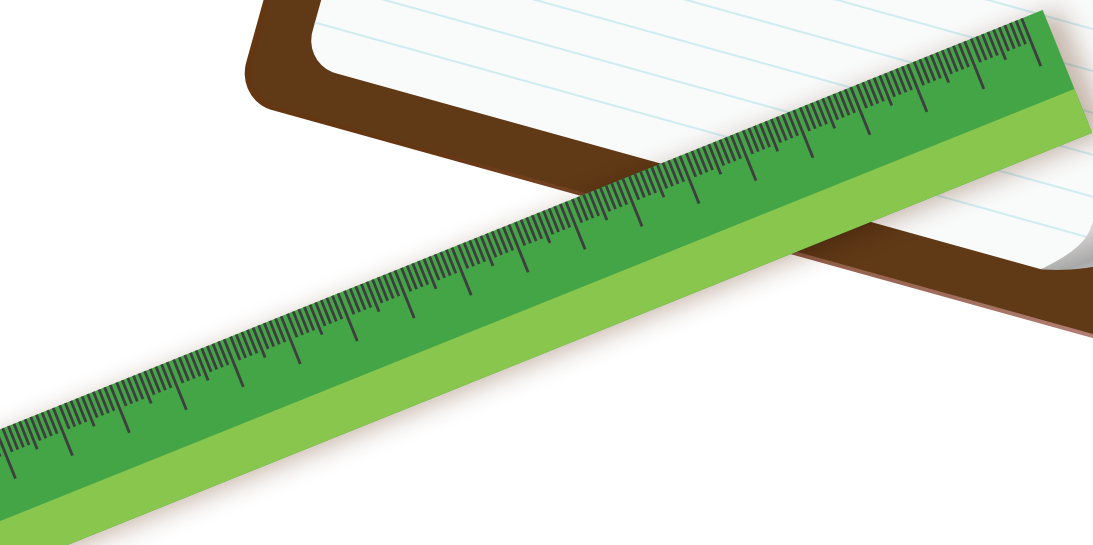
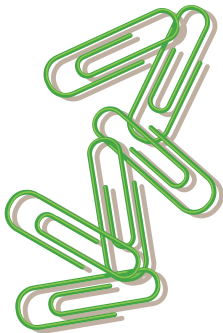
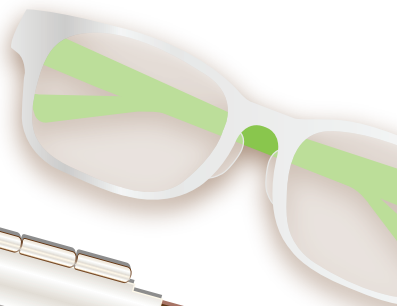
fraudcheck

