



HIRING RIGHT for 9-1-1

This four-week interactive online course provides you with the tools and information you need to stop the revolving door of turnover in your center 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:

- Write clear and concise job descriptions, job facts sheets and self-screening questionnaires.
- Design effective recruiting campaigns.
- Understand the proper selection and use of pre-employment testing.
- Understand the principals of behavior-based interviewing and write job-related, effective behavior-based interview questions.
- Design and conduct valid, reliable and legal pre-employment interviews.
- Design and conduct an effective reference check process.
- Stop the revolving door of turnover in your center 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
Determining Your Selection Criteria
Writing the Job Description
Creating a Job Facts Sheet
Creating a Self-Screening Questionnaire

Week 2: Narrowing the Field and Preparing for the Interview

Recruiting Candidates
Screening Resumes and Applications Forms
Designing and Conducting a Job Preview Session
Designing and Conducting Pre-employment Testing
Conducting a Valid, Reliable and Legal interview

Week 3: Selecting Interview Questions and Conducting the Interview

Writing Effective 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

Developing a Reference Check Form
Conducting an Effective Reference Check
Making the Final Hiring Decision
Course Wrap-Up and Final Exam

TUITION:

\$199.00 – includes course textbook and supplementary resources

Note: PEI's *Complete Employee Interviewing and Hiring Kit for Public Safety Communications Positions* is used as a resource in the course and is provided **FREE** as part of the course tuition. If you have already purchased this Kit, you may register for the course at the **special, discounted rate of \$159.00**.

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

\$199.00 – includes all course materials

SEE THE SCHEDULE AT A GLANCE FOR A LISTING OF UPCOMING CLASSES

CLICK ON LINK TO REGISTER [PEI Online: PEI911](#)

Registering 4 or more students?

Call 877-239-3597 to receive a volume discount!!