

IACP

INTERNATIONAL ASSOCIATION OF CANINE PROFESSIONALS
SAFEHANDS JOURNAL



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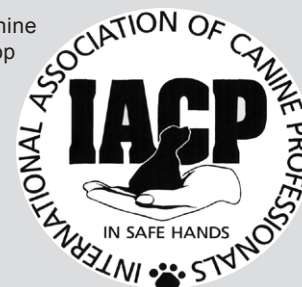
International Association of Canine Professionals

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The International Association of Canine Professionals is an organization established to maintain the highest standards of professional and business practice among canine professionals. Its aim is to provide support and representation for all professional occupations involved with any aspect of canine management, health, training and husbandry.

The International Association of Canine Professionals' commitment is to develop professional recognition, communication, education, understanding and cooperation across the wide diversity of canine expertise and knowledge.

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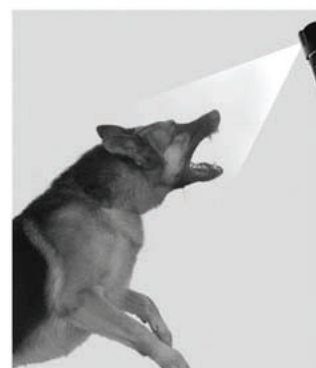
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President's Letter

by Karen Laws

Spring is definitely in the air, and in celebration of a new season, your Board of Directors has been busy developing new initiatives to enhance your membership experience.

At our winter Board meeting, I was reminded once again of how very proud I am to be the President of the IACP - an organization that is blessed with a diversity of talent and skills from the many canine professions it represents. I am honoured to have been chosen to lead this organization that works so diligently to provide a public voice for all canine professionals. As trusted members of the IACP, you stand together on principles of balance and open-mindedness. Your commitment to your professional values is demonstrated in the continued success enjoyed by your loyal clients.

Speaking of commitment, I would like to congratulate new Ambassadors Pat Trichter and Denise Collins. Pat and Denise are past Directors who continue to work hard to serve the IACP in many capacities, from fiscal health to fun for all.

I encourage all members to display the IACP logo with pride any place that is visible to your public, including your website, business cards, brochures and vehicles. Stand up, be seen and be counted – The IACP is YOUR organization. Let all people know about the benefits of hiring an IACP professional for a wide array of everyday pet needs from training to grooming to day care. Your membership with the IACP is

an opportunity to be loud and proud of YOUR organization that stands for a balanced approach to provide desired results for canine pets and their people.

The Safe Hands Journal is now in digital format, making it easier to share this valuable resource with your past, present and future clients. A monthly newsletter will soon be launched to help you stay connected to IACP events, Board news, member Brags, the latest hot videos and Ambassador updates.

Coming soon is an IACP You Tube channel exclusively for you. Stay tuned for more information on how you can participate in this popular marketing media.

Be sure to block off September 12-14 on your calendar to attend the 'WHITSIT' conference at Triple Crown Academy, Texas. Check out the IACP website to register for this fun, informative and exciting event.

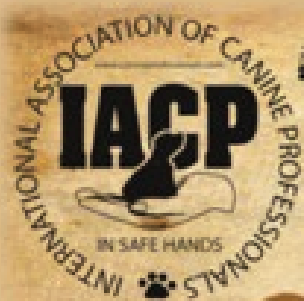
Ask not what the IACP can do for you, but what you can do for your IACP. You ARE the IACP.

By working together, we will make the IACP the premier canine professional organization that pet owners from more than 30 countries recognize for the highest order of service and professionalism with dogs and their people.

Pawsitively Yours,

Karen Laws,
President, IACP





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What Happens In Texas Stays In Texas

Shooting Quills at the Porcupine Fallacies

by Georg Schluender

I was looking up the valley as the fog mystically cloaked the forest. Night was falling with a fine mist that dampened the trail silent. I knew it was too late to be in this neck of the forest, though there was no hurrying uphill out of the woodlands. I remember the dogs seemed nervous as we rounded a silver beech, and that's when a pack of porcupines surrounded us, shooting quills into the nose of one canine while the other lunged at our attackers and took a dozen quills to the paw. Before I could blink, the porcupines reloaded and with sniper precision shot several more spiny quills into the back of the dog's mouth. My adrenaline kicked in, yet I had no idea what to do as I watched a back-full of quills explode from the porcupine. The projectiles dispersed like buckshot and I felt the stinging pain and poison entering my body. As I lay there, fading, I never thought I be quilled to death by vengeful porcupines.

