

IACP

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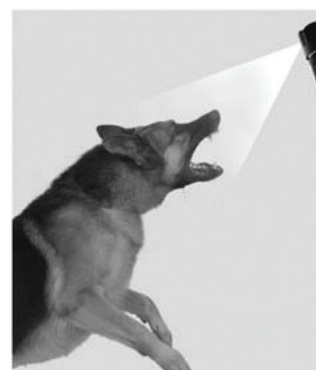
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President's Letter

by Chad Mackin

As I write this, Christmas is looming, and all around me there are the familiar sounds of Holiday Cheer. I would like to extend the warmest holiday wishes to all of our members and their loved ones, reaching well into the New Year.

I'd like to welcome our new officers. Shirley Rodgers will be assuming the role of Secretary starting January 1st, and Linda Beard will be our new Treasurer. I would like to thank both of them for accepting these very demanding positions on behalf of myself, the Executive Director, and the entire Board of Directors.

Gayle Justice will be stepping down as Secretary and Pat Trichter will be stepping down as Treasurer. I would like to thank each of them for their exceptional service in these positions. These two directors have done wonderful work in these roles and we have been lucky to benefit from their efforts. Both Gayle and Pat remain on the Board of Directors.

At the time of this writing, we are still awaiting the results of our bylaw ballot and election of directors. So I can't welcome the newly elected directors by name, but I can say that with the list of candidates we have available, I know we can't go wrong! By the time this goes to print, we will know who was elected, so a hearty "Welcome to the Board!" to those who were elected. I look forward to serving with you!

The new year is a time for renewing old commitments and making new ones. Your Board members are working hard on several exciting projects to help enhance your membership experience! A few months ago I challenged the Board to renew our commitment to the

things that made the IACP such a great organization: friendliness, warmth, expertise, and openness--and they've been responding better than I could've ever hoped!

I want to thank everyone who responded to our two surveys; the information you provided for us is proving to be invaluable as we strive to create the very best membership experience we can for our members. By telling us what you think, you allow us to create better and more useful tools for you to use.

Finally, some sad news. Lorraine Smith, IACP's office administrator, passed away in December, leaving a very large hole in the organization. Whether you knew Lorraine personally or not, you knew her work. She performed many of the day-to-day tasks of keeping the organization afloat. She was a staunch supporter of IACP and worked tirelessly for the betterment of our organization. While we will have to find someone to do the work she did, we know she will never be replaced. We will move on, but Lorraine will always be missed.

So while I look forward to 2012 being the most amazing year yet for our organization and its members, I also feel a great deal of sadness that Lorraine won't be with us to share it.

As always, please write or call me if there's anything we can do to enhance your membership experience.

Sincerely,

Chad Mackin,
President, IACP



In Memoriam

Lorraine Smith ~ December, 2011

It is with great sadness that I have to tell the membership of the passing of our Administrative Assistant, Lorraine Smith. For the membership, Lorraine was the voice they heard from the moment they showed interest in IACP, to becoming members, to answering every enquiry. She did it with patience and understanding and was always generous of her time and ability to help. Lorraine and I shared a corner of my office, and I not only saw her dedication, but heard it as she responded to the many phone calls and letters. She was a loyal friend throughout, both to myself and IACP. She would often comment after she heard me answer questions, "That is what makes the IACP so different. We take the time to care." I would smile at her and repeat her words to her after I heard her help another member of the public or a member of IACP with any enquiry.

Lorraine had been with IACP over 8 years, and with myself and Pat even longer. From Tuesday to Friday she was an integral part of the office and house. We were family, and the IACP membership she considered to be her worldwide family. She bragged softly to all she knew about the IACP, and how much she loved working with us. She would get excited as a member from a new country joined us, sharing her enthusiasm for our growth with me. During her illness, we received messages from all over the world. I do not think she realized how many she had touched with her help, kindness and advice. I don't think she realized either how many decided to join IACP because of her kindness and communication with them when they first called. Above her desk proudly hangs the President's award

that she received in 2005. The photo below is a rarity, because normally, Lorraine never wanted her photo taken. For this award, it was different. This was one of her proudest moments.

Our sympathy and prayers go out to her family. I still feel her keeping watch over me as I write this. She cared for and protected me and IACP throughout – we could not have wished for a better friend and associate to work with.

God Bless you Lorraine – we will miss you.

