



## HIRING RIGHT for 9-1-1, 2<sup>nd</sup> Edition

This four-week interactive online course provides you with the tools and information you need to stop the revolving door of turnover and start hiring right! Informative and practical, this course takes you through each step in the hiring process from laying the foundation to making the final hiring decision.

### PREREQUISITES:

This course is designed for all who conduct and/or are involved with the agency hiring process.

### BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Design and conduct a hiring and interviewing process that works in 2018 and beyond.
- Write clear and concise job descriptions and self-screening questionnaires.
- Understand how to use social media and other venues to recruit candidates.
- Design a Job Preview session.
- Take a “whole person” approach to the testing process.
- Design and conduct valid, reliable AND legal behavior-based pre-employment interviews.
- Understand the legal pitfalls in the reference check and background check process.
- Stop the revolving door of turnover and start hiring right!!

### WHAT YOU WILL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what’s working for them – share information and materials – build a support network of friends in like positions.
- One-on-one mentoring - feedback and assistance from your instructor as you build your hiring process and tackle your turnover issues.
- Certificate of Completion awarding **20 training hours** upon successful completion of the course.

### COURSE OUTLINE:

#### Week 1: Laying the Foundation

Creating Your Master Plan

Understanding the Job – Conducting a Job Analysis

Understanding Your Potential Workforce

Millennials – The New Breed of Worker

Meeting the Needs of our New Breed of Worker in Scheduling, Recruiting and Hiring

Writing the Job Description

#### Week 2: Narrowing the Field

Recruiting Candidates using Social Media and Public Education

Screening Resumes and Applications Forms

Designing and Conducting a Job Preview Session

Designing and Conducting a Valid and Reliable Testing Process.

### **Week 3: Designing and Conducting the Interview**

Designing the Interview  
Conducting a Valid, Reliable and Legal Interview  
Writing Effective Behavior-Based Interview Questions  
Developing an Interview Rating Sheet  
Conducting the Interview  
Interpreting the Interview Data

### **Week 4: Conducting the Reference Check and Making the Final Hiring Decision**

Avoiding Legal Pitfalls in the Reference Check and Background Check Process  
Screening Candidates through Social Media  
Developing a Reference Check Form  
Conducting the Reference Check  
Making the Final Hiring Decision  
Course Wrap-Up and Final Exam

**TUITION: THIS COURSE IS TAUGHT OVER 4 WEEKS VIA PEI-911 ONLINE.**

**\$389.00** – includes all course materials

[Register  
Online](#)

**Register 4 or more students and receive a 10% discount!!**

### **2021 COURSE DATES**

January 4, 2021 – January 31, 2021  
February 1, 2021 – February 28, 2021  
March 1, 2021 – March 28, 2021  
April 5, 2021 – May 2, 2021  
June 7, 2021 – July 4, 2021  
August 2, 2021 – August 29, 2021  
September 6, 2021 – October 3, 2021  
November 1, 2021 – November 28, 2021