The ultimate guide to hiring

Ten tips for employment vetting



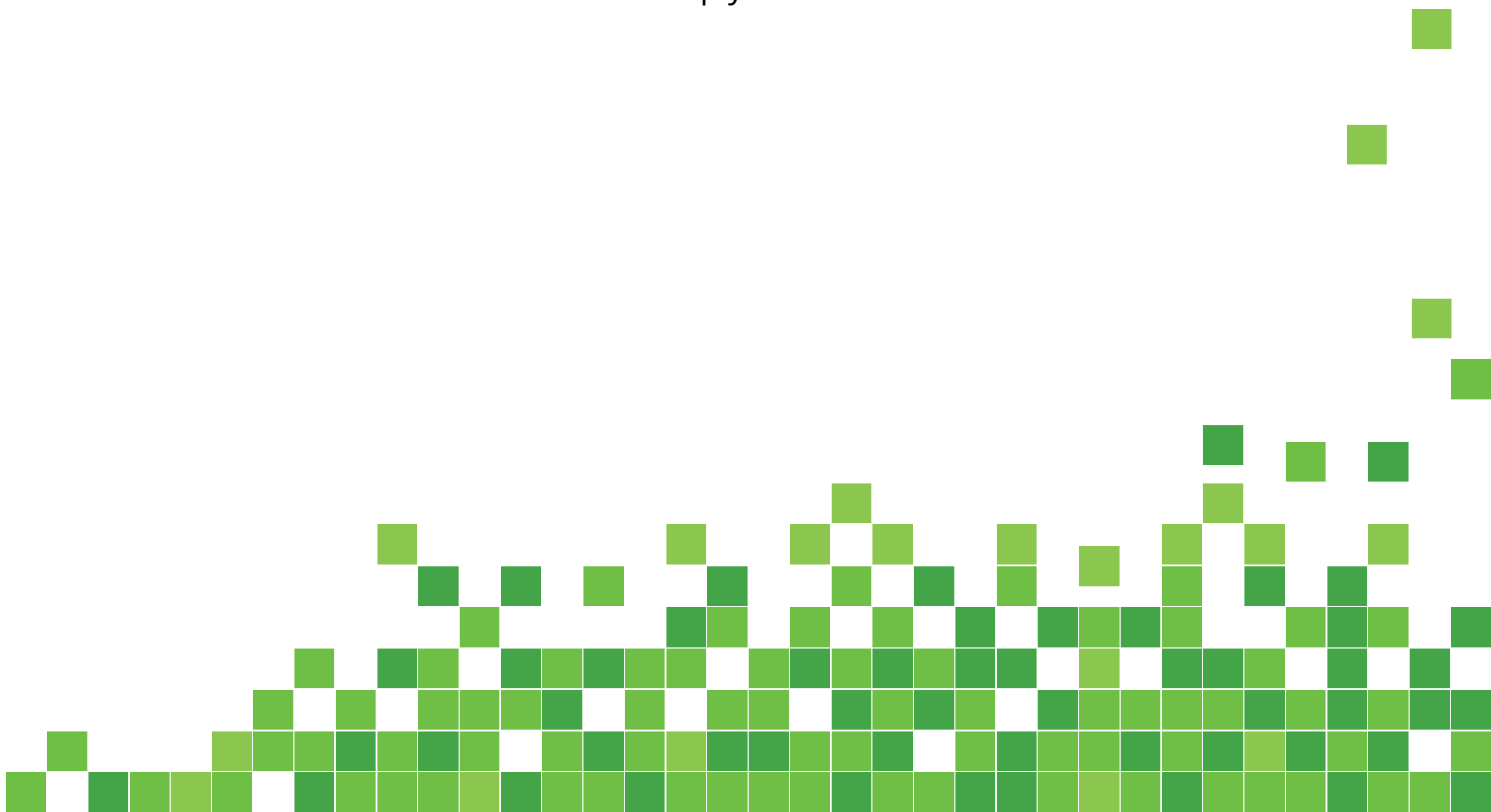
Including body language,
background screening, vetting
of staff and CV structure.



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Introduction - Employees are the key to success

Running a business is tough. At any given moment there are a million and one things to think about, remember, predict and oversee. In simple terms, if we want our business to be successful, we have to ensure that each department provides all the necessary outcomes so that at the end of the day, our business makes a profit. We need to ensure that the way in which our brand is portrayed to the world reflects the inner workings of the company. This, in turn, will provide a foundation of trust between customers and the brand. So how do we ensure that our company is successfully driven from vision to reality?

There are many factors that contribute to making a business successful. In this guide we'll be discussing the importance of hiring staff that help you reach your goals, rather than hiring staff that place endless obstacles on your road to success.

Often, we find ourselves protecting our brand from harm that occurs outside of our business. We go to the ends of the earth to provide damage control when a customer is unhappy, we set up barricades to ensure that negative publicity does not affect our brand and we make sure we always deliver on our promises.

The problem arises when companies focus too much on the outer perception of the brand and give little attention to the people that actually move the brand forward. Or, as seen in many cases, hire staff that cause the brand to remain stagnant or worse, cause the brand to take ten steps backwards.

Employees are the key to a successful brand. A company can have the dream to take over the world, but if its employees are incapable or untrustworthy, the brand will deteriorate. We'll discuss the key factors to smart hiring, ensuring your company maintains a circle of trust with all employees. We'll also research the many warning signs to look out for during the interview process. Our goal is to provide you with the knowledge of knowing how to spot someone deceitful in an interview.

