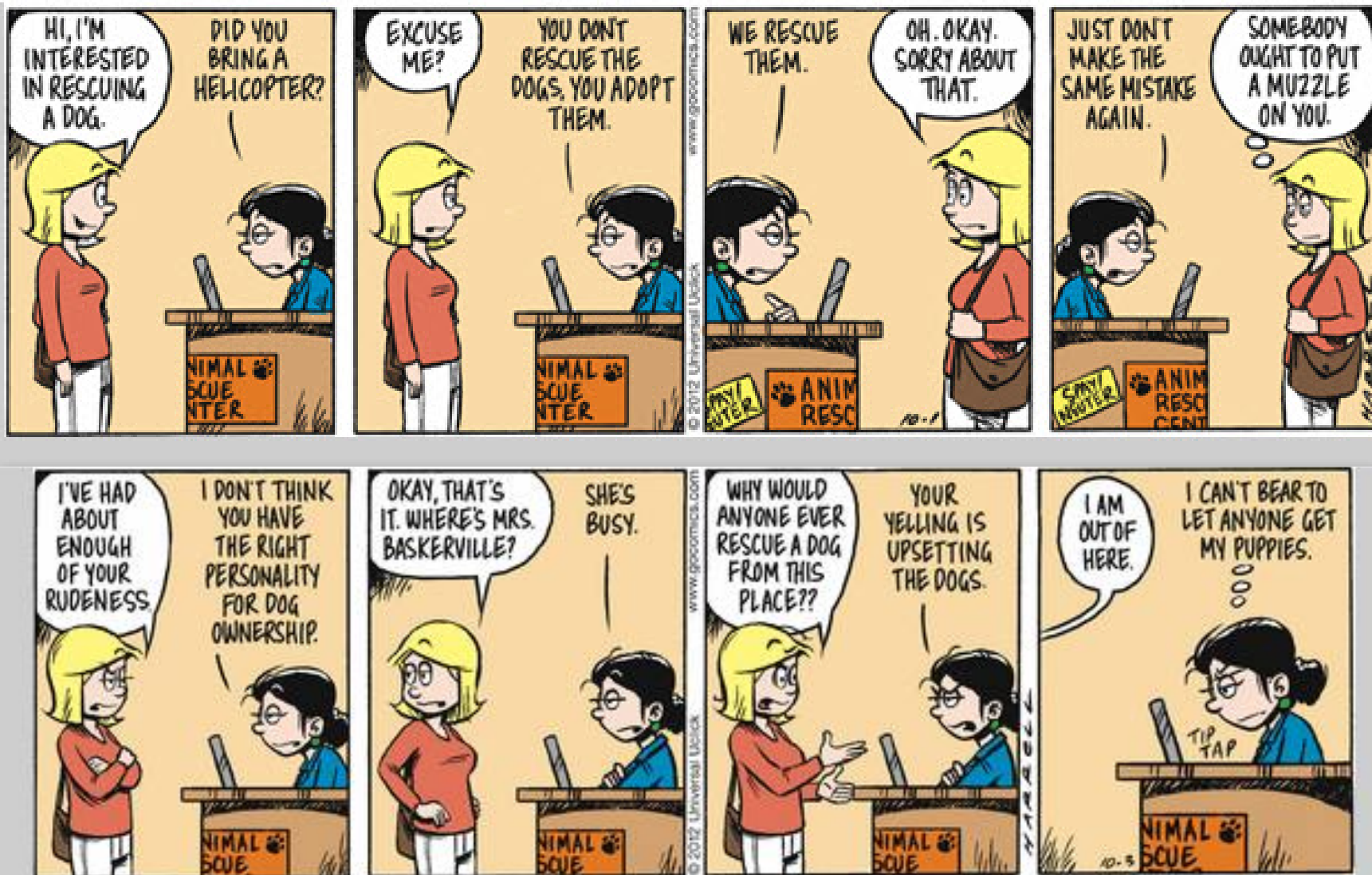




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Smile!



(You're saving lives!)

Introductions

Type in the chat:

The “type” of org you work or volunteer for
(rescue, private shelter, municipal, etc.)



