



## **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 managers, supervisors, trainers or anyone else who conducts 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 **3 CEUs** 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](#)**