Martin



When a New Home is the Right Home – For the Dog

by Camilla Gray-Nelson

Weekly we meet with dog owners full of angst. As trainers and dog behavior consultants, we have disillusioned dog owners come to us with regularity, their dreams of a raising a perfect puppy or giving a better life to a rescue dog going awry. Usually it's something simple (pulling on the leash, jumping on visitors, digging in the yard, barking, housetraining issues, etc.) Those things are easily fixed through training and we relish the opportunity to help in that regard.

Sometimes, however, the problems are more serious: the adolescent puppy starts growling at the children, or the rescue dog bites a friend who comes to visit. In one of my recent cases, the dog started hiding under the sofa and submissively urinating whenever the family came home or reached to pet her.

Our job, as trainers and behavior consultants, is to help make things right – for the dog. In cases where simple training and boundaries will help control unwanted behaviors and make a dog feel more secure, we can guide the owners through that process. But in cases that involve fear or aggression, we're not dealing with a training issue; we're dealing with an unhappy dog--and often, an owner in denial.

I am fond of reminding my clients, "A happy dog doesn't growl or bite." For me, the most important part of an aggression consultation is figuring out why the client's dog is unhappy and whether or not the owner is able or willing to adequately minimize the stress in their dog's environment. Is the dog perturbed about strangers coming onto his property, yet he lives in a busy household with visitors coming and going constantly? Does

he dislike the company of other dogs, yet was brought into a household with existing canine family members? Is he frightened of children, but shares a house with four of them under the age of twelve? When the dog's stressor IS his environment, we must focus the conversation on the well-being of the dog and the nature of the owner's commitment to him.

We all hear clients say, "I can't fail this dog." "I'm not going to give up." "I made a commitment and I'm not a quitter." When a client starts down this path, yet I know the odds of a good outcome are slim to none, I remind them -- this is not about them or how good a person they are. This is about what's best for their dog. Clinging stubbornly

When the dog's stressor IS his environment, we must focus the conversation on the well-being of the dog and the nature of the owner's commitment to him.

to a "commitment" that makes them feel better but continues to make their dog miserable is no virtue. If we care about a dog, sometimes the greatest gift we can give him is a different environment, better suited to his personality and his needs -- not our own. A dog that has bitten a friend or family member should be evaluated carefully. That dog may not be pet material and throwing more training at the problem will not "fix" it. Biting is not a training issue; it's a personality issue. At the very least, a dog that has revealed a willingness to bite should not be in a home with small children or one with a traffic pattern like Grand Central Station where careful management and control are impossible. He would be safer and happier in a quiet, predictable environment with proper containment and an owner familiar with managing this behavior. A dog that's afraid of his family should be allowed to live with a different one.

And then there is the weak and passive owner who is either unwilling or physically unable to control and take charge of his or her strong, dominant dog. Short of a personality transplant, that relationship is probably doomed to failure, because as we all know, controlling a dog is not about training, it's about follow-through.

When we are called in to help or give our professional opinion, we must be careful never to point a finger at the desperate dog owner and suggest that it's "all their fault." Often, it's not. Nature makes a dog's personality and determines his tendencies; the owner and the trainer are just supporting actors! A shy puppy will be a shy dog. How shy will be determined by his experiences, including training. A six-month old puppy that guards his food bowl will likely guard even more resources as an adult dog. How seriously and how far he takes his guarding behavior may be affected and controlled by training and good follow-through on the part of the owner – but maybe not.

Granted, the subject of re-homing a dog is a difficult and delicate conversation for us to initiate

and for our clients to hear, but a conversation that occasionally must happen – for the good of the dog, the client and the community. Over the years I have found that focusing on the "happiness of the dog" (instead of the shortcomings of the owner) helps reduce feelings of guilt and the pride that keeps an owner stuck in a sad, hopeless (and sometimes dangerous) relationship.

As trainers, we will continue to encourage our clients to be committed to their dogs and to give them the best and the most that they possibly can. The vast majority of dog-owning families succeed in developing a safe and successful relationship with their canine family members – many times thanks to us, their trainers! But the sad truth is that there will always be a small percentage of cases where a new home is the right home -- *for the dog*.

Camilla Gray-Nelson is the President and Director of Training at Dairydell Canine. She has trained, bred and shown dogs since 1989, and holds professional memberships in both IACP and NADOI.

