



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.

\$450.00 – includes all course materials

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

2026 COURSE DATES

- January 5, 2026 – February 1, 2026
- February 2, 2026 – March 1, 2026
- March 30, 2026 – April 26, 2026
- May 4, 2026 – May 31, 2026
- August 3, 2026 – August 30, 2026
- October 5, 2026 – November 1, 2026
- November 2, 2026 – November 29, 2026