

# LearningLab

## 6 Steps to Improve Your Animal Behavioral Information

**Ready to refine your behavioral communication systems?** Use this worksheet after viewing the **Shelter Behavior Roundtable: Tracking Behavioral Observations in Animal Shelters**.

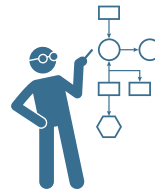
### Step 1: Host a team meeting

Include staff from medical, behavior, and operations.



### Step 2: Draw a diagram

Draw the current flow of behavioral information at your organization.  
*Example on the next page*



### Step 3: Identify focus areas



**Star** areas that work well.



**Circle** areas of opportunity



### Step 4: Select ONE focus area

Vote to select one CIRCLED area to address first.

### Step 5: Discuss

In pairs or trios, complete the attached questions.  
Regroup and share.



### Step 6: Make a change!

Use the Project Kick Off checklist to plan and launch changes!



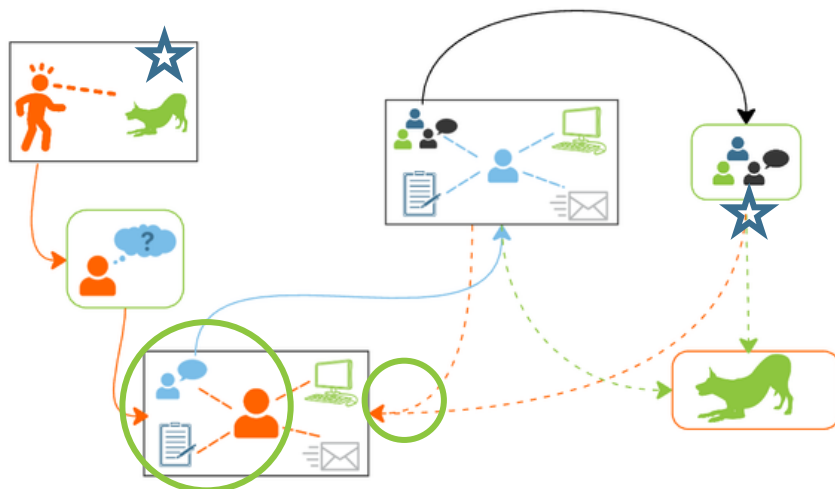
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### Behavioral Communications Diagram Example

When drawing a behavioral communications diagram, consider:

- What currently happens when someone observes an animal displaying a notable behavior?
- What behaviors should be recorded?
- Who do they tell?
- How do they share that information?
- How is that information used?
- Does everyone know this process and follow it consistently?



Example drawing of a behavioral communications diagram

### Project Kick-Off Checklist



#### Create a Project Summary

- **Who** should be involved?
- **Who** will do the work?
- **What** is included in the project?
- **When** is the project due?



#### PLAN

#### Create a Project Plan

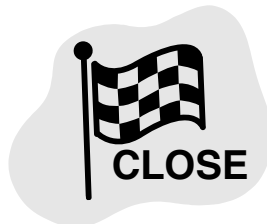
- **What** are the tasks?
- **Who** is doing each task?
- **When** is each task due?
- **What** is being created?



#### DO & REVIEW

#### Do the Work

- Complete Project Plan tasks
- Request feedback from people impacted by the Project
- Review the Plan regularly to keep the project on track



#### CLOSE

#### Debrief Project

- Project team confirms all tasks are complete
- Celebrate!

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### Breakout Group Discussion Prompts

#### FOCUS AREA:

QUESTION	EXAMPLE	DISCUSSION NOTES
<b>Why is it important to improve this area?</b>	<ul style="list-style-type: none"><li>• <i>Less confusion for Staff &amp; Volunteers</i></li><li>• <i>Observations will be shared more often</i></li><li>• <i>Behavior Staff can provide support sooner for animals in distress</i></li></ul>	
<b>Who are the people involved in it?</b>	<ul style="list-style-type: none"><li>• <i>Animal Care Staff &amp; Volunteers</i></li><li>• <i>Veterinary Team</i></li><li>• <i>Admissions Staff</i></li><li>• <i>Adoptions Staff</i></li><li>• <i>Behavior Staff</i></li><li>• <i>Directors</i></li></ul>	
<b>What questions do you need answered to improve this area?</b>	<ul style="list-style-type: none"><li>• <i>What do Staff &amp; Volunteers need to make this step work better?</i></li><li>• <i>What information is most important for the Behavior Team?</i></li></ul>	
<b>What might be a small, easy-to-implement change to improve this area?</b>	<ul style="list-style-type: none"><li>• <i>Simplify the current behavior observation form questions.</i></li></ul>	