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Firing the Client? Think Again.

by Marc Goldberg, CDT

Complaining about clients seems to be the national pastime, at least for dog trainers. In fact, many dog trainers brag about the latest client they have fired, often before being paid to do anything. Put two or three dog trainers at one dinner table and the conversation will inevitably gravitate to poop and the most recently horrible clients we have proudly fired.

We have an understandable reason for this behavior. Our livelihood depends on our greater knowledge and the owner's lesser understanding of their pet. This means ignorance, on some level, is our friend. And we are called upon to deal with wrong (or a lack of) information constantly.

The "but," of course, is that it can easily become frustrating to deal with the aftermath of ignorance day after day, year after year. How many times can you educate a reluctant owner about the importance of walking and exercising the dog before you lose patience? How often can you field complaints from owners who scold the dog, or you, every time the pet does something wrong before you become angry that the same client takes none of your recommended steps to prevent these problems?

Face it, some clients beg to be fired. They don't show up for scheduled appointments. Their checks bounce. Or they are argumentative and confrontational. Each of us has a limited amount of energy, and there is only so much I want to invest in people who abuse their service provider. So yes, there are clients who really do need to be fired, preferably before you owe them too much of your time and your soul.

However, the vast majority of clients we complain about, and even refuse to work with, are people who simply need help. They don't walk their dogs because they work too much, see their children

too little, stress out over the mortgage, or because they have cancer, gout or arthritis.

Now, the average person is not going to blurt it out to you like this:

"I am fighting cancer and depression. I have limited physical resources to invest in my dog. But I love her. Can you help me find a way to keep her before she destroys my home and what is left of my health?"

Very recently I trained two dogs for people who were in this precise situation. Both of these clients were forthright and nice to work with, so neither were tempting to fire. But sometimes the temptation is greater.

What do you do with people who work 12 hours a day, don't have the money to hire a dog walker, don't want to use a crate...and are angry that the dog is destructive and not housebroken? I have spoken to many trainers who have fired that client right over the phone without ever meeting face to face. A lot of trainers will tell such people to rehome their dog--without ever having met them.

I invite such clients to a meeting where we can discuss the issues. I want to offer solutions to each of these problems. I want to talk about letting that neighbor kid do some walking, or a turn out. I want to see if I can show them how a crate can be an enjoyable master bedroom for reasonable periods of time. If it's a small dog, I want to talk about pad or litter box training methods so we can get that dog some relief. Let's talk about teaching retrieve for energy release.

And I want to get paid for this conversation, for these solutions, for filling in the gaping holes in this client's knowledge. If the client hires me to do this work, I have the opportunity to educate both the family as well as the dog.

Don't get me wrong. It can indeed be frustrating to work with less-than-ideal clients. But who gets to live or work in a perfect world? What I want is the chance to make a positive difference. So I provide every rational solution I can for the client and dog. Above all, I am honest and open about what it will take to be successful, and about the help I will provide to keep moving toward the goals.

Once in a while a client will contact me about rehoming a dog I trained. I do not consider that to be a failure on my part. I led the client to cool, clean water. That was my job. It was not in my job description to shove that client's head into the trough and make her drink.

If the dog is to be rehomed, I try to remember that a dog with training is far easier to place than a dog without. Also, those training sessions seemed to the dog like a vacation from the doldrums and I am sure he was glad of it.

If the dog up for adoption is safe to place in a new home, then I use my Facebook and IACP mail lists to put out the word to try and help. In the past, I have actually taken possession of the occasional dog to place myself. I no longer do this as I have come to believe that I should not make it so easy on the owners...or so difficult on myself. So I point people to breed rescue when necessary and use social media to help find homes for dogs.

But mostly what I do is educate ignorant people and their dogs. Thankfully, most of my clients are terrific to work with, bright and interested. Then there are those people who a lot of dog trainers would want to fire. Chances are, I'm going to try, and often be able, to help them too...or at least give their dog some relief.

I try not to get frustrated. And when I inevitably do, just like you, I sit down with my dog trainer friends to whine and complain. I'm sure I have done it too, but honestly, I cannot remember the last time I fired a client.

Marc Goldberg, CDT teaches his ForceFree Method of off leash dog training. www.ChicagoDogTrainerSchool.com. ForceFree Method(tm) Past President, IACP #1099

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Training and Safety: Introducing Dog to Baby

by Ruth Crisler, CPDT-KA

Bringing Home Baby: The Introduction

As the mother of a seven-month-old son and three-year-old daughter, and a dog trainer of eleven years, I take a special interest in helping families nurture healthy and mutually respectful relationships between their dogs and their children.

