



## 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 an effective hiring and interviewing process.
- 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.**

**\$409.00** – includes all course materials

**Register Online at [www.pei-911.com](http://www.pei-911.com)**

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

### **2023 COURSE DATES**

January 2, 2023 – January 29, 2023

March 6, 2023 – April 2, 2023

May 1, 2023 – May 28, 2023

July 3, 2023 – July 30, 2023

September 4, 2023 – October 1, 2023

November 6, 2023 – December 3, 2023