I never thought that...because porcupines don't shoot quills filled with poison, or travel in packs! This fanciful story includes just a few of the misnomers that give porcupines a bad rap. If you spend any time on trails in northern Michigan, you're sure to encounter this member of the rodent family that is grossly misunderstood. This docile creature simply doesn't want to be threatened, and I have sat beside them in the wilds sharing breakfast observing their behavior many times. Over 3 dozen extractions of hundreds of quills from my canine friends and plenty of discussions with veterinarians have made dealing with porcupines commonplace.

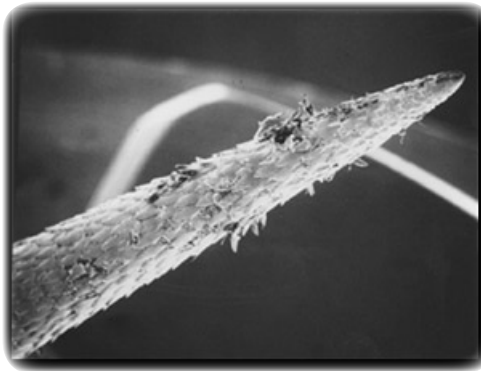
The "quill pig," as its Latin name suggests, has 30 different species of cousins across the globe, with Africa's crested porcupine's quills clocking in at nearly a foot long. The North American porcupine will have as many as 30,000 quills that grow back like hair when shed. Also known as spines, they are as sharp as needles with backward facing barbs--which is what makes them so painful and hard to extract. The quill is essentially a hair follicle encapsulated in thick plates of keratin embedded in the musculature of the skin. The hollow interior

of the quill is lined with spongy tissue that covers all parts of the porcupine's body except the face, belly, inner thighs and underside of the tail.

The protein keratin is responsible for our own structural development of hair and nails too, so if a porcupine could shoot quills we should be able to do the same with fingernails;

perhaps we don't share the same mind-control capabilities as porcupines? Standing to attention at the first hint of danger, the quills easily detach from the porcupines skin by the gentlest of touch. Unless quills are swallowed, there is no immediate life-threatening danger. But left unattended for more than a few hours, the wounds caused by the quills can develop serious infections. So it is best to let a vet perform the extractions on your canine.

I've developed a kinship with four "quill pigs" that call the trees surrounding Serenity Hill home. They have killed numerous trees when feeding, and one can witness the damage in any northern Michigan forest. Still, the dogs have taken enough quills to the nose and paws to



learn to just observe them as I contemplate what this creature has done to deserve being shot out of trees or purposely run over. They're not much of a moving target, and although you don't see porcupine offered a-la-carte in the States, the Vietnamese are eating them into a threatened delicacy. Skillful predators such as the American fisher, puma, wolverine and bobcat kept them from overpopulating the woodlands, though deforestation, over-hunting and trapping eliminated most those foes decades ago. Humans are most to blame for their populations growing out of control. Perhaps some ingenious entrepreneur will figure out a way to live trap the porcupines and export them to the Asian market.

Fox, coyote and wolf alike learn not to prey on them, while the reasons our dogs do is related to their breed characteristics and how the owners condition them. Prey-driven dogs typically keep going back for more, and I lost one shepherd after her seventh attack on a porcupine. You can tell by the way the dog has taken quills if the encounter was casual or violent. A dog trying to get a good smell will cause a fearful porcupine to lift its quills, which detach when they poke the canine's nose. If your dog is a pouncer, it will take them to the paw too, although experience has shown that dogs that take them only to the nose and paw won't be going back for more any time soon. A truly scared porkie may do a full-on-tail-slap across your dog's face, and this is most likely where the folklore of "throwing quills" comes. My heart grows heavy for dogs I see take them in the mouth. Chances are this problem won't cure itself, and every encounter will become more



costly if avoidance training isn't initiated immediately upon the second encounter.

Those in the nose usually can be extracted by you with the help of another to hold the dog down. Do not use anything that could injure the dog worse like scissors to pull the quills. Quills in the mouth, paws, or muzzle on my own k9 companions I've found too difficult and/or risky, and I head for the vet. Over the years, my vet costs have ranged from \$250 to over \$2000. The highest bill cost my dog its life, for she had attacked 7 in her four years with me. She had swallowed a barb that could not be taken out

before the infection killed her. My Leatherman has done more time doing trailside extractions more than any DIY projects, and I recommend having disinfectant in your 1st aid kit along with any other recommendations your vet may advise.