Most dogs are fully capable of adapting to life with a new baby, bonding with the child as he/she matures, and even providing valuable assistance to parents interested in teaching their children early on to be gentle, kind, respectful and empathetic.

How the dog is introduced to the new baby is key to setting him up to succeed going forward, because first impressions really do matter. The familiar advice to “bring home an article smelling of the baby ahead of her homecoming” may not hurt, but doesn’t go very far toward forging the right relationship between dog and baby.

When orchestrating the introduction, owners need to keep in mind that the dog should be relaxed and attentive to the parent whenever baby is present. If the dog is stir-crazy after days of confinement or lack of exercise while mom was in hospital, postpone the introduction until later on, after he has settled down. If the dog knows some basic obedience commands, and is capable of, say, holding a sit reliably in distracting situations, then by all means the owners should use it! Ask him to sit and reward him with treats, calm petting and/or praise for demonstrating restraint and responsiveness in the baby’s presence. If the dog has excellent leash manners, take him for a short walk while the other parent carries the baby or pushes the

stroller. The idea is to show the dog from day one that it is simple, straightforward, and rewarding to succeed in the presence of the new baby.

Do not ask the impossible of him: do not ask for a sit or any other behavior he has not been well prepared to demonstrate under distracting or moderately stressful conditions. Do not allow him to jump up or behave otherwise inappropriately, only to be corrected for doing the wrong thing. The dog’s first experience of a new human arrival shouldn’t be frustration or, worse, punishment, because owners have either left him too much to his own devices or, worse, set him up to fail.

Of course, a calm dog requires a calm owner, so if mom or dad is stressed out, or fearful regarding how the introduction might go, it should potentially be put off until a plan is in place that ensures smooth sailing. I strongly recommend to my expectant clients to allow their dogs to say hello to each parent while the other holds the baby, and to exercise him a bit, before expecting calm behavior in the baby’s presence.

It is not the parent’s duty to present the baby for inspection by the family dog, to see if she meets with his approval--quite the opposite.

Probably the most important point, and one that surprises many new parents, is that physical contact between dog and baby is not only unnecessary, but potentially harmful to forging a good relationship. Parents should not feel compelled to present their baby at nose level to the family dog, either on the day the baby comes home, or ever. The dog does not need to lick the baby, or go nose to nose with her. In fact, such introductions may easily give the dog the wrong impression of the baby’s status compared to his own. It is not the parent’s duty to present the baby for inspection by the family dog, to see if she meets with his

approval--quite the opposite. It is the parents' duty to make clear to the dog that the baby, while not obviously deserving of respect on her own merits, nonetheless shares equal status with her parents, and that the dog's continued inclusion in the goings-on of the household is entirely contingent on his demonstration of obedient behavior in her presence.

Paving the Way: Before Baby Arrives

In the best of worlds, the dog who lives with expectant parents has been prepared ahead of time to meet this expectation, has been taught good manners (no jumping up on laps uninvited, for example) and a handful of practical skills (sit, down, stay, come, "go to place" and "leave it" are pretty handy) that will provide the tools to guide appropriate behavior around baby going forward.

It is likewise immensely helpful to put any new rules (not allowed on the bed), boundaries (no entrance into the nursery without invitation), or routines (shorter walks in the morning, longer walks after dad comes home) in place well ahead of baby's arrival. This will cut down on potential conflicts, resentment and anxiety for all involved once the baby arrives.

And if parents are imagining themselves walking or jogging with their dog along with the baby stroller, make sure they try a few pre-baby excursions. Many dogs are made anxious by wheeled vehicles like bicycles and shopping carts. Make certain the dog isn't frightened of the stroller, and that his leash skills are up to par, before it comes time for baby's maiden voyage.

Resources: After Baby Arrives

If all of the above didn't happen ahead of baby's arrival, it is still not too late! Remember, dogs are often capable of much more than we give them credit for, and no dog is untrainable.

There are excellent resources out there for both new and expectant parents committed to helping their dog succeed at being the best possible companion to their child. Many books are available on the topic of dogs and kids, and, of course,

they can always consult with a professional trainer regarding building the skills their dog may need to become more relaxed and reliable around both their own child and children generally.