It is crucial for companies to hire employees that are determined, passionate, hard working and committed. But above all, it's crucial for companies to hire people who are trustworthy. This guide provides some helpful tips for when it comes to protecting your company from within. The following ten steps will help ensure that your company hires employees you can trust.

Tip 1 - Don't judge a book by its cover.

There's a reason this is the most clichéd saying in the world (we Googled it, and yes, it has been voted the biggest cliché ever).

Looks can be deceiving. We've been taught that confidence is a good thing, and while this is true, often confidence can turn into cockiness or even a cover up for someone's true personality. Confident people usually dominate a room. They are able to hold the attention of others, chat up a storm and leave an impact on the people around them. Confidence is often used as a cover up for insecurities a person may want to hide.

Some people are able to make you believe they are who they say they are by being overly smooth, suave and sophisticated. Have you ever been in a situation where you meet someone who is able to hold you in their grasp and when they leave, you feel equally mesmerised and impressed by their magnetic presence? This, ladies and gentlemen, is the power of confidence.

When welcoming a new applicant into an interview, make an effort to notice exactly how they make you feel. Take into account their confidence levels, and the atmosphere that they create. Notice the way they present themselves: Is his hair a little too perfect? Her handshake a little too firm? Don't fall prey to someone just because they look the part. Remember what we learnt at the very beginning of this? We're not judging any books by their covers.

When we get to know someone they begin to open up. We can either be pleasantly surprised or horrified to find that the person in question is very different to how they appear to be, or how we imagined them to be. We therefore always recommend testing the applicant to observe the way they handle themselves in different situations.

One way of testing an applicant is by beginning the interview a little late. Make the applicant wait a little before calling them in for their interview. This will allow you to observe the way they react while waiting for something they are already nervous about.

You'll be able to detect if they get overly anxious, angry, or if they are as cool as a cucumber. It's important to note how they interact with your receptionist during this time. If someone is rude and obnoxious because they are made to wait, you'll know instantly that this is someone who does not represent your core values.

You'll learn a lot about your applicant in the fifteen minutes you have them waiting for you.

Another way in which you can test your applicant is by brining them in for a trial period. This means that the applicant would work in the work environment under

the different pressures that the company faces on a daily basis. Give the applicant fair, but challenging tasks to complete so that you can observe the way in which they handle themselves. Usually, you'll be able to notice if the fish is out of water.

We understand that beginning a new job is not an easy thing to do. We're not encouraging making someone's life a living hell to test if they are worthy or capable to work in your company. Rather, we're encouraging you to make informed decisions before permanently hiring someone. We're well aware that applicants are often nervous during an interview, and this is normal. We're not talking about the usual jitters many people experience; we're describing an applicant who presents with emphasised symptoms of either nerves or confidence. We're talking about panic-attacks in the hallway, temper-tantrums, gossip mongrels, suspicious phone calls all day long, or tittle-tales at the end of a boardroom meeting. These are the warning signs we're emphasising.

As this chapter discusses the importance of not judging anyone based on their appearance, we'd like to bring one more method in which you can rest assured that the person you just hired will not do damage to your business. Another way to make sure you're hiring someone who is right for your company is by taking a deeper look into the applicant. Did someone say background check? Yes, we did.

We're not talking about hiring a private investigator or having anyone stalked, we're talking about the basic checks you can do to make sure that your potential employee is indeed who he or she says they are, such as checking if an applicant has a criminal record, if they have been blacklisted or if their ID number is valid. A little legal snooping can help provide information you wish you had three months down the line.

The bottom line here? It's important to check everyone out.



Tip 2 - Trust your gut

Got a weird feeling about this one? Don't ignore that voice in your head telling you that something isn't right. You wouldn't eat something if it didn't smell quite right, so why hire someone you feel uneasy about?

They say that every person has a sixth sense. And who are we to argue with them? Whether or not you believe in a sixth sense, we're willing to bet that the sixth sense we're talking about is something you're most certainly familiar with.