The most important advice I can give is not to panic. If you happen on your dog attacking a porcupine, walk in and pull it away by tail or collar – I've never had the porkie come after me, and I'm hard pressed to believe anyone who says they've been attacked. If your dog shows up quilled, calmly gather the necessities to extract or to secure them in the vehicle for a trip to the vet. They're in pain, scared and believe you're

going to be upset with them, which increase the anxiety levels in both of you. My extractions are random surprise "attacks" coaxed with a soft voice, caressing, treats, and Bruce Lee precision, grabbing as many quills at once as possible.

Humans have various reasons for alienating porcupines, although in this neck of the woods you'll hear mostly seasonal home owners complain that the quill pigs are eating the siding off their cabins.



Locals will curl their lips in anger, demanding that these rodents are responsible for killing the forest—but the porcupines' attraction to cabin siding is a human-caused problem. Glues in certain particle boards, pressed lumber, tongue & groove, and various other wood products attract the porcupine to the cabin's exterior, which is vacant more months than it is occupied in a forest wildlife calls home. Yes, they end-up killing trees for sustenance, yet we kill more trees to wipe our butts in a year than the entire population of porcupines can kill. A tree decaying because of a porcupine sustained far more life than a tree cut down for human consumables. Evolution has allowed the porcupine to adapt to everything except humans, a species which ultimately will be the world's demise.

Georg is a certified dog trainer who has been rescuing German Shepherds for over 20 years and he is the developer of DoggieTrek Fitness, based in Traverse City, Michigan. Email him at: pack_leader@doggietrekfitness.com

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The Secret to a Better Dog and a Better Life

Sean O'Shea

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Whether it be in business, financially, relationship-wise, personal, or even dog training (make that especially dog training!), if you're not harnessing the amazing power of visualization, goal setting, and creating intentions, you're missing out on some of the great secrets of success!

I personally am a big subscriber to the power of these tools, and they have helped me tremendously in all aspects of my life.

Let's take a super quick look at how these work, and then we'll see how they might just help you with your dogs, and your clients...and maybe more.

When you set a goal, visualize an outcome, or create the intention of what you'd like to create, you set several things in motion:

1) You cause your brain's filter (known by its fancy name as R.A.S. – Reticular Activating System), to adjust its focus toward helping you accomplish the goal you desire. Your brain filters out most of the information that it is bombarded with, in order to protect your sanity, and to help you survive/accomplish the things you have deemed important. The famous example is where you decide to buy a new car and suddenly begin to see the same car everywhere in great numbers. The amount of these cars on the road didn't increase massively overnight – what happened was that your filter suddenly adjusted itself to find/accomplish the things that are foremost in your mind--in this case the car you are fascinated with/focused on. Some folks call this Law Of Attraction; I personally

enjoy the scientific explanation the most. So once you create a goal, visualization, or intention, your mind's filter begins to filter out all that is unhelpful to achieving your goal and filters in all that is helpful to achieving your goal. Often ideas, strategies, and solutions will simply pop into your mind as your supercomputer of a brain hyper-focuses all of its power on solving the problem you are working on. Is it magic? It's pretty close to it.

2) When you visualize exactly what you want to see, before you create it, you become

The combination of deciding ahead of time exactly what you want and what it looks like are an incredibly powerful set of tools. And the more challenging the dog, the deeper I go into this process.

positively charged with certainty and confidence, rather than tentative, unsure, and clumsy. People actually perform physically and mentally at a much higher level when they utilize the power of visualization. (Star athletes and other performers have used these tools for years, and there many scientific studies that back up the efficacy of the practice.) You set yourself up for success when your brain has a defined set of images and goals to shoot for rather than a vague groping.

And scientists have also found that we tend to get what we expect, and find what we're looking for.

3) Clear set goals have a magical pulling power--they actually pull us in their direction. And the clearer, more defined the goal, and the stronger the emotional connection to it, the harder it pulls you towards it. Without clearly set goals, our focus and efforts tends to wander here and there. We dilute our power to accomplish great things through the scattering of our focus and attention. Defined goals bring us back again and again to our purpose. So if we want to create great things, we

simply need to intensify and focus our intentions like a laser on what is we wish to create.

4) When you visualize or project an outcome, you create a psychological response, which in turn creates a physiological response. An example would be that you're walking your dog-reactive dog and suddenly see a dog walking towards you...you immediately see in your mind's eye your dog whirling around, snapping, lunging, barking like a mad beast. What happens at that moment? Your psychological conversation has now caused your breathing to become shallow, your body to become tense, and stress hormones to be secreted – all signals to your dog that not only is trouble afoot, but also that you are in no way the person who is capable of either managing the situation or protecting your dog. That little negative visualization almost always guarantees a negative reaction from your dog. But if you develop the habit and skill of instead seeing what you want, rather than what you don't, you have a far better chance of maintaining normal breathing, maintaining a relaxed body, and keeping the stress hormones under wraps – all of which convey confidence and certainty – and this positive visualization process can yield major results as you and your dog work towards solving problem behavior.