Ruth Crisler has been working with dogs and horses in Chicago since 1991 and training dogs professionally since 1998. She is a Certified Professional Dog Trainer (Knowledge Assessed), Certified Force Free Method and E Touch Trainer, AKC Canine Good Citizen Test Evaluator, and Professional Member of the International Association of Canine Professionals. She has competed in AKC Rally and Obedience, and has provided dog training support to Rottweiler, Pit Bull, English Bulldog and Dogo Argentino rescue groups. She believes that different dogs require different approaches and that the best tools a trainer can possess are experience and an open mind. She currently resides above the daycare, training and boarding facility she founded in Chicago in 2000, See Spot Run, with her husband Michael, children June and Conrad, and adopted Labrador Retriever Olive Oyl.

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The 2012 Conference is shaping up to be fantastic! Not only do we have a great lineup of speakers and hands-on workshops, but your registration fee includes a behind-the-scenes tour of Sea World and a show, plus the annual IACP Awards banquet (which is always a great time). Speakers this

year include Dr. Jean Dodds, "Terrierman" Patrick Burns, our very own Martin Deeley, and IACP President Chad Mackin presenting his "Pack to Basics" workshop!

You told us what you wanted in a conference, and we listened. So make plans now to join us! Visit <http://canineprofessionalsconference.com> for more info, registration, and a cool new flip book program you can view. See you in Orlando!

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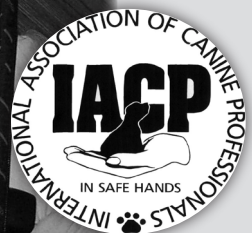
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Behaviorists, Prozac and Thyroid: Training the *whole* dog

by Diane Gallagher

When I walked into my vet's office back area a few years ago and saw Reconcile on the shelf, I said "YOU? Psych meds???" Having worked for him two and half years as a tech, I knew he had never been much of one to utilize medications of that sort. He told me, "I have had a tremendous amount of success using this with lick granulomas, separation anxiety, and thunderstorm phobias. We always knew it worked, but until it went generic, it was too expensive for most people over the long haul." Hmm. "Good to know," I replied.

Flash forward a few years to July of 2010. My husband and I agree to take on a dumpy 6-year-old English Bull Terrier named Rocksee with cardiac issues and hideous patellas for which surgery isn't an option due to the aforementioned cardiac issues. She appeared on Craigslist because her owners were expecting their first child. With Rocksee's bad heart, she wasn't supposed to live past a year, but she's a tough old goat. Her owner tells us he took her off heart meds a few years back, but he hasn't noticed any difference. (Grrr.)

We discover Rocksee's heart fills up slightly less than half of her chest cavity and she has a grade-four heart murmur. We get her on Analipril and in 6 weeks, that murmur is improved to a grade-two. Good food, exercise and social stimulation, and she is a brand new girl. Then, the other shoe drops.

Around Thanksgiving time, we are watching a movie with some shooting and yelling, and Rocksee comes off the couch in a rage and bites my foot. I'm not hurt, and it's not a bad bite, but

this is a harbinger for the future. This behavior continues to escalate in intensity and frequency.

We discover we can often pull her out of that thought process by shaking a biscuit bag in the kitchen and getting her in a crate. If you know me at all, you know how far AGAINST MY GRAIN that approach is, but our primary goal at this point is to prevent injury. We "get it" pretty quickly that we are not dealing with a training issue, so I reach out to a bull terrier neurology list.

You can train all you want, but if you are working with a dog whose inner biology or body is out of balance, your ability to create long-term positive changes will be compromised.

I get a response from someone at Tufts who thinks Rocksee would be a perfect candidate for a genetic mapping/DNA marker project they are working on involving OCD behaviors. They will pay for the blood draw and the shipping, and they will make some recommendations re: behavior modification. I fill out the massive term paper about Rocksee. I get back some pedestrian nonsense (including NILIF, which has NOT ONE THING to do with the problem we are experiencing).

I get another response from a PhD Behaviorist, one Dr. Alice Moon-Fanelli.

I haven't had, seen or heard of much success with "behaviorists," but I figure what the heck, and reply in a rather "cheeky" manner, telling her of my (non) experiences with behaviorists. She rises to the challenge and actually turns out to have a background in dogs not dissimilar to mine. Her mother raised German Shepherds from her early childhood, she showed in Junior Showmanship a long time ago, and has never been without canine companionship except for the stint as an undergrad.

In graduate school, she started researching and living with Coyote/dog crosses.