There are many different opinions about what this sixth sense is, but the general consensus is that the sixth sense is instinct: your gut feeling.

Have you ever sat across the table from someone, and looked at them as they spoke to you, only to think that this person is talking the biggest load of you-know-what. Your gut feeling is giving you a deeper understanding and feeling of this person. Without you having to directly ask them if they are telling you the truth or not, you instinctively know that this person is lying. Something deep within is telling you to doubt the words coming out of this person's mouth. That something deep is your sixth sense.

When interviewing a candidate, it's important to trust your own judgement. Being sceptical of someone is not a bad thing; but being sceptical of everyone is. It's important to not over-react to everyone. Sometimes your gut tells you nothing, and that's okay. While other times you feel your gut doing a squillion and one flips that you're certain it would get the job for the next cirque du soleil if it were to audition.

The trick here is to really tune into your instinct. Understand it. And work with it. If something feels wrong, it probably is.

When hiring someone, you can never be too safe. Opening your company up to a new individual is a big deal – whether you do this often or not – you're allowing someone new into the precious space that you've spent years creating. Hiring the wrong person can cause serious damage to your brand. You need confirmation that this person is honest and reliable. You need to make sure that whoever you hire is trustworthy. Trusting your natural intuition can lead you in the right direction.

It's easy to ignore that little voice, or the feeling in your belly telling you that something isn't exactly kosher. We're here to tell you to stop and listen to your gut. Don't doubt it. Let it speak to you. Let it tell you how it feels. And only then decide if you want to involve this person in your business.

So let your instinct scream loud and clear. Don't stifle it. Listen, and respect it. It's almost always right.

Tip 3 - Believe it or not: A CV can lie

Why do companies ask for a CV before meeting with someone? So that they don't waste time interviewing people who do not have the necessary skill set, experience or expertise. The idea of a CV is wonderful in theory. But often, the reality of receiving CV's turns out to be far less helpful than one would like it to be. This is because a CV can lie.

While all those credentials on that impressive piece of paper may read exceptionally well – a doctorate in philosophy and psychology! – it doesn't necessarily mean that they're true.

A CV takes time to build. Experience does not happen overnight. Neither do accomplishments.

Unfortunately, many applicants add sparkle to their CV's to help boost their chances at being considered for the job.

A CV helps applicants get a foot in the door. They submit their CV, and then get called in for an interview - making their CV their ticket to Hollywood.

It's difficult to tell if all those impressive credentials on that CV are in fact true by simply reading them. We've come up with six tricks that can help decipher the nonsensical CV's from the honest ones.

1. Our research shows that the typical areas applicants tend to embellish include: enhanced qualifications, overstated job titles, increased salaries, better benefits, shortened sick leave and longer lengths of service. These are the areas to carefully review.

2. Take into account the overall readability of the CV. How easily does the CV read? Is it neatly laid-out and constructed with care? Are there evident mistakes? Are there large gaps of time excluded or unexplained? Do the dates given make sense? Is there enough information on the CV to give you a clear idea of the candidate?

A CV that has a fluid flow shows you that a lot of time and effort went into making sure that this CV is professional and informative. A CV that is difficult to follow, unclear, or impossibly impressive may indicate that the applicant has something to hide, or is being dishonest.

3. Has the candidate included all relevant personal information and contact numbers? Check that this information is in fact true before interviewing the person. You wouldn't want to have a wanted fugitive on your hands, would you? Make sure you check that all personal information is accurate. Does the candidate state that he or she has a driver's license? Make sure that their driver's license is a legitimate one.

4. Experience tells you a lot about your applicant. Look out for proof of commitment and stability. If your applicant has had lots of experience at many different companies, this may be a warning sign that he or she cannot commit, or that there is a deeper issue of mistrust with previous employers.

If dates do not add up, contact the applicant to ask for clarity.

5. Lookout for an extended list of hobbies and interests. It's always nice to gain insight into the person you are reading about by learning about their interests, but be wary of CV's that use this as a filler. A CV needs to contain the necessary information while being concise. Don't let the fluff fool you.

