

## Pet Guru College Staff Training by Role



Pet Guru College is the ultimate in “done for you” training for the key staff roles hired by most pet service businesses.

- **Client Care Counselor**
- **Daycare Counselor**
- **Enrichment Counselor** (*Recommend complete Daycare Counselor training first*)
- **Lodging Counselor**

### Role Training includes our popular courses:

- **Knowing Dogs 101** for Daycare, Lodging and Client Care Counselor roles
- **Knowing Dogs 201** for Daycare Counselor role
- **Communications Skills for Pet Care Professionals** course for Daycare, Lodging and Client Care Counselor roles

### Role Training includes animal and client care modules in these categories:

- **Soft Team Skills**
- **Pet Care Housing, Equipment & Work Safety**
- **Pet Health**
- **Dog Handling Skills**
- **Dog Management**
- **Dog Training Skills**
- **Dog Enrichment**
- **Client Communication**

### Leader Tools & Support Included:

- Specific Role Training Checklists with Modules Outlined by Week
- Recommendations on Adding Your Specific SOP Training
- Guides on Training Follow-up to Confirm Knowledge Applied to Job and Skill Demonstration
- Getting Started, Using Leader Tools and Key Leader Actions Videos
- Detailed list of Pet Guru College Module Lesson Content Including Estimated Time to Complete
- Leader and Student Handouts
- Knowing Dogs Leader Modules
- Communication Skills Leader Module
- Guide to Creating a Comprehensive Communication Plan
- LMS Dashboard to Monitoring Progress by Individual including Module Quiz Scores

## Course Content Details

### **Knowing Dogs 101 (8 Modules)**

- Over 3 hours of training time
- 8 Videos
- 6 Customizable handouts
- Workbook with exercises
- 8 Quizzes
- Pre and Post Knowledge Test
- Content includes detail on understanding canine body language, dog emotional states, basic dog leadership and safe greetings/handling

### **Knowing Dogs 201 (8 Modules)**

- Over 3 hours of training time
- 8 Videos
- 9 Customizable handouts
- Workbook with exercises
- 8 Quizzes
- Pre and Post Knowledge Test
- Content includes detail on understanding appropriate dog play behaviors and playstyles, advanced dog leadership, managing playgroups, recognizing aggressive displays, breaking up fights and dog-to-dog greetings

### **Communications Skills for Pet Care Professionals (4 Modules)**

- Over 4 hours of training time
- 13 videos (includes 7 pet care communication scenario demos)
- Handbook with exercises
- Guide
- Course Assessment Test
- Content includes listening skills, message clarity, professional verbal communication skills, awareness of your voice, appearance and body language, professional written communication skills, conflict resolution skills and managing difficult people

## **Pet Guru College Content**

### **67 New Animal and Client Care Modules**

#### **Soft Team Skills: All roles (13 Modules)**

- Over 3 hours of training
- 17 videos
- 1 PDF
- 13 quizzes
- Content includes being a member of a dream team, personal work ethic, personal accountability and role in a pet business

#### **Pet Care Housing, Equipment & Work Safety: All roles (3 Modules)**

- 1 hour of training
- 8 videos
- 3 quizzes
- Content includes safety tips plus proper use and fitting of collars/harnesses, using leads, enclosure set-up and general workplace safety

#### **Pet Health: All roles (9 Modules)**

- 4 hours of training
- 28 videos
- 10 PDF's
- 9 quizzes
- Content includes maintaining pet health, keeping pets safe and comfortable, cleaning and disinfecting, health checks, normal versus abnormal eliminations, preventing spread of communicable disease, role of vaccinations, dispensing medications and pet nutrition basics

#### **Dog Handling Skills: Daycare/Lodging roles all; Client Care role 2 (5 Modules)**

- Over 1 hour of training
- 10 videos
- 1 PDF
- 5 quizzes
- Content includes instruction on skills of body blocking, loose leash walking and basic obedience cues

#### **Dog Management: Daycare & Lodging Roles (15 Modules)**

- Over 5 hours of training
- 24 videos
- 10 PDF's
- 15 quizzes
- Content includes safe individual games, cognitive toys and group play, pet engagement, working with puppies, managing barking, problem behaviors and challenging dogs, escape and pet tragedy prevention, handling fights and bites, coping with death

### **Dog Training Skills: Enrichment Role (5 Modules)**

- 2 hours of training
- 18 videos
- 5 quizzes
- Content includes instruction on teaching behaviors, obedience cues, platform training and tips and tricks to training dogs using positive methods

### **Enrichment: Enrichment Role all; Lodging Role 3 (12 Modules)**

- 4 hours of training
- 38 videos
- 3 PDF's
- 12 quizzes
- Content includes enrichment activity safety and setting dogs up for success, using equipment, scent work, obstacle courses, treadmill, tricks and tips on training behaviors using positive training techniques

### **Client Communication: Client Care Counselor Role (5 Modules)**

- 2 hours of training
- 8 videos
- 3 PDF's
- 5 quizzes
- Content includes great customer care, phone etiquette, selling with integrity and delivering bad news to clients

Specific modules are included in role training plans based on specific knowledge and skills required by the role. Content builds on basic knowledge and skill development progressively over 6-12 week training periods. Timing of module and course content delivery is also specific to each role based on when needed to become productive in their role faster. See specific role training plans for details.

Prepare your staff to sit for professional certification through Professional Animal Care Certification Council ([paccert.org](http://paccert.org)) after obtaining Pet Guru College role Completion Certificates. Stand out in your market with your training investment that creates certified pet professionals!