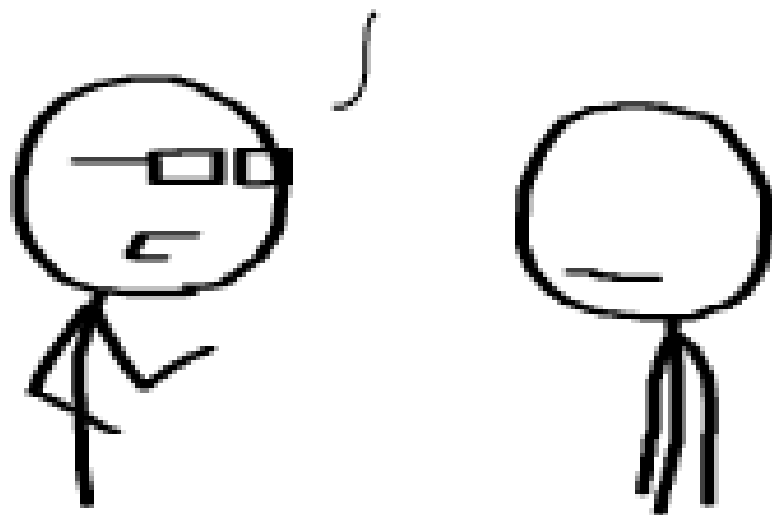
Poll:

From newbie to lifer... what's your length of stay?

- a) It's my first day/week/month!
- b) More than a day, less than a year
- c) 1 to 4 years
- d) 5 to 10 years (aka a dog year)
- e) I stopped counting awhile ago!



**I'm going to say a word and
you say the first word that
comes into your mind.**



Tree.



Tree2.