6. Check the references provided to validate that this person worked where they said they did, and did a good job while employed there. If no references are supplied, turn to the next CV. References are a must on a CV – everyone knows that.

Remember – you're the one with the hiring powers. We recommend you double check all important information on their CV to ensure that they are honest and trustworthy. Since you're the one hiring, you're the one who has to sift through the piles of nonsense in search of the treasure. And until you find that treasure, you might have to combat a couple booby traps along the way.



Tip 4 - The Circle of Trust

This isn't Fantasy Island. This is the real world. And unfortunately, that means that sometimes things don't work out the way you had hoped they would. Remember your mother telling you to guard your secrets (and your heart)? Well she was right.

The workspace is no different. Trust employees carefully. Choose them wisely. Do not become entrapped in the gossip on the ground. Your colleagues are colleagues before they are friends. If you are in a higher position than your work friends, be careful when discussing the intricacies of the company. There are certain things that employees are not supposed to be involved with, and for good reason. The receptionist does not need to know the amount of turnover the business does every month. Neither does the store manager. Be careful not to share confidential company information with staff who don't need to know.

Unfortunately, burglaries or armed robberies are a reality. We've found that on many occasions, these crimes occur when information has been shared by an inside source. This can be intentionally or unintentionally. When you sit with your co-workers at the lunch table and discuss the new, expensive equipment arriving that will be kept in the room with the key that Donald has, or the fact that you have to be back by 3:00pm because that is the time when the cash-in-transit company is arriving, you could be informing someone who is untrustworthy. Think before you share information with colleagues.

Make all employees sign a non-disclosure agreement, or a confidentiality agreement. This need not be only when something big is going on. You can have your employees sign one that is valid for the duration of their employment. This way, if information is leaked that should not be leaked, you have a legal leg to stand on.



Tip 5 - Sweat baby sweat

Body language is a real thing. Even though it's the middle of winter and everyone else in this interview is shivering, your candidate seems to be quite worked up. Deceiving someone is hard work. They say it takes a lot more effort to frown than to smile. We'd like to think that the same goes for telling a lie versus telling the truth.

Make sure you take into account body language when interviewing your candidate. You will learn a lot about the way they interact with fellow employees by understanding their body language.

From eye contact to the way you shake someone's hand, you can tell a lot about someone from his or her body language.

These are a couple key body language signs to look out for during an interview:

1. Chaos all around. Candidates are often on their best behaviour when they enter the interview room. The best time to observe if the candidate is who they act like, is to watch them when they park their car, or miss the elevator, or fumble for their CV in their big bag before they arrive at reception. If the candidate shows chaotic behaviour before or after the interview, and a perfect sense of calm during the interview, you know you are being played. This is when you notice their real personality.

2. The "break it" handshake. Handshakes break the ice between strangers. If your applicant shakes your hand too firmly, or too flimsily, you are given an impression of them without trying to build one. An overly firm handshake makes you feel threatened, while a weak handshake shows you that the candidate may have little confidence.

3. The walk of pain. The journey from reception to the interview area is crucial. During this walk, you can get a good sense of the person you're interviewing. They should be allowing you to show them around, they should be listening to you explain which department you're passing, and they should be showing signs of interest while they are being led to be interviewed.

4. Personal belongings. Take notice of where the candidate places his or her personal belongings. Their bag or briefcase should not be placed on your desk, or be kept on their lap. The first shows arrogance while the latter shows that the applicant needs to feel comforted and secure by holding onto their belongings.

5. Posture. We're no chiropractor. But we can spot a slouch for a mile away. We know that some people suffer with their posture, so regardless if the interviewee has poor or perfect posture, try to decipher if he or she is being rigid in his or her

body language. If a candidate presents to be slouching, or sits with their feet up on the chair, you will probably pick up on the fact that they do not value this as a professional meeting. Your applicant should sit comfortably, but firmly in their seat, showing that they take this interview seriously. If an applicant leans forward, they may be subconsciously telling you that they are interested and eager for the job.

