



PennState Health



# Compliance Can Be Ruff A Dog's Approach

Carol Lansford, Executive Director, Valor Service Dogs

Gabe II, Service Dog and 2016 Dog of the Year

Kim Lansford, Chief Compliance Officer, Penn State Health

## Agenda



- Training Principles
- Types of Learners
- Keys to Success

( 2 )

## Dog-gone Smart!

### Lessons from a Dog Trainer

#### Key Principles:

- Be Respectful
- Be Responsible
- Use Positive incentives
- Have Patience
- Have Fun

[ 3 ]

## Don't Bark Orders!

### Be Respectful

- Lead by example.
- Expect to be challenged.
- Don't issue too many commands at one time.
- When asking a dog to do something, state it as a matter of fact.
- Your outlook and presentation allows for control, NOT the leash.

[ 4 ]

## Don't Bark Orders!

### Be Respectful

- Gain consensus – You should not force the dog to follow commands, the dog has to want to do it.
- If someone respects their trainer, they work as if their trainer is always there.
  - Do the right thing whether you're being watched or not.

[ 5 ]

## Don't Go Barking Up the Wrong Tree! Be Responsible

- Dogs are not mind-readers. If you want them to do something, tell them.
- Leave no room for interpretation. The trainer is responsible for communicating expectations.
- While in training, monitor behaviors closely.
- Plan
  - Know what you want the end result to be before you start training. Don't make it up as you go. This leads to confusion and inability to grasp the command.

[ 6 ]

## Don't Be A Hound!

### Give Positive Incentives

- Give words of encouragement whenever the opportunity arises.
- Small accomplishments are still accomplishments – Reward them!
- You can't teach what is right by only teaching what is wrong.
  - Don't use no, no, no.
  - Follow a correction with a positive direction.
- Use a variety of techniques.
- Always end training sessions on a positive note.

[ 7 ]

## PAWS! Have Patience

- Don't throw too many commands at one time.
- Don't always expect an immediate response.
- Stepping stones
  - Break a process down to smaller parts.
  - Everything a dog learns is a building block for something else.
- If a dog is not understanding, the problem is usually the direction.
  - Don't repeat yourself over and over.
  - Find a different way.

[ 8 ]

# It's a Dog's Life! Have Fun

- Be enthusiastic.
- Be passionate.
- Observe carefully for teaching moments and take advantage of them.



[ 9 ]

## Types of Learners



Visual

Auditory



Kinesthetic

[ 10 ]

# Visual Learners

## Dogs

- Watch other dogs and learn from them.
- Are led by hand/treat movements.
- Learn commands with hand signals.

## People

- Combine PowerPoint slides with lectures.
- Show videos, movie clips, or online visual media.
- Write key words and draw images on a flipchart or whiteboard.
- Show and explain diagrams. Ask them to draw a picture.
- Include plenty of content in your handouts.
- Provide extra material to read after your session.

[ 11 ]

# Auditory Learners

## Dogs

- Verbal commands/sounds.
- Eventually all praise becomes verbal.

## People

- Enjoy lectures.
- Use lecture, question and answer segments, and discussions.
- Play a song to illustrate a point or use background music when appropriate.
- Enjoy having breakout groups to discuss the content and hear the perspectives of others.
- Allow time at the end of the session to summarize main points and allow for additional questions.

[ 12 ]

# Kinesthetic Learners

## Dogs

- Initially dogs are rewarded with treats.
- Play games to learn more complex commands (tug, retrieve).
- Frequent breaks and quick training sessions.

## People

- Use creative activities that get people out of their chairs and doing something interesting.
- Put Play-Doh, pipe cleaners, stress balls, or other objects at their tables so they can do something with their hands.
- Hold standing discussion groups in the four corners of the room.
- Take frequent stretch breaks, even if you don't leave the room.

( 13 )

# Keys to Success

1. Know your audience
2. Plan well
3. Manage your "classroom"
  - Be Respectful
  - Be Responsible
  - Use Positive incentives
  - Have Patience
  - Have Fun
4. Inspire your students
5. Continue to improve



( 14 )



( 15 )



Carol Lansford  
Executive Director  
Valor Service Dogs  
[www.valorservicedogs.org](http://www.valorservicedogs.org)  
[valorservicedogs@gmail.com](mailto:valorservicedogs@gmail.com)



**PennState Health**

Kimberly Lansford  
Chief Compliance Officer  
Penn State Health  
[klansford@pennstatehealth.psu.edu](mailto:klansford@pennstatehealth.psu.edu)

( 16 )