Personally, I utilize these concepts every time I'm working with a dog. On the large end of goal setting, every dog that comes in to us gets a chart made up of the owners goals and our goals that we wish to achieve before the end of our work together. On the small end, I set goals or an intention for every single training session – even if it is only a momentary issue – set the goal first and watch as that decision pulls you to the achievement of your goal. And in conjunction with the goals I set, I also visualize every outcome ahead of time working out exactly as I wish it to. The combination of deciding ahead of time exactly what you want and what it looks like are an incredibly powerful set of tools. And the more challenging the dog, the deeper I go into this process. This keeps me positive, totally clear about my objectives, focused on solutions rather than problems, relaxed and confident. And

all of these elements give me the extra edge when I'm working with challenging dogs or humans!

If you're having problems with your dogs or client's dogs, or you just want to improve your training, you want as much of this creative, problem solving mojo on your side as possible! How do you think a dog (or the world!) would react to a confident, certain, positive person, with a clear image of what he wants to create versus the opposite? I know you know the answer to this one!

So regardless of whether you're a dog trainer, a dog owner, or just one of those weird people without a dog, if you'll practice seeing what you want, defining what you want, and feeling what you want, you'll be harnessing some of the most powerful tools that man has at his disposal.

And you might just create a little magic of your own.

Sean O'Shea is a member of IACP and the owner of The Good Training and Rehabilitation. Learn more about him thegooddog.net

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Book Review

By Carol Lea Benjamin

Donald McCaig's *Mr. & Mrs. Dog: Our Travels, Trials, Adventures and Epiphanies*

The best dog writers make you know their dogs. You can almost feel that warm head under your hand right after you shut off the light to go to sleep, hear the sigh and the soft thump as they lie down near the bed. There's the tail slapping against the floor when you talk to them, the pleading look when you are going out and they are hoping to go along. You can even hear the sound of their nails tick ticking along the wooden floor, coming down the hallway, even long after they are gone.

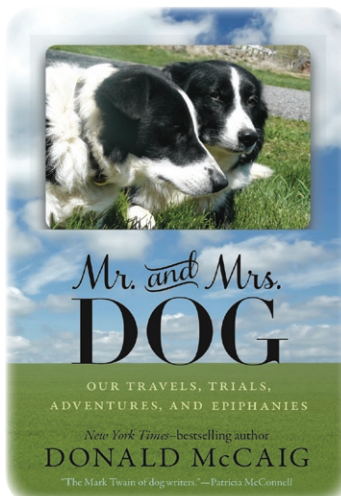
The best dog writers bring you into a world you know and into a world not your own. They make you privy to their thinking. They teach you as they learn. You see yourself in their mistakes. You are filled with hope when they are. You feel their disappointment, their joy.

But most of all, it's the way their dogs come to life on the page, the way they are real, as if they were working for you, as if they were lying at your feet or next to you on your bed, as if they were yours.

"To see my dogs better," Donald McCaig writes in his wonderful new book, *Mr. & Mrs. Dog: Our Travels, Trials, Adventures and Epiphanies*, (University of Virginia Press, \$22.95) "I needed to learn how to see your dog. Funny how things work out sometimes." And so the adventures begin. While McCaig is preparing his dogs to compete against world class handlers, he looks for help among pet dog trainers, needing not the rose colored glasses he feels he has been wearing, but a new pair. "I needed to change lenses, to learn how to see my dogs and their work afresh."

Discussions about dog training are, by and large, an exploration of the author's methodology. Should they mention other folks' methods at all, they tend to do so in a derogatory way. After all, what better way to promote your own philosophy than to demonize all others? But this, after all, is not a training manual. It is, instead, one man's journey to learn more about how dogs think and learn so that he is better able to train his own dogs. As he travels around the country, meeting with different trainers and watching them work, he also explores the history of the various methods used to teach dogs what we humans want them to know. By doing this, by explaining how each method developed and how, sometimes, its use spread from a narrow field to a broader one, McCaig shines light on the various ways we teach our dogs and how these methods evolved. "Your dog," he asks, "what do you want from him?" To train him with a longe line, an e-collar, a clicker, to put him on Prozac? How will the pet owner turn his dog into the best dog he can be? How, in fact, should he get his dog not to chew on shoes or urinate on the living room carpet? Even for those who know what they want, how will they select a training method? How will they know which way will confuse, which will edify? How will they know which is humane? Maybe, in the end,