6. Excessive sweating. Sweating is a giveaway of nerves. When we lie, we find ourselves breaking into a sweat. If your candidate seems to be a little too hot, you might have reason to think twice before hiring him.

7. Pointing. If your candidate repeatedly points his or her finger at you, this is a big warning sign. Not only is this rude, but it indicates that the applicant is controlling, gets angry easily, and as a result, will be quick to blame others and not accept responsibility himself.

8. Arms folded. A lot of people find their comfort by crossing their arms. This offers insecure people a way of feeling more secure and comfortable. This isn't the worst thing, but if an applicant appears to be completely shut off in other areas, take this as a warning sign.

9. Excessive nodding. This might make it seem as though your candidate is listening to you and agreeing, but your candidate might just be doing this to make sure that you like them more. When someone takes our side, or agrees with us, we naturally feel more inclined to like the person. We feel that we have something in common with each other. The odd nod is acceptable, but if you find yourself looking at a bobble-head, take it as a sign to move on to the next applicant.

10. Nail biting. This is a sure sign that someone is nervous. When you feel anxious or nervous, the brain sends signals to your body that increase your heartbeat and make you more jittery than usual. In order to distract the brain, the body often finds ways to subconsciously busy itself. This means that nervous nail biting, fiddling with the hem of a skirt, or constant hand wringing can portray the nerves that person is feeling. Sometimes this shows that a person is genuinely a little nervous, while other times it shows that maybe that person has something they are worried you might find out about them.

11. Frantic hand movements. You will be able to tell if the person you're interviewing is trying too hard by the way they use their hands. Simple hand gestures are normal, but chaotic ones might indicate this person is either a drama queen, highly sensitive, extra nervous or... a definite lunatic. On the flip side, no hand gestures shows incredible restraint, which can be alarming.

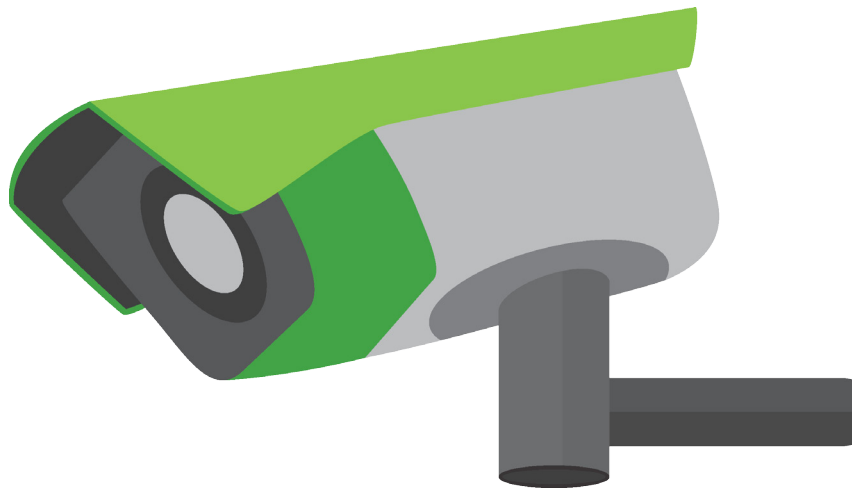
12. Palms out. Look to notice if the candidate speaks with their palms open. This is an indirect way to tell if they are an honest person.

13. Eye contact. There needs to be a balance of eye contact during the interview. You don't want to be stared down by the applicant for 30 minutes, but you also don't want to feel like you're the only one in the room who hasn't been noticed either. There should be a balance between honest eye contact and the usual 'look-around-the-room' eye contact.

14. Face touching. When a person constantly touches their face, it distracts you. This goes for hair-touching too. This demonstrates the person feels uncomfortable, and anxious. Why are they so fidgety? Are they lying or hiding something from you?

15. Exiting. Now that the formalities are over, pay close attention to how the candidate exits the interview. If you notice their face drop, their breathing change, or if their entire demeanour shifts, they would have just proven that they put on a show for you.





Tip 6 - Use protection

Protect your company from people trying to hurt it. It's important to hire people you can trust. Easier said than done, right?

