



HIRING RIGHT for 9-1-1, 4th Edition

This four-week very comprehensive 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 other recruiting and hiring forms and tools.
- Understand how to use social media and other venues to recruit candidates.
- Design a Job Preview session.
- Design and conduct valid, reliable, AND legal behavior-based pre-employment interviews.
- Understand the legal pitfalls in the hiring process.
- Stop the revolving door of turnover and start hiring right!!

WHAT YOU WILL RECEIVE:

- **Comprehensive 60+-page course textbook; 112 suggested interview questions for a Telecommunicator position; Sample Job Description and Self-Screening Questionnaire; Interview Rating Sheet; Interview Summary Sheet and Reference Check forms. PLUS links to examples of ads, videos, and other recruitment tools used by various agencies.**
- 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 from **Profile Evaluations, Inc.** awarding **20 training hours** upon successful completion of the course.

COURSE OUTLINE:

Week 1: Laying the Foundation

Conducting a Job Analysis
Writing the Job Description
Understanding Your Potential Workforce
Looking Within at Your Center Culture & Environment

Week 2: The Hiring Process – Planning, Recruiting & Testing

Creating Your Master Plan
Recruiting & Hiring Process
Narrowing the Field – Pre-Employment Testing.

Week 3: The Interviewing Process – Planning, Conducting & Legal Requirements

Planning the Interview
Common Interview Question Types
Developing your Interview Questions and Interview Rating Sheet
Conducting the Interview
Common Errors to Avoid when Conducting the Interview
Dealing with the Problem Candidate
Legal Requirements

Week 4: The Hiring Process – Pulling it All Together

Interpreting the Interview Data
Conducting the Reference Check
Avoiding Legal Pitfalls in the Reference Check and Background Check Process
Screening Candidates Online Through Social Media
Records Retention Requirements
Making the Final Hiring Decision
Looking Within and The Final Word
Course Wrap-Up and Final Exam

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

\$445.00 – includes all course materials

Register Online at www.pei-911.com

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

2024 COURSE DATES

January 8, 2024 – February 4, 2024
February 5, 2024 – March 3, 2024
March 4, 2024 – March 31, 2024
April 1, 2024 – April 28, 2024
May 6, 2024 – June 2, 2024
June 3, 2024 – June 30, 2024
September 2, 2024 – September 29, 2024
October 7, 2024 – November 3, 2024
November 4, 2024 – December 1, 2024