



# Read what your peers are saying about.....

## *Profile Evaluations, Inc.'s* **Hiring Right for 9-1-1, 2<sup>nd</sup> Edition**

This was a very informative class. The tools, suggestions, and assignments have been excellent! I look forward to incorporating this knowledge into a successful hiring process. *Angela G., FL*

This is without a doubt the best online class that I have ever taken. Your interaction with the class, supportive class work and related material made the class well worth our time. I have learned a lot and have the proper tools to improve our agency's hiring process thanks to this. *Sharon C., NC*

I have got to admit that I have never taken a class that I have not learned "something" from, even if it was only don't take it again or recommend it. But this is one of the first times I have to admit that this class was learning from the very hello. I have enjoyed the material (yes, I enjoyed it) and have enjoyed my classmates and even the instructor. In the movie Varsity Blues one of the players, Billy Bob, could only rate this class as "a TEN, I GIVE IT A TEN." *Dennis D., LA*

I wish this type of class had been available to me all those eons ago when I started interviewing and hiring here. It would have saved us so much time and money and effort in the long run. We have a good process in place currently, thank goodness. I have totally enjoyed working on this class. It has refreshed some things and given me some new ideas. Everyone had such marvelous input on all the lessons. I know that I will refer back to my book and use it as another tool in our bag of tricks to attract and keep the best employees. *Karen S., VA*

The materials in this course are excellent and I look forward to using them to propose a more focused and relevant hiring process in the future, which will hopefully help our retention by ensuring that good initial hires are capable of succeeding in this profession. *Richard L., MA*

There shouldn't be a 9-1-1 Center in the USA that isn't using the valuable tools you provide along with this course. Actually, I don't think anyone should interview 9-1-1 applicants without having successfully completed this course. *Sandy S., PA*

Really great class. Great template forms and information on the process and how it should flow. Our process had a lot of things going for it but I am going to use what I gained in this class to improve it further and hopefully enjoy a higher rate of success. *Kelly O., TX*

Way to go PEI! A homerun program for my buck! We have a lot of work to do to make our hiring program even better than what we thought it was. Without this program, we would have continued to struggle to find out where we were missing the boat and how we were going to make it better. Now with this program's direction we can make some significant changes and hopefully reap the benefits with more and better qualified final and successful CTO candidates. *Jeffrey O., CO*

I have taken online classes in the past and was not impressed with the amount of instructor involvement. This is definitely not true with this course. My questions were answered and the information provided back was very informative. I would recommend the class to others including my own staff. The exercises and assignments were challenging and relevant to a 9-1-1 center. *Angie S., NC*

This has been a great course! It has brought to light a number of things that might need to be revised or changed completely in order to improve our Communicator recruitment and selection process. I've learned some valuable information from the course material, but even more from my classmates. Thanks for providing such an organized and well laid-out course! *Molly K., Canada*

I have found the course to be extremely informative with ALOT of new ideas for submission to our Administrative Captain that are not only beneficial to dispatch, but can be an asset to the department. It gives a new perspective to the hiring process that I believe becomes a "rut" after a while. *Liz S., VA*

I am very glad I took this course: ideas and topics were covered here that were not presented in advanced management classes that I have taken over my career. This is the first time the information about job fact sheets and self surveys for hiring was presented to me, and I wish I had known of this earlier. It was even better going through it with our two dispatch supervisors, so we are all implementing the same suggestions. *Mark H., VA*

This is the first time I have taken an online class. I really learned a lot and am planning on keeping the materials close to me for any type of hiring or promoting that we do. I wish I had taken this class several employees and years ago! I also hope the county allows me to take more classes in the future! It was great to learn that our office is not the only one that goes through these frustrations. *Melissa H., NC*

Really enjoyed the course and the way it was presented. Although the department has a good hiring/training process already in place, I was given the opportunity to learn some reliable new ideas/techniques. I believe that it will help make the hiring/training process here even more successful. – *Brit C., GA*

I know that because of this course I will be able to conduct a better hiring process for any future candidates that I deal with. Implementing a better structure of questions for interviews and developing a rating system for reference checks will be the most obvious changes to what I already do. I believe that these additions will have an immediate benefit to my hiring process. I want to thank all of the participants involved for sharing their own agency's current policies on hiring. The time spent in coursework can be measured in hours, but the information I have gained is priceless! – *Bernard B., VA*

I used to dread the hiring process but now that I have this knowledge, I actually look forward to the next time we have to hire! I only wish I had this information years ago, as we would not have made the mistakes that we have. *Laurie S., IL*

This course is great. I never thought it would be as extensive and thought provoking. Another great job! *Mary M., IL*

This course has definitely given me tools to better our hiring process. We currently have no structured way of hiring and am hoping to implement all of what I learned here from the course as well as others in the course. Thanks to Candi for her time and concern regarding each and every person taking the course. *Paulette S., IL*

I am so appreciative for the opportunity to participate in this course. I have learned so much and I will miss participating in this Forum, it was great. *Marsha C., MI*

I appreciate the patience and willingness of the instructor to work with the students throughout the course. There are several valuable tools that I will be able to take with me and use to better our hiring process. *Rebecca M., TX*