they will need Prozac. "Long before the Gettysburg Finals," McCaig writes, "and in the months after it, when I still didn't know whether we'd get in the World Trials, I was busy expanding Luke's, June's and my brainpower. The Mister, Missus and I had to become flexible, swift learners with impeccable timing and pellucid communication to have a hope on unfamiliar terrain on sheep we'd never worked against the best handlers and dogs in the world."



Along the way, as McCaig trains his own dogs and discovers how professional trainers train their clients' dogs, he acquaints us with Luke and June, his Border collies, using such vivid brush strokes that we come to know them as our own, to wince at their failures, to applaud their successes, to be unable to stop reading when it's time to test themselves against the best sheepdogs in the world. Will they find the sheep, bring them through the gates, drive them away, shed and pen? Will the sheep be inordinately difficult? Will there be



rain, fog, mud? Will the dogs hear and heed the handler's whistle? Will the handler make mistakes?

Your dog, what do you want from him? In order to answer the question for himself, McCaig takes us all on a fascinating journey.

Carol Lea Benjamin is the author of Mother Knows Best, Second-Hand Dog and Dog Smart: The Art of Training Your Dog, an all graphic ebook, as well as the award-winning Rachel Alexander and Dash mysteries series. In 2003, she was elected to the IACP Hall of Fame.

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Passive Dominance

by Mary Mazzeri

Dogs are wonderful people trainers. I enjoy watching them as they manipulate people without uttering a word. In the canine world, a pack leader is the pack's focal point. The "Alpha" often ignores solicitations from other pack members, yet expects compliance for its own demands. It does not view this as "unfair," nor is it consider it "calculating" from their canid perspective. So, is it any mystery that a dog might feel they are the pack leader when they successfully ignore human directives and yet garner all the attention and responses they want from their humans?

Most pet dogs do not have all that much to do on a given day. What they do have is time to observe their humans' behavior and habits, learning how use them to obtain what they want. Their efforts are not necessarily malevolent or even overt; usually they are subtle. They merely learn to do what works for them. The owner doesn't see this as a problem (and oftentimes it is not a problematic behavior) but it does give the dominant dog some sense of higher status in the household. For dogs this is very benign and even necessary, as in letting their people know that they need to go outside to eliminate. But for some dogs it can escalate into sometimes irritating and even demanding behavior.

Let's take Gina's golden retriever Buster. Here was a student with a truly beautiful and intelligent dog. She took him through a puppy class, basic obedience and even an advanced class. He performed brilliantly in all of these. Gina was a dedicated dog owner. At home, however, as he matured, he had become increasingly demanding, making his wants known with nudging, then pawing then sharp barking for attention as time went by. The trouble is, Gina was always trying to

be an attentive, responsible owner. She unwittingly indulged these demands, working hard to figure out what he wanted/needed. Because the demanding behavior was annoying and steadily escalating, she then made some efforts to ignore his pushy demands but was not consistent. The demands progressed to nipping her in the derriere when she ignored his barking and pawing for attention. When she did attempt to correct his behavior with scolding and collar corrections, she was finally giving him exactly what he was demanding –attention at any price. He was still calling the shots and controlling her life.

"Dominance" is not a bad thing. It does not connote a dangerous dog, merely an assertive one. The dictionary definition of dominance includes "control or command exerted/wielded over others; of prime importance, effectiveness, or prominence."

"Dominance" is not a bad thing. It does not connote a dangerous dog, merely an assertive one.

Dogs which develop subtle dominant status do so over time. This kind of control can be passive and develops in areas where the dog gains some control over 'pack' decisions. This doesn't usually present as a problem until the behavior(s) is/are exasperating or upsetting to the humans in the pack.

As the pack leader, humans should be the ones to whom the dog directs its attention. We should be the ones employing Passive Dominance. Often dog owners "try too hard," and put themselves in a solicitous (follower's) role just trying to be kind or demonstrate their love and care to their dear dogs.

It's interesting to see that usually, the harder they try, the more they speak, beg or cajole the dog that's in charge, the more aloof the dog becomes, ignoring the owners commands. We are very verbal beings and some dog owners talk to their

dogs incessantly. These are the people who generally get the least attention, especially from their dominant dogs. In the pack it is the lesser members that solicit (not demand) attention from the leader. The coaxing and sweet talk offered to the dominant dog often result in indifference in some cases, disdain in others.