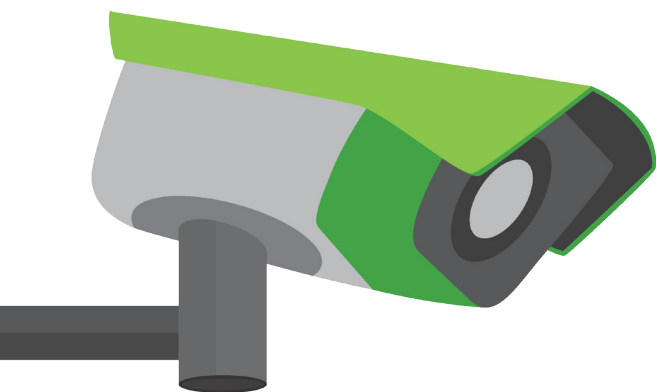
There are a number of ways you can implement protection.

When interviewing people for the available job at your company, ask them to provide you with particular documentations that illustrate that your candidate is equipped for the job. These can improve a copy of their drivers licence and their ID, a proof of address, a phone call with a previous employer, a questionnaire asking if the candidate has any criminal history and so on.

If you need further validation, run employment checks, pre and post-employment vetting and screening which can provide you with any information you might need. If your candidate has nothing to hide, this shouldn't be a problem. If they object, you'll realise that there are some things this person is trying to keep under wraps.

You might also want to investigate a little further into the applicant. You can conduct a university check, verify their nationality and ID number and check their credit score. These will all give you a better insight into the person you're considering for the job.

However you go about it, running checks on your applicants will help protect your company from people with devious intentions.



Tip 7 - One word: Google

These days, we have access to endless amounts of information. Some of which is useless (think “ten steps to learning Gangnam Style”), while some information can be pretty useful. There’s a new phrase we keep these days, which always manages to make us smile. When a question is asked – no matter how simple or difficult this question may be – the answer we constantly hear being thrown out is “Google it!”

Isn’t it fascinating how the world has changed? The world and it’s infinite information is literally at our fingertips any time of the day.

Google contains everything. And we mean everything. So why not make use of this useful tool when going through the interview process?

Google search your applicant for any important information they might be hiding from you. If he or she has been involved in any illegal shenanigans you might be able to read about it online. If your applicant really did win a Nobel Peace Prize for working in the Indian Slums, you’ll be able to double-check it with Google.

Social media is also your friend. Use it to gain insights into your candidate. Facebook, Twitter, Instagram – these are all the craze these days. Check your applicant’s online profile using these apps. Your applicant probably won’t be boasting their two-week beer binge on their Linkd In profile #justsaying.

By doing a little productive surfing on the Internet, you’ll most likely gain insights you would never normally get from an interview or a CV.

How do you know what to look out for on social media? Anything. Really. People often forget that what they put on the Internet, stays on the internet – and not in the Vegas sense of the saying. The Internet exists for everyone. So when you post a picture of yourself being arrested for drunk driving, the whole world can see it.

You’ll be able to pick up on things like who this person is, the friends they choose to surround themselves with, the places they frequent, their attitude towards their family, friends and work. Someone who has a status update every two months exclaiming how glad he or she is to be leaving yet another job will show you that this person might not be a keeper. Or someone who suspiciously owns one too many Mercedes Benz’s at an impossibly young age could indicate that this person might spend more than they can afford. Did someone say fraud?

The Internet. Who knows what you’ll find?

Tip 8 - Trust a second opinion

Have a trusted colleague join you for the interview process. This will give you a second opinion who fully understands where you are coming from and that you have the company's best interest at heart, and who can add an objective view of the candidate in question.

If you include someone else in the interview process, you'll be able to discuss the applicants and weigh up the pros and cons together. You won't be second-guessing alone. If you both have a good feeling about someone you'll know that you might have found the perfect fit. If you both feel uneasy about someone, you'll know that you're not being unkind or too judgemental – you have a legitimate reason to worry. If one of you is sceptical while the other isn't you have someone to discuss the pros and cons with, and you have peace of mind that this decision isn't resting on your shoulders alone. If an applicant gives you the heebie-jeebies, you'll both know that you have good reason to check this person out.

