

Dog Care Procedures Design, Development, Implementation and Review

Practical Dog Management

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What Are Procedures?

- Policies and procedures go hand in hand but are not interchangeable.
- a set of actions that is the official or accepted way of doing something
- In business, during training you should be shown the companies step by step procedures for carrying out a task
- The procedure should be clear, consistent, detailed, and easy to follow

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Why Are They So Important?

- Clear training programme
- Staff receive consistent service / goods
- Safer workplace
- Allow staff to work unsupervised and have accountability
- Give grounds for disciplinary if staff do not follow procedures
- Save time
- Increase efficiency

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When to Write Procedures

- Task has legal requirements
- Task is regularly carried out by multiple people
- Creates a record for staff to follow
- Ensures fair treatment of all staff
- Answers questions, and eliminates questions
- Avoids errors and accidents
- Rectifies inefficient practices
- Eliminates inconsistencies

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Developing Procedures

- Implement your first draft procedure from the eyes of the person carrying out the procedure
- Gather feedback from stakeholders
- Review, and determine best practice
- Moving them to electronic
- Video training courses
- Pop quiz to ensure comprehension

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Designing Procedures

- Procedure Details
- Steps, checklist, or explanation of how to complete the task
- Screenshots where necessary (define any job-specific language)
- Write from eyes of implementor
- Ensure they can be read / understood in stressful situations (think CPR procedure handout)
- Locate procedures where they can be seen
- Some may require flow charts

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Designing Procedures

- Keep gender neutral
- Assume person carrying out procedure has never done it before
- Short sentences
- Short paragraphs
- Use lists
- Number steps in sequence
- One action per step – Thing TAGteach
- Consistent language – short, common, direct, active words without jargon, abbreviations, or unnecessary detail
- If procedure involved another person, use their job title instead of their name.
- Highlight important words / sentences

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Designing Procedures

- Identify the Tasks / A Problem will Emerge
- Start at the start of the day, right through to the end
- List out all regular, occasional, and emergency tasks
- Research best practices in depth, and identify possible ways to operate
- Write out a step by step guide for what you believe to be best practice

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Implementing Procedures

- Explain procedure steps
- Demonstrate procedure steps
- Demonstrate again, while asking for feedback
- Allow trainee to carry out procedure steps with guidance
- Allow trainee to carry out procedure steps without guidance
- Observe procedure implementation
- Allow solo work with review
- Spot check monitoring ongoing

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Reviewing Procedures

- Procedures can become dated very quickly
- Better practices can emerge
- Tools for procedure implementation may become inefficient
- New hires could pick up procedures incorrectly
- Every time you update policies, make sure to follow the steps listed earlier. Send out policy changes to your staff, incorporate them into training, test on policies, and hold employees accountable.

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Ways to Streamline

- Video?
- Print Manual?
- Handouts?
- Laminates?

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What to do Now

- Begin to look at the world through different eyes – where do you see procedures day to day?
- What procedures would you expect to see in your industry of choice?
- Where do the lack of procedures impact your work placement?

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