Fair enough. We agree to a long distance consult (she is in CT) for which I pay, and I send her my Tufts term paper. She believes Rocksee has SOA (sudden onset aggression), and while there is no "cure," many of these dogs can be properly managed--and frequently, medication is part of that management.

We start Rocksee on generic Prozac (fluoxetine) from Costco in February. In three weeks, I can see a difference in her behavior patterns. We have a few "episodes," but nothing like what we were seeing before. The last "episode" she had, which sent me in search of help, featured a bite to my husband's foot (and it's always the feet), which thankfully was encased in a Tony Lama boot, or there would have been serious damage (and he is diabetic as well). We recently moved; we

expected (and got) a couple of episodes. But the episodes--and she--are currently manageable.

Late in March, I decided to get her thyroid checked. Rocksee had a very soft coat, a large amount of shedding, and a history of ear infections. She comes back in the lower 25% range of normal; a place almost every veterinarian would tell us is just fine. Based on information I brought him from Jean Dodds, DVM (hemopet.org), my vet is willing to try thyroid meds. Her topcoat starts to come in hard and shiny, shedding is diminishing, and she is exhibiting some interesting behavioral changes. Rocksee is starting to actively solicit play with other dogs, and is not so mopey. Plus, she's even sweeter than she had been. We do a recheck in 5



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weeks, and discover she is getting too much, so we drop her back to a lower dosage. Another 5 or 6 weeks and her post-pill T4 is 3.8 (4.0 is the top end of normal).

My vet is happy with this, I am happy with this, and this dog gets to continue living. I believe that either medication by itself would have improved her attitude, but not nearly as much the combination seems to. Do I believe Reconcile/Prozac will be over-prescribed? You bet. Americans like to believe there is a pill for everything, unfortunately. But, selectively and thoughtfully utilized, it most certainly can improve quality of life for all involved.

I would very much like this girl to live out her life with us, and have her end-of-life decisions be made due to physical problems, rather than mental.

There is a reason some of us old, crabby trainers recommend things like

bloodwork, tick panels and thyroid levels, nutrition and diagnostic ex-rays when questions are asked regarding aggressive or aberrant behavior patterns in dogs.

You can train all you want, but if you are working with a dog whose inner biology or body is out of balance, your ability to create long-term positive changes will be compromised. On this, I believe your mileage will not vary.



Diane Gallagher (dogtraininc.com) has been involved in dogs for more than 40 years as a groomer, vet tech, professional handler and obedience trainer. She is a professional member of the IACP and has the CDT designation. She has worked at her current location in Wilmington NC for almost 20 years, helping people from puppy pre-school training right through competition obedience and retriever field trials and hunt tests.

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Being Ourselves

by Martin Deeley

Behaviors are often created and reinforced without us realizing it. Sometimes these behaviors are acceptable and sometimes they are not. Therefore, we have to be aware of everything we do, as dogs are always learning from us. We have to ask ourselves if we are behaving normally, and we need to know what that means so we get the right behavior from the dog. Like a child, your dog is often watching you and learning from your actions and reactions. We often tell our clients that training is not just a formal five, ten or fifteen minutes--it is all the time. But sometimes, we might forget that, just like our clients do.

If you shout at your spouse or the kids, he may think it is at him. If you feel irritable and under the weather, make a mistake with him and he will remember the body language and you will see repercussions.

The fact that our dogs are so attuned to us is a boon and a bane. For social reasons, it's wonderful (who hasn't cried on a dog's shoulder before?), but when we are acting in ways we don't want to but cannot help it, the dog is also picking up on it. Therefore, when you are feeling a little under the weather or getting a little irate – put your dog somewhere he cannot get into trouble and not be the recipient of your mood.

Sometimes, the dog can be the “stable” one when we are out-of-sorts. Sit nicely with him, breathe deeply, and each of you can find calmness together. Many are the times I have gone outside and into my paddock area just to sit with my dog and let the world settle around me. Just having my hand on his shoulder, feeling the warmth of his body and him feeling mine creates a feeling of contentment and helps me forget some of the pressures of the world.

When showing your dog or a client's dog what is required, give yourself time to do create this same feeling. Take your time, be patient, stay calm

and be clear in your instructions and guidance. One loss of temper can create a lifetime of a bad behavior, so if you feel the temperature rising, and it does with all of us on occasion, count to 20 and only when you are calm start again. Even if you have to simply sit there with the dog during this time, do it. It will settle you both, lower your stress levels, and allow you to move forward with clear minds.

