

Design Document

Title: Calm Starts Here: Preparing Shelter Dogs for a Great Walk

<i>Business Purpose</i>	To provide new volunteer dog walkers with the knowledge and tools to safely approach kennel dogs, reinforce calm behavior, and prepare dogs for walking in a way that supports their readiness for adoption.
<i>Target Audience</i>	New shelter dog walkers, age 16 and older, physically capable of handling dogs of all sizes and breeds. Learners may have little or no prior experience with shelter environments or dog behavior.
<i>Training Time</i>	Estimated 30 minutes
<i>Training Recommendation</i>	<p>A self-paced eLearning module built in Rise that uses short lessons, scenario-based interactions, and visual reinforcement strategies to teach correct dog-handling techniques.</p> <p>Volunteers will access the module before their first walking shift. The course can be revisited as needed.</p>
<i>Deliverables</i>	<ol style="list-style-type: none">1. Rise eLearning Module2. Downloadable Quick Reference Guide (PDF, printable/mobile-friendly)
<i>Learning Objectives</i>	<p>By the end of the course, learners will be able to:</p> <ol style="list-style-type: none">1. Recognize appropriate body language and approach techniques when entering a kennel2. Identify signs of stress or excitement in dogs before removal3. Apply calm reinforcement techniques consistently4. Implement safe and effective steps to leash and remove a dog from the kennel

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Training Outline

- **Introduction: Welcome to Dog Walking**
 - Welcome page with company colors
 - Navigation Slide
 - Introduction slide
 - Course purpose and goals
- **LO 1: Understanding Dog Behavior**
 - Key signs of stress, fear, excitement, calm, and more
 - **Interactive flip cards or images**
 - Knowledge check
- **LO 2: Approaching the Kennel**
 - Step-by-step guidance using an **accordion interaction** to present key phases of kennel approach
 - Emphasis on calm posture, non-threatening movements, and avoiding direct eye contact
 - **Dos and Don'ts list** with supporting image examples to reinforce correct behavior
 - Scenario-based question prompting learners to choose the best next step based on a dog's behavior
- **LO 3: Reinforcing Calm Behavior**
 - Overview of how and when to reinforce calm behavior using praise, tone, and timing
 - **Hotspot image** of a dog displaying calm signals (e.g., loose body, soft eyes) with clickable markers to explain what to look for
 - Guidance on waiting out jumping/barking and rewarding desired behavior
 - Matching activity: Match common dog behaviors to the appropriate handler response
- **LO 4: Leashing and Exiting the Kennel**
 - Leashing tips (calm dog, safe hand placement, using treats)
 - Interactive checklist of steps
 - Knowledge check
- **Conclusion**
- **Introduction to Graded Quiz**
- **Final Assessment**
- **Summary**
- **Congratulations**

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Assessment Plan

Knowledge Checks Throughout

- 2-3 knowledge checks throughout the course (does not contribute to the final graded quiz)
- Scenario-based interactions (drag-and-drop, matching, multiple choice)

Final Graded Assessment

- Final graded quiz has 5 multiple-choice questions
 - Must earn 80% (4 out of 5) to pass
- Mandatory lesson completion before access to scheduling the first shift