What can help to turn the unbalanced relationship around is a role reversal, where the owner speaks very little to the 'in charge' dog and minimizes attention and affection. Instead of petting the nose that is thrust under their elbow, ignore the request. After a few days of this, dogs 'notice' that there is something different about their humans. Instead of constant pleas and attempts at enticement, there is quietness. Basic needs are met wordlessly. Giving a dog the 'silent treatment' has an amazing effect on most dogs, including increasing attention. Not catering to every mandate which the demanding dog makes is not always easy. Some dogs have

already learned to employ strategies of escalating behaviors and persist until the human caves in. Begging, whining, and pawing for food (and don't forget the 'I'm starving' pleading sad eyes), for example, has evolved into an art form for some dogs. Their humans should be the ones to determine meal times, the food given to the dog that is sitting politely - not diving into its bowl. Begging should result in the dog being ignored or moved further and further away from the food source with each escalation: i.e. crating or tethering can be used, until the dog calms itself down. Then the calm behavior can be rewarded by releasing the dog quietly to the food. Wait for it. No lecture needed.

The dog that demands food, or play, or a walk, or affection needs all of these things, but those needs must be met in response to respectful requests. The dog owner needs to be aware of the needs but must not reward the dog by meeting those needs

A black and white advertisement for Coastal Pet Products Inc. The background is a close-up photograph of a dog's face, likely a Weimaraner, looking directly at the camera. The dog has a white blaze on its face and is wearing a dark collar with a silver buckle. In the top left corner, the company logo "Coastal pet products inc." is displayed, with "Coastal" in a large, bold, sans-serif font, "pet products" in a smaller font, and "inc." in a small font below "products". In the bottom left corner, the text "The Quality Leader Since 1968" is written, with "1968" in a large, stylized script font. At the very bottom left, the contact information "1-800-321-0248" and "training@coastalpet.com" is listed. The bottom of the advertisement features a decorative wavy line separating the text from the footer area.

in response to demanding or excessive attention-seeking behaviors. And the “deaf,” indifferent, non-responsive dominant dog that has seemingly forgotten everything it was taught, can be aided by a collar with a tab (short leash) attached. Calm, quiet follow through on given commands can be enforced calmly. Being quietly and calmly proactive instead of reactive; recognizing passive dominant behaviors; being patient and composed; looking for and rewarding desired behaviors and giving a dog attention in its calm, respectful moments can start to reward the deferential attitudes and behaviors we want to develop in a pushy dog. It can turn

passive dominance around into contented, willing submission to a fair pack leader who grasps and utilizes the natural order found in the canine world.

Mary Mazzeri is a 40+ yr dog training veteran. She is a teachers' teacher, having mentored dozens of dog trainers over the years. She owns/operates CareDogTraining.com in Carpentersville, Illinois. She is a founding member of the IACP, past board member; serves on the Educational Committee as an evaluator, was awarded the IACP Member of the Year 2010; IACP Ambassador 2012; and was inducted into the IACO HOF in 2011. She will be presenting a workshop at the 2013 IACP conference in Texas.



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Member Book Review

by Mailey McLaughlin & Martin Deeley

Dog Algebra: When Positive Reinforcement Fails to Solve the Problem

By Tammie Rogers

ISBN 9781479170630

Mailey McLaughlin says:

When it comes to books we can happily recommend to clients regarding training, balanced trainers struggle. There just aren't that many current books out there that offer much beyond the "positive reinforcement only" (PRO) paradigm. And that's a shame. Every day we work with dogs who benefit from our balanced approaches, and we understand all too well, often because we work with dogs who have "failed out" of PRO programs, that the "common wisdom" about positive reinforcement being the only workable choice is too common—and wrong.

So it's nice when one of us actually writes a book about it, as Tammie Rogers has. I read *Dog Algebra* the first time quickly, and it wasn't until I re-read it that its usefulness as a tome to give clients to help explain things in a logical way was revealed.