Your dog will be uncertain, confused and even resistant at times to what you want to show him. Because of this you need to be confident, positive and clear, always. If you are not confident he will realize this and become unsure. So think through what you want to do, how you are going to achieve it, and what level of competency you will accept at this stage.

A dog cannot be confident unless you as a trainer are confident. Be positive in all you do, be clear, and create understanding. Carry yourself with confidence so the dog believes in you and wants to follow your guidance. Leaders lead, followers follow. Be a good leader. Practice some of the moves you need to without your dog if necessary. Consistency comes from practicing to make moves routine – so why not practice some of them without him. Then they come naturally to you and you don't have to think about what you are doing – only what he is.



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It is always a big temptation for us to go one step too far, and that can result in three steps backwards. Train through step-by-step approximations to achieve behaviors leading to the final result you require. A university degree was not achieved with one lesson.

One thing to keep in mind, too, is that even dogs have off days, so if your dog or your clients' dogs are "not themselves," step back and allow them time to adjust. Not only do we need to train when we are "being ourselves," we need to read the

dogs we train and ensure that they are at their best.

Martin has been training dogs for over thirty years and has written three books on dog training. He writes regularly for magazines and has devised, directed and presented thirteen training videos. Martin runs regular workshops and seminars for dogs throughout Europe and America through his International School for Dog Trainers. He uses all methods of training and all forms of equipment and is renowned as a trainer of trainers.

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Thanks to all of you for participating in our recent, and very first, survey. We are putting together a GREAT lineup of sessions for the 2012 Annual Conference in Orlando featuring canine experts (96% voted "important/must have") and hands-on seminars (84% voted "important/must have"). This is a "magical" opportunity to increase your knowledge of training techniques, business building and marketing skills (59% interested), and many other things "dog"!



Martin Deeley



Patrick Burns
(Terrierman)



Jean Dodds, DVM



Chad Mackin

Also in our 2012 Conference Line Up So Far....

Vernon "Max" Frayser - Jenifer Funk - Laura Potts & Robin
Hawn - Leslie Horton - PetSafe "Dog Arena" - and more!

We'll also have celebrity "speakers" (77% indicated "nice to have/important") as we celebrate the opening of our 2012 Conference and 12th Anniversary of the IACP at SeaWorld on Thursday night! There will be learning here too as we venture behind the scenes with SeaWorld's animal experts and then watch the results at one of SeaWorld's highly acclaimed shows...just to start the evening!



Mark Your Calendars and Start Saving! We'll have sign-up and registration information out SOON! Watch the IACP Website and FaceBook for more information...www.canineprofessionals.com!

The IACP L.E.A.S.H Team announces new email contact address!

The IACP Program LEASH stands for Leadership, Education, And Secure Help. It is a service for members who need or want discretion when asking tough questions, or encountering difficult situations in their business. The team consists of members with decades of individual practical experience and who offer sage wisdom without judgment. The team as a whole has more than 200 years of combined practical experience. We can help!

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Critical Thinking

by Mailey McLaughlin, M.Ed., CDT, Editor

Can You Listen?

I'm sure no one who enjoys the company of dogs will find surprising that many people would prefer to have conversations with their dogs than with their spouses.

It's not because dogs are wittier, have a greater grasp of the language, or will answer thorny philosophical questions.

It's because they listen. Or, we think they listen. Regardless, they give off the appearance of rapt attention, and as humorist Dave Barry says, "You can say any fool thing to a dog, and the dog will give you this look that says, 'My God, you're right! I never would've thought of that!'"

That's why we like to talk to dogs. (Though I confess I talk to my dogs not because I think they listen to my ramblings, but because I amuse myself by talking to them. I also talk to myself a lot, so there you go.) I'm sure people have other reasons, too.

"The dog is a yes-animal. Very popular with those who cannot afford a yes-man."

~Robertson Davies

So I understand why we talk to our dogs, but why don't we humans listen better to our human loved ones? Many of us pay rapt attention to inconsequential stuff: pop music lyrics, TV shows, sports statistics, snippets about celebrities. (Luckily, many of us also pay attention to teachers, and other sources of education.) What one chooses to pay attention to depends on what one values. It also depends on what one hears frequently, or less frequently. It's easy to "tune out" conversations with our loved ones because they become repetitive, or we find them mundane.

Unfortunately, "tuning out" those we care about--those we should be listening to--sends a painful message. It says to those we love that we don't care, or that we have better things to do than pay attention.



