

# Tips for Values-Driven Organizations

Developed by Kit Durgin and Yolanda Alindor, 2002

## Consultant/Candidate Interview

*Interviewing candidates, whether by phone or face-to-face, should help you determine how well they fit your criteria and your organizational culture. Try to listen for both what the candidates say and what they don't say. Give candidates lots of chances to say what you want to hear. As candidates answer, pay attention to changes in tone or body language to help identify areas of potential disagreement and/or discomfort.*

- What do you see as the major challenges in this project? How would you address them?
- Share an example of how you've dealt with conflict or controversy in a previous project.
- What would you need from us to successfully execute this project?
- Ascertain whether the consultant's style or values are compatible with your organizational culture and values. Here are some specific examples:

### Homelessness

- How would you solve the homelessness issue?
- What life experience do you have, either personal or professional, which relates to the work we do?
- How does your past work experience prepare you for working with us?

### Diversity

- What is your understanding of racism and how do you apply it in your work with organizations?
- Tell us how you have taken into account the needs of specific communities, e.g., people with different abilities, differences in language, and accessibility.

## Checking References

*Ask candidates for at least two references. References provide insight into the experience of previous clients, so formulate questions to verify or probe deeper into any issue that worries you. Consider these types of questions:*

- What do you like best about working with this consultant? What would you do differently in working with this consultant?
- What is (the consultant's) track record for meeting commitments and delivery as promised?
- How well did the consultant keep you informed of the project's status? (Follow-up, if needed: What would you do differently to improve the communication?)
- Using a rating scale of 1-10, with the 10 being excellent, how would you rate the consultant's skill in achieving the project outcomes?
- Would you hire this consultant again? Why or why not?

*As you evaluate the information obtained from references, consider how those organizations are similar or different from yours and what you might put in place as part of your initial agreement to set up the project for success.*