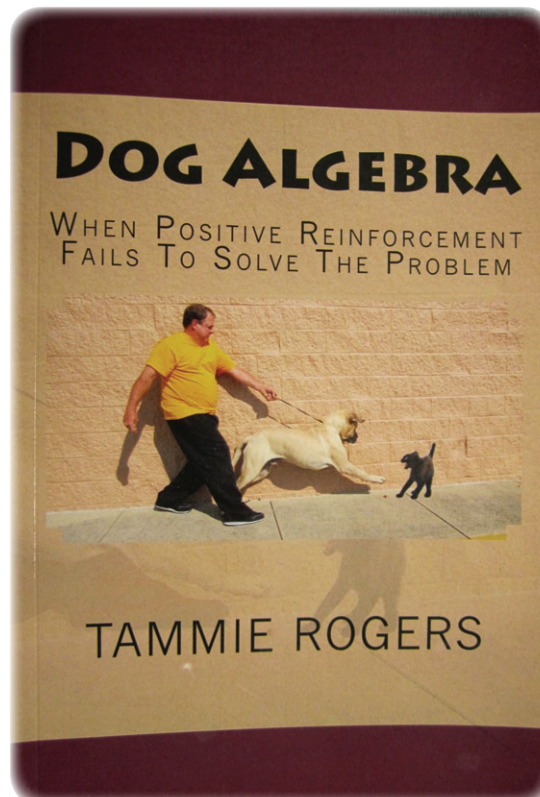
Don't be put off by the comparison to math! Rogers does make that comparison, but in an easy-to-read way that won't send you to your kids' room for help. The ability to use logic is an underused skill these days, but the author explains herself pretty well. And frankly, if you want your clients to have a well-trained

dog and you have no real way to explain why some things work and others don't, explanations can be helpful.

If you are looking for the "why" more so than the "how," this book about what dog training is and what it isn't is one thing that separates it from other books about training. A brief history of the author's search for logic, experiences training her own dogs, and the rise of clicker training are followed by a reasonable push for something that truly adds up: balance in dog training.

I'm a big believer in balance in all things. In dog training, as we know, it doesn't actually mean "quadrants equally weighted," though. It means "giving the dog all the information it needs to be successful." All good dog trainers know that even balanced training is heavily weighted towards positive reinforcement. But what distinguishes us from others is what else besides positive reinforcement we are willing to use to communicate with the dog and improve his understanding.

Rogers makes a good case for balance throughout the book. Her main focus is on the "dog distracted by cat" scenario that runs as a thread; she mainly addresses (as the subtitle suggests), what has to happen when the R+ quadrant isn't enough. This isn't a book with training techniques, so it won't "mess up" whatever curriculum you have laid out. She doesn't talk about tools or methods, really, so you can use it as an adjunct to your training.



Martin Deeley says:

In today's world of dog training, where being "totally positive" in the approach you use to train a dog has become almost a cult, it is so pleasing to read a book that casts aside political correctness and breathes fresh dog breath into the true world of versatile dog training. Tammie Rogers spells it out in a way that trainers and owners alike can understand.

Positive reinforcement does work in most instances, and may actually be plenty for a few dogs. But what do we do when it doesn't work? What should you do when food, smiles, and praise results in your dog still being naughty, and may even reinforce the naughtiness? What do you do when waving a hot dog does not stop your dog from chasing that cat or squirrel?

Tammie has bravely gone where few dare to go these days and where many publishers fear to print. She explains and describes common-sense

principles to help all dog owners create that trusting and confident two-way relationship that results in good behavior from their dog.

This is an easy-to-read book and recommended for both trainers and owners.

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Client Appreciation

by Janine Lazarus

I have recently had a change of heart about my obligation towards my clients, human and canine.

In the world of dog training, it seems to be difficult not to become impatient when confronted regularly with the emotions of our dog-owning clients. This can lead to a lack of perspective when approaching our job, which is to effect positive change in the world of dog owners and their canine companions.

Our approach must take into account not merely the needs of the dog but those of the owner – no matter how obscure they may seem to us. We may be able to see, very quickly, where the “problems” lie and know, with the benefit of our education and experience, how best to “fix” them. However, without the partnership of the owner, any “fix” that we instigate will be ultimately ineffective.

Because it seems to have become much more important these days to work with tools and tricks that make everyone feel blameless and benign, we frequently find ourselves engaged in some training controversy or another. It is rarely possible to make positive change in the world and not offend anyone!

We balanced trainers can sometimes feel as if we are the lone voices of sanity in a “purely positive” world. This can be a lonely place. We do not need to further isolate ourselves by being distant from our clients.

We need to look to our clients for some of our support and this and this must mean enlisting their help in the partnership rather than judging their lack of knowledge.

The job of the dog trainer is much more complex than is generally understood – except by dog trainers!

We are often allowed to glimpse the emotional lives of our clients in a very intimate way. This position of trust is one not to be taken lightly. I have been thinking recently a lot about different ways in which to get the results I would like to see in a less confrontational way.