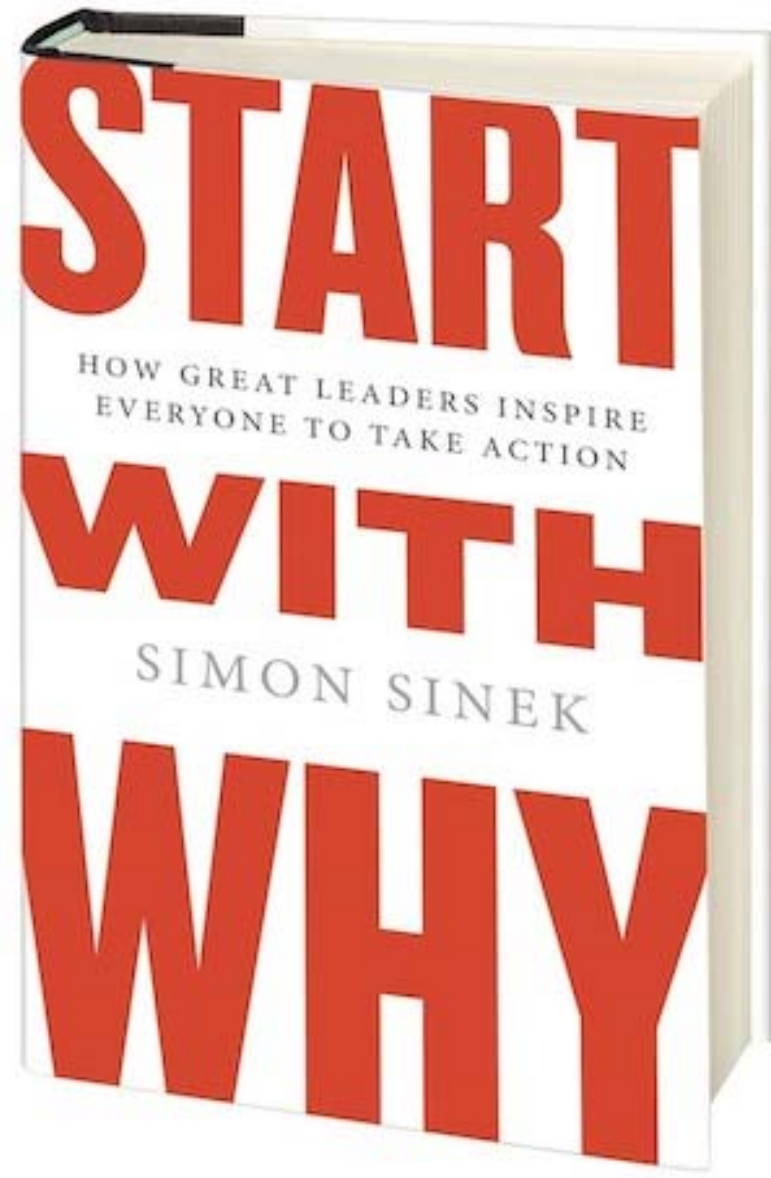


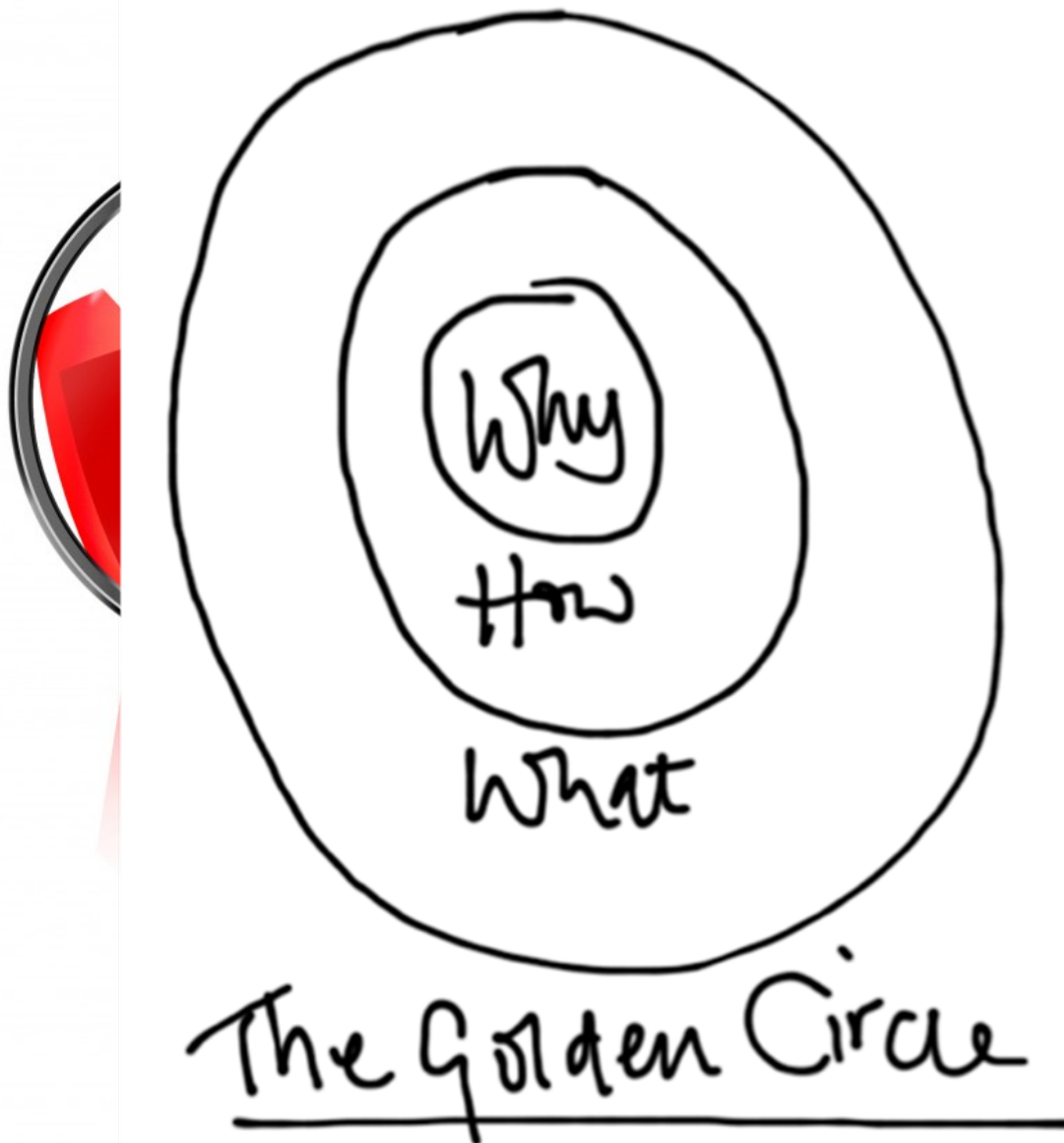




Why are you here?







Sinek, Start With Why, 2009

When *you're* the customer. . .



don't you generally prefer to be "right?"
Or at least satisfied?

The Right Tools for the Job: Framing the Context and Satisfying “Your Why.”







There's nothing mysterious about the “conditions.” When it comes to saving more lives, it really can be as simple as . . .

- Genuine Curiosity
- Suspension of Judgment
- Benefit of the Doubt
(and a little forgiveness)
- A Shared Sense of WHY
- Starting with YES
- Putting your tools to use





Principles of Adult Learning

Safety

Respect

Relevance

Safety

Learning takes a lot of energy and requires focus. People are more capable of learning when it is safe enough to do so.

Acknowledge that I know some things
– and am capable of making good decisions (even if I've made a bad one in the past... haven't you?)

Respect

Relevance

Understanding the WHY – why something matters, why it's pertinent, why it applies *now* alters how content is received (and, as a result, retained.)



A Couple Principles of Appreciative Inquiry



Whitney & Trosten-Bloom, The Power of Appreciative Inquiry, 2010

The Positive Principle

The more positive the question or approach, the more positive and long-lasting the change.



The Anticipatory Principle

A positive image of the future impacts the nature of the actions we take today – and the outcomes we realize (and vice versa).



Take Charge of the Things Over Which You Have Control...

