

ONE-DAY WORKSHOP FOR ANIMAL WELFARE GROUPS

Presented by:

Friday, October 3

Friday, October 24

Sponsored by:



9 am – 5 pm
Val-U-Inn
3001 Brooks Street
Missoula, MT

OR

9 am – 5 pm
Earl Bennett Building
1035 1st Avenue West
Kalispell, MT



\$10 includes lunch. Register an additional 1-4 members of your organization for only \$5 each.
Register for [October 3, Missoula](#) Register for [October 24, Kalispell](#)

Customer Service: It's Not *What* You Say, It's *How* You Say It!

Presented by: Nicole Nolte, Director of Operations

All customer service interactions are created equal. The person surrendering a dog should receive the same open, helpful and honest service as the family adopting a dog, the individual donating a pile of gently used towels and the donor bringing in a \$10,000 check! Supporting all of your shelter's programs with excellent customer service is the key to becoming a valued and respected resource in your community and to being a successful animal welfare organization. You will learn how to train your staff to be respectful and transparent, as well as listen to and trust customers. Real life customer service practice sessions are included!

Shelter Enrichment: Creating a Zen Environment in Your Shelter

Presented by: Mariah Scheskie, Director of Programs

Stress reduction is a crucial part of sheltering. Did you know that dogs that are trained for 20 minutes have lower stress levels than dogs that are walked for one hour? Or that social isolation can actually make a cat sick? Help your volunteers and staff work smarter, not harder, by incorporating simple enrichment tools into everyday routines! See demonstrations of simple ways to keep shelter pets calm, healthy and happy so they can be adopted quickly.

Incorporate small changes into normal shelter activities and existing volunteer positions and watch your shelter pets impress potential adopters with their polite manners, calm behaviors and outgoing personalities. Clicker training will be demonstrated and you will learn how to easily incorporate it into your daily routine. In addition, you will learn how to create enrichment toys that will cost you nothing!

Got 20 Minutes?: It's NOT Easier to Just Do It Yourself

Presented by: Breanne Ender, Volunteer Coordinator

Studies show that many behavior problems in shelters are linked to a lack of human contact. Happy, healthy pets are less likely to get sick AND are adopted more quickly. Without volunteers, pets in shelters typically receive 2-5 minutes of human contact each day. By providing a minimum of 20 minutes of human contact each day for each pet, you can reduce the behavior and physiological effects of canine and feline stress.

You will learn how to set up a volunteer program in your shelter on budget. Hear the 10 steps to start a successful volunteer program, how to promote it, schedule orientations and hold ongoing trainings. Get tips for engaging new volunteers, retaining current ones, bringing back lapsed ones, and the all important staff buy-in. You'll leave with the tools to set up a volunteer program or improve the one you already have.

If you have questions please contact Lanie Anton, ASPCA at 406-393-2443 or lanie.anton@aspc.org.