By taking into account the validity of the owner’s point of view, I have found myself able to step back from my knee-jerk reactions. This, in turn, lightens my tone when I am talking with current or future clients. It is possible to provide enlightening information without being condescending or dismissive. Of course, it’s not always easy. But having an owner on your side makes the entire experience for everyone SO much more rewarding.

The owner, of course, has the power to veto any methods I may conceive of to train her dog. This means that I must develop a working relationship with her. The tricky part about this three-sided relationship is that the way I must communicate with the owner is often very different than what I have to say to the owner’s dog.

To help with the potential owner/trainer “stand-off”, I have tried to come up with some points to remember before I go to meet with clients, new or existing. These thoughts can help me keep my job in perspective and my door open to different viewpoints.

The owner is trying to change her and her dog’s situation.

The owner has called you for help.

The owner is usually not as informed as you are about dogs.

It is rarely possible to make positive change in the world and not offend anyone.

The owner has had a lifetime of sometimes misguided information.

The owner lives with her own belief system, which you probably are not going to change.

The owner has put you in a position of trust.

The trainer and the owner's dog depend on the owner for their well-being.

Nearly all of my clients have been intelligent, nice people.

All good relationships are based on respect. If we do not respect our clients, how can they respect us?

Our job is to bring everyone together in a way that keeps EVERYONE'S best interest in mind.

I am putting this list on my refrigerator and referring to it every day from now on.



Janine Lazarus is the owner of Goodladd obedience training and dog handling services. Her aim is to work with clients and their dogs to forge a better understanding and a more sustainable relationship. She is a Professional Member of IACP, CGC Evaluator, TMD Certified, and Pet Tech Certified.

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Critical Thinking

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

“What Do You Stand For?”

I stand for civility—in the spoken and written word, and in deed.

I stand for rational discourse between individuals who understand how to reason, how to see both sides of an issue, how to argue with wit and passion, and how to gracefully lose an argument.

I stand for differing opinions, stated with eloquence and fervor, that result not in heated, angry screaming matches, “unfriending,” and severed ties, but in more powerful friendships and relationships.

I stand for the people who will hold a mirror up to my actions and make sure I like what I see, and will beseech me to do the same for them.

I stand for good grammar, punctuation, spelling, and the ability to convey ideas in writing in ways that entertain, enlighten, and change hearts and minds. Want to be better at this? Read more books.

I stand for “finding flow” in one’s work, and in one’s play. Far too few of us try, and oh, what we miss!

I stand for emotional intelligence, social intelligence, and common sense all being part of what we consider intellect.

I stand for grace. I stand for maturity. I stand for personal responsibility, always.

I stand for owning up to one’s mistakes. I stand for apologies—true, heartfelt apologies with only one purpose: to make the wronged party feel less so.

I stand for telling those you love that you love them. Yes, actions are much louder, much more profound, and much more telling. But words matter, too. Putting your heart out there, putting your phone down, looking someone in the eye and telling them you love them and admire them and respect them and cherish them makes a difference.

I stand for actions speaking volumes. I stand for action, period.

I stand for paying attention, at all times, to what you are doing.

I stand for art being a part of your everyday life.

I stand for occupying your moments. I stand for pursuing your dreams. I stand for dreaming big.

I stand for listening.

I stand for taking a step back, for pausing, for reflecting, for gathering one’s thoughts, for asking these three most important questions internally before speaking:

- Is it true?
- Is it kind?
- Is it necessary?

I stand for true customer service, a.k.a. excellence, where providers truly see those whom they serve, who reward loyalty with heartfelt thanks, and who always strive to make the world a better place through their products or services, no matter how small those may appear to be. (*Do you always know who your customers are? Dog owners are the obvious ones, of course, but what about the ancillary people who make your life easier, or recommend you to others? Get to know them, and thank them for spreading what you do even farther.*)

I stand for living this life, the only one we are guaranteed, as fully as possible. Time is so short!

I stand for beliefs that unite us, not divide us. I stand for standing up for what one believes, but also to being open to changing one’s beliefs when they no longer serve in a positive way.

Most of all, I stand for defending one’s beliefs, ideally using large helpings of reason and logic, while not completely casting emotion aside. Beliefs should be defensible, not just traditions passed down from generation to generation, with no further thought put behind them, no testing done.

Defend your beliefs from experience, not from hearsay. Never stop asking questions!

What do you stand for?

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, IACP Ambassador, and is Behavior and Training Manager for the Atlanta Humane Society. Read more at www.carpek9.blogspot.com.

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