- **Your own presentation** (attitude, body language, attentiveness, tone of voice, etc.)
- **Physical space** (how neat, clean, and orderly is the environment you welcome people into?)
- **Your integrity** (are you being honest, forthright, and treating visitors consistently?)
- **Your humanity** (are you being respectful, patient, open minded, and empathetic – and are you refraining from passing judgment?)





**...and be aware of those which you don't
(but which you might be held responsible for
nonetheless!)**

- **A visitor's presentation** (their attitude, mood, body language, schedule, etc.)
- **Existing policy** (there may be some wiggle room here but...)
- **History** (between the individual and the organization, the organization and the community, etc.)
- The weather, politics, the economy, world events, a bad start to the day, etc.



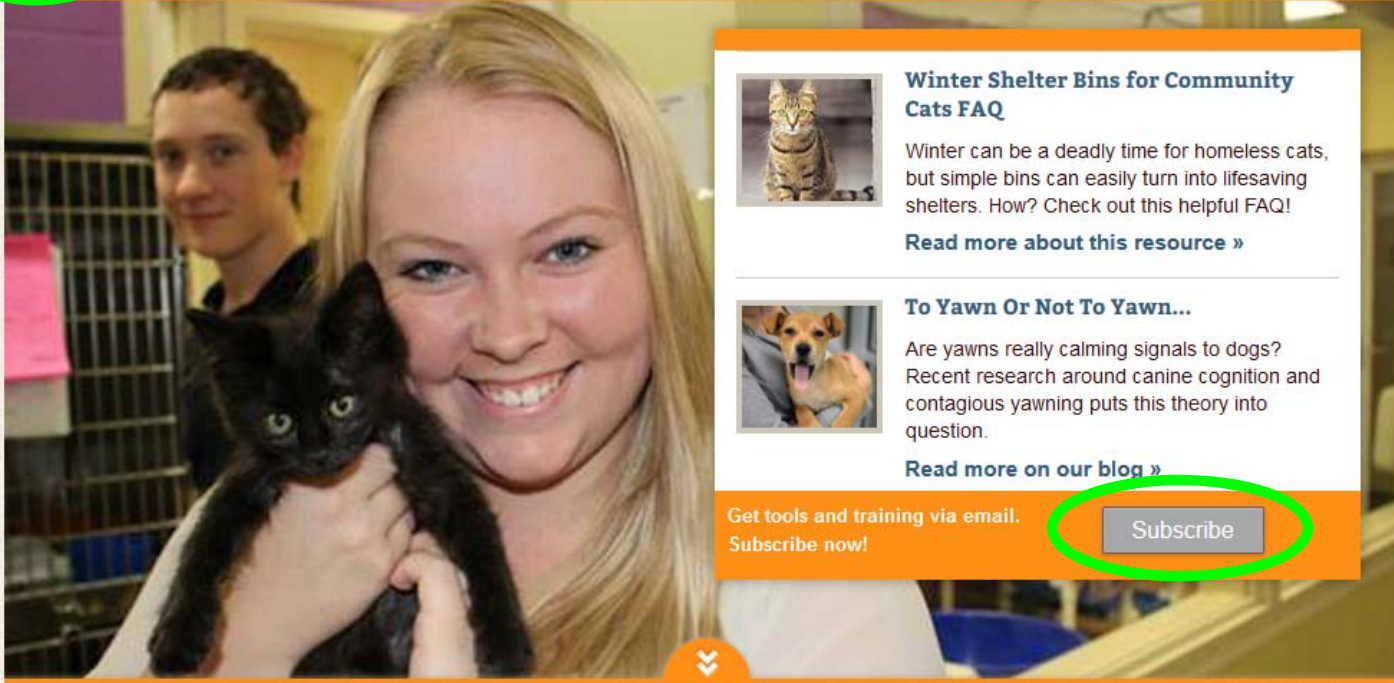
what's next

With a minute or so of silence:

Consider the one or two things you'll take back with you to your work with customers.

Consider where we started; why are you here? What makes a great day? When do you feel most "successful?"

How can you make more "high points" happen – for you, for your co-workers, for visitors?



Winter Shelter Bins for Community Cats FAQ

Winter can be a deadly time for homeless cats, but simple bins can easily turn into lifesaving shelters. How? Check out this helpful FAQ!

[Read more about this resource »](#)



To Yawn Or Not To Yawn...

Are yawns really calming signals to dogs? Recent research around canine cognition and contagious yawning puts this theory into question.

[Read more on our blog »](#)

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Training



WEBINAR

Proactive Community Animal Control

January 21, 2014 3:00pm to 4:30pm Webinar

Recording (MP4 accessible via computers and mobile devices)

Programs



PROGRAM

Meet Your Match

Want to increase adoption numbers while reducing returns? The ASPCA's Meet Your

Match Canine-a
programs are fu

ASPCApro.org