

Assessors' Workshop 2024

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Tuesday 14th May 2024

Workshop Timings

15.30 - 15.40 Networking (refreshments provided)

15.45 - 16.15 Approaching challenging situations
(group work)

16.15 - 16.25 Radical Candor: a framework for
approaching challenging situations

16.25 - 16.35 Kennel/pen sizing and temperature
monitoring: how to take measurements

16.35 - 16.40 Continuity moving forward

16.40 Close

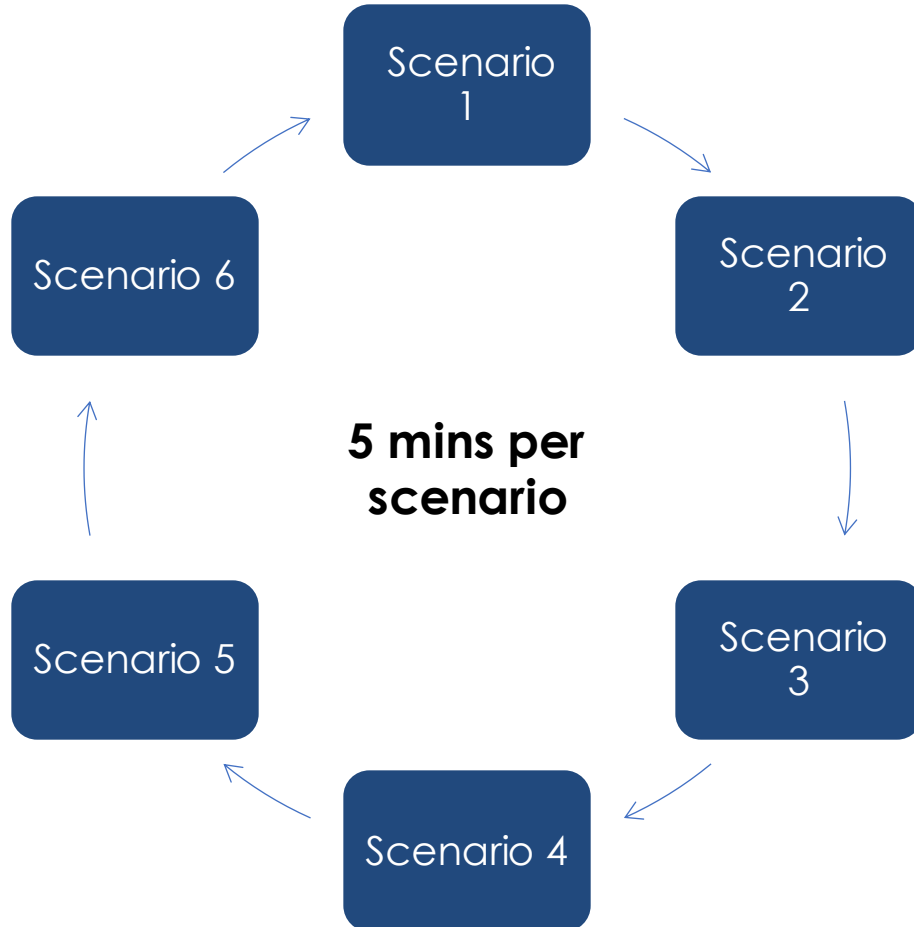


Assessors' Workshop - Objectives

- **Collaborate** on approaches to tackling challenging situations you might come across assessing
- **Improve** confidence in measuring and assessing pen/kennel sizing and temperature monitoring
- **Explain** continuity of assessment programme moving forward



Challenging Situations – Collaborative Approaches



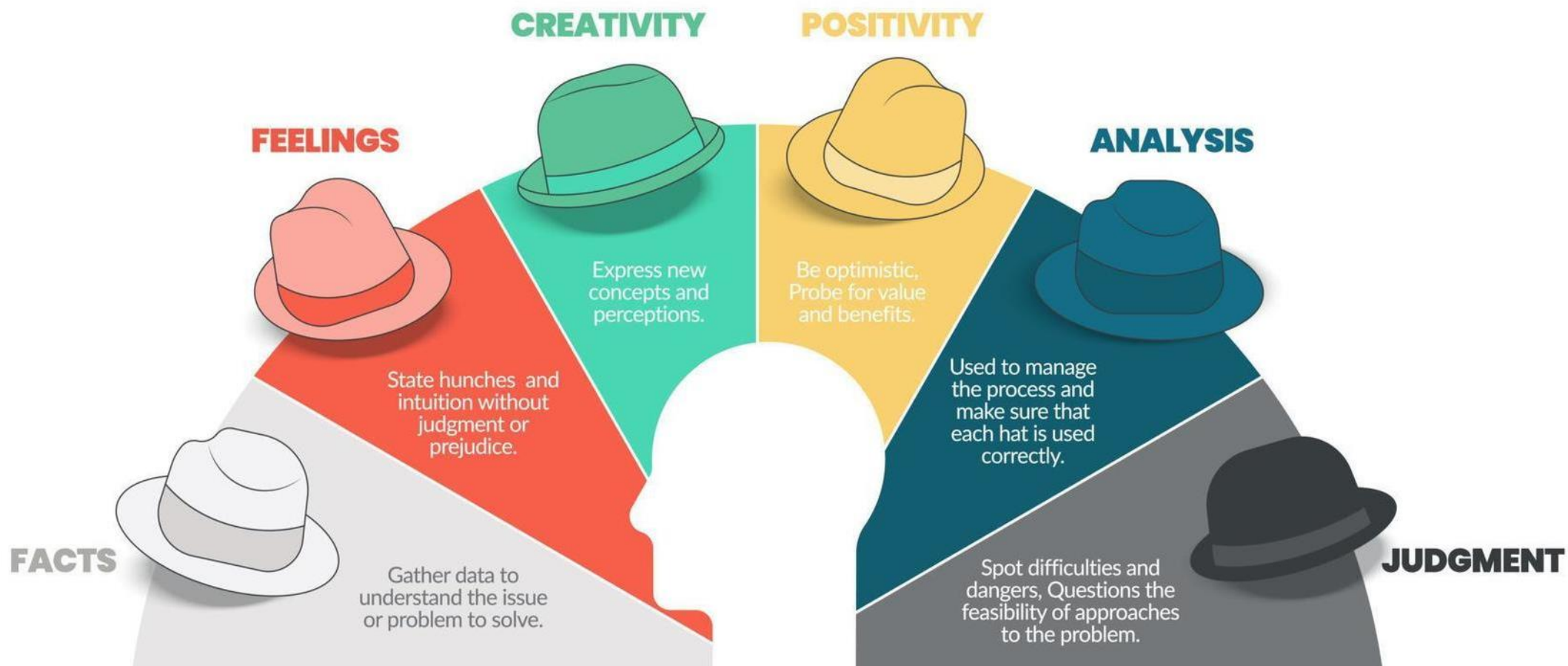
Group Roles:

Chair: Keeps the discussion on-track

Timekeeper: Keeps one eye on the time

Scribe: Makes note of the group's ideas.

Devil's Advocate: Challenges the group's ideas (constructively!)



SIX THINKING HATS

White – Facts:

Gather data to understand the issue and problem solve

(Use purple pens)

Make notes on:

- **Who?** Try to name all the parties involved; directly and indirectly.
- **What?** Try to list the facts of the situation in as few words as possible.
- **When?** What are the time scales here? Is it a long-term issue, or short-term?
- **Where?** Online? In person? In the middle of nowhere