This is hurtful and depressing, and it definitely doesn't help our relationships. Becoming a better listener can change your relationships immensely, and improve your life. It will make you a better trainer, groomer, vet, vet tech, pet sitter and human being. It will improve your interactions with acquaintances, spouses, friends, and even clients.

Learning to listen is paramount when one chooses to become a canine professional. We learn to read dogs, and become adept at it, but few of us are very good at reading humans. Sadly, the dog doesn't pay the bills.

Becoming a better listener requires some patience, a positive attitude, and a desire to really want to connect. It's a muscle that you must awaken from atrophy and use, continuously, for the effects to last. But what have you got to lose?

Try this experiment with someone you care about.

The next time your partner, husband, wife, sibling, parent, lover, girlfriend, boyfriend, child, or trusted friend asks (or just begins) to speak with you, do the following.

Put down everything your hands are busy with. This means your computer, phone, coffee cup, paper, pen, Wii controller, whatever. Stop touching it. If it is going to tempt you, put it away.

Adapt your posture to hers (sit if she is sitting, stand if she is standing, etc.).

Face the person, and put your empty hands on the table, or on your lap, loosely clasped. If you are standing,

they should be at your sides loosely. Do NOT put them in your pockets, or hide them in any way. Do NOT cross your arms in front of your chest.

Your hands should be visible, empty, and still. Stand or sit, back straight, but not rigid. You should be comfortable, but not slouchy. Face the person directly, and look them in the eyes, warmly.

Now, here's the tricky part.

LET THEM SPEAK. Do not interrupt. Keep your expression relaxed, but attentive.

LISTEN FULLY. You may not know how to do this, because if you are like most people, you have lost the ability to do it.

Wipe your mind clear--as much as possible--of all thoughts that do not pertain to what the speaker is saying. Do not think about work, or to-do lists, gossip, or what is happening later that day. Ignore your worries. Do not daydream.

Do not think of questions to ask the speaker when s/he is finished. Do not think of what you will say in reply to his or her statements (remember, this experiment is not being done with a client).

Just pay attention, and listen.

Pay attention to the speaker as if your life depends upon absorbing what s/he is saying. No matter how mundane the topic seems (or actually is), your job right then is to hear it, and hear it fully.

When the speaker has finished his thought, or story, you can do one of two things. If you are pressed for time, and the topic does not require you to do anything right then, smile, and say "thank you" with genuine warmth, then go about the rest of your day. Your experiment is finished.

If you are not pressed for time (and really, can you not make a little bit of time for this?), do the following.

When s/he finishes speaking, count slowly to 5 (to yourself, silly). There should be a marked pause here. Smile. If the end of their speech did not contain a question you need to answer, lean forward just a little, continuing to look them warmly in the eye, and say, "Tell me more."

I don't care how silly, dumb, old, tired, or ridiculous the topic was. Ask them to tell you more. It wasn't silly, dumb, old, tired, or ridiculous to *them*.

This is someone you love. Someone who gave birth to you, or fathered you, or to whom you gave birth, or fathered, or you have known a long time, or with whom you are intimate. This is someone who knows you, and loves you. This is someone you cherish. This is someone important, someone without which you would not be the person you are right now. This person matters. And what they think, and say, also matters.

Doesn't it?

This exercise is simple to do. It doesn't take hardly any extra time. And you know what? It changes you, and it changes the speaker. When you make the conscious choice to start listening, really listening, to your loved ones, your life will change, and so will theirs.

You don't have to do this with every person with whom you speak, at least not at first. Reserve it for loved ones in your intimate circle, become proficient at it, and then start doing it with clients and acquaintances, too. Do it once, and see if you don't want to do it more often.

The results are well worth the effort.

"Excellence is not an act, but a habit. We are, therefore, what we repeatedly do."

~Aristotle

Mailey, The Pooch Professor, is Editor of SafeHands Journal. She has worked professionally with dogs and their people for nearly 30 years, holds a Masters in Education, is a CDT, and is Behavior and Training Manager for the Atlanta Humane Society. Read more at www.carpek9.blogspot.com.

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The IACP is proud to announce that IACP Members

**Steve Bettcher, Kristin Bliss, Jill Haffley, Joan Maund,
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**have successfully completed their Certified Dog Trainer examination in 2011 and are now
able to add the designation IACP-CDT to their names. Congratulations to all of you!**

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Tawni McBee, Director for Certification & The Board of the IACP

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