This course was very beneficial for me. I had nothing to work with before starting the course. I now have documents and a sense of what to look for when looking for potential employees. Thank you so much for your help and thank all the other class members for their participation. *Melvin P., OK*

I have really learned a lot in this course. We never really had a structured process for hiring, but guess what? We do now. This call was loaded with valuable information and tools for doing the job right. Thanks for all your valuable information. *Barbie P., TN*

Excellent class, excellent instructor. This is my second class and I loved it as much as the first! *Debbie E., TX*

Wow, where do I start? This class was amazing and the information and tools are great! We were doing a lot of things right, but will now have the tools to make our process even better! *Karen B., TX*

Although I am not an admin I think this course has helped me understand and be able to help in the hiring process. I think it helps me as part of the interview panel to understand the questions I am asking and the answers I am getting both. This is a very valuable class that should be taken by anyone involved in the hiring process no matter what level. Thank you Candi for all your help in answering my questions. I learned a lot from you and my fellow students. *Kelli D., TX*

This course has given me the foundation that I believe we need to hire candidates that are best person for the job. I believe that if I follow the template and add a few things to this process my agency will be able to determine at an earlier stage in the hiring process candidates that should not even be considered for the position. This process will save me a lot of time that may have been wasted on persons who are not suited for the position. My next set of Interviews I will use what I learned in this course. This course has opened my eyes to a lot of changes that I need to make in my interview process. Thank you for all of the valuable information that was provided. *LaQuita C., LA*

I learned some very good information in the class about the whole hiring process. It seems that here at our agency we have all of the tools that were given in the class already in place. All we have to do is to utilize the tools, and use them correctly for our interview and hiring process to be successful. *Angie M., TN*

I have been very unhappy with our hiring procedure and knew that it was time to change how we do things. I feel this course has given us the tools to create a structured hiring process that will work for us. Though it will take some work to finish creating the documents and process it is well worth the effort. We will have a hiring system that is based on our KSAOs and within legal means. We will have a more informed applicant and a better screening/testing process. *Beth L., KS*

I enjoyed this course. Candi's responses to our assignments were detailed and she explained why she was responding as she was - especially if it was a legal issue that may cause potential problems for an agency if they continue with the practice. Candi is well versed in this topic and the perfect person to facilitate this course. *Tammy K, ID*

I have honestly thoroughly enjoyed this class. It has brought to life some of the elements of our hiring process for me that were being used long before I came to this position. My understanding of why we do things a certain way is much better. But it also showed me some things that we haven't done before that I feel we need to move towards doing in the future to improve our process and retention. *Tonya D., GA*

This is our first PEI course we have used at our agency. I am very pleased and feel like I have gotten some great ideas to add to our hiring process that will help make our program more successful. I have learned several things about the "legal" aspect of the hiring process as well. *Marcie B., KS*

I am very happy with this course and I will recommend it to all of my colleagues. I think that it has allowed me to have several parts of my hiring process reworked to work better for me. *Cynthia F., MI*

This truly was a helpful and great course to take. The instructor responded on every post and was QUICK to respond to any problems or questions that I may have had. This is one of the better on-line classes that I have had. *Russell S., NC*

I REALLY enjoyed this class. I've started to completely revamp the entire hiring process from start to finish. We are gearing up for another round of hiring so I'm excited to put these new items to good use! *Lisa D., OH*

I have really enjoyed this class. I have compared things from our hiring process to what I have learned from this class. I have started updating our current questions. I think that hiring right is more important than hiring fast. The questions we were using were ok but vague and you got vague answers or answers that the candidate thinks you want to hear. I think that with what I have learned, I will have a much more informative interview process for both my agency and the potential candidate. *Belinda C., NC*

This class was very beneficial to me. I learned all the intricacies of writing a job description. It was challenging, and beneficial. This class made me think outside the box of our "business as usual" mentality. I feel more empowered to take what I have learned and attempt to make a few changes. Change is hard, however, we are all facing personnel shortages in our departments, so clearly there is always room for improvement in our hiring process. I learned from my classmates and how their organizations operate. The flow of the class made sense because every chapter was a building block to the end result, which is how to hire the right person for our organizations. *Sylvia J., GA*

I have enjoyed the class. The class was super informative and challenged us to think outside of the box. We were able to see the similarities of concern within our department and share ideas to address them. Received a lot of valuable information to take back to our call center. *Rhonda B., GA*

As someone new to the hiring process, I found this course to be a valuable foundation for gaining insight into the purpose and significance of each crucial step in recruiting quality employees, as well as for ensuring that my center environment fosters the long-term success of telecommunicators. The course provided a wealth of beneficial reading materials and assignments, making it a valuable learning experience. *Deborah S., IL*

I really enjoyed this class, and I am eager to update/create several of our hiring practices. Look closer at today's culture and how can we adapt and still find that person that will thrive at our Center. We need to have a quicker turnaround time to hire date and I think some information we learned can help with that. I really like that there were several examples provided of things like, flyers, FB pages, after all we are not trying to invent this from scratch. Learn from each other and what works and does not work for their agency. *Lora S., NC*