If you and your colleague begin to argue over candidates, remember, there are worse things to argue about than if this person is right for the job. In the long run, you'll be happy that you had someone to help you make this decision.

Remember, a second opinion does not prove that the candidate is trustworthy. Just because you both feel somewhat satisfied about this person does not mean that you should hire them on the spot. We still recommend running a background check on all applicants before hiring them. These checks can give you insights you'd never gain from a first encounter.



Tip 9 - Wake up and smell the roses (Or the coffee. Whichever you prefer)

It's pretty difficult to ignore something that smells bad. It consumes you, and in almost an instant you react. Whether you block your nose, gag a little, or fan your face, your reaction to a bad smell tells you instantly that something is not right.

If there are warning signs when you interview someone – don't ignore them. Your company is not desperate enough to fill this position with someone untrustworthy.

Take it slow. Meet with your candidate more than once to see if their personality is the same as the first encounter. The right person will come along. You don't want a lawsuit on your hands three months down the line because you didn't have the time to wait for Mr Right.

If you haven't found anyone suitable for the job, accept the fact that it may take a little longer than anticipated. Wouldn't you rather wait an extra week to find a pearl rather than settle for a stone?

If worst comes to worst and you're under pressure to fill the position, make sure you investigate into the applicant's credentials. Validate that this person is who they claim to be. Check them out.

Don't ignore the odour. Don't ignore the obvious signals.



Tip 10 - Don't get duped

Don't hire someone before you've checked him or her out.

In today's day and age, it is extremely difficult to fire somebody. Organisations like the CCMA exist to ensure that all employees are treated fairly, despite the reason for termination. For this reason alone, many companies are turning to screening specialists to help ensure that whoever is hired will pose no threats to their company. To prevent hiring a candidate who is not qualified for the job, or hiring someone who has a history with fraud, Fraudcheck is the solution.

Fraudcheck offers you an easy-to-use platform where you can vet all staff. Our online portal affords you the opportunity to easily run all background checks including credit checks, ID checks, criminal checks, drivers license checks, association checks, matric verification and tertiary education verification checks with Fraudcheck.

Fraudcheck is available to any business or individual who wishes to validate critical information to reduce unnecessary risk. FraudCheck has a real-time fraud prevention solution that includes ID verification and Full Person Background Screening.

How do we know when the person we are interviewing, emailing or phoning is not intending to defraud us? FraudCheck eliminates the guesswork and equips you with a real-time fraud screening recommendation report that contains all the useful information you'll need when deciding whether or not to hire this person.



How can Fraudcheck help your business?

Fraudcheck offers a variety of screening options depending on what your company is looking for:

Pre Employment Screening

A lot of the time, job seekers are dishonest in their CVs. This is a significant business risk that can easily be mitigated by running low cost ID, criminal, and/or credit checks against new candidates. ID and Credit checks can be run in real time and criminal checks take only 48 hours to get a definitive result.

Using the Fraudcheck scorecard and 360° reporting facility, you can easily keep track of your checks and get an instant idea of a candidate's risk profile without having to read through pages and pages of reporting.

Verifying credit worthiness of individuals

Are you in the business of handing out credit? Or perhaps you offer payment terms to your customers? Run an instant credit check on individuals to determine their credit worthiness. We cross reference data from multiple credit bureaus and other databases such as the deeds registry to give you a true idea as to the risk profile of an individual.

Protecting against fraud

Our services are provided to users who wish to validate critical information to reduce unnecessary risk. We provide a range of products that allow companies to check individuals.

Remember, hiring someone new is an important task. It is not something that should be pushed aside, or a decision that should be made hastily. Go through a process, carefully dissect the CV's you receive, and then begin the interview process carefully. Once you have selected the top few candidates, consult an employee vetting company such as Fraudcheck to run background checks, ensuring you hire someone who is truthful and worthy to work for your business.

Visit www.fraudcheck.co.za for more information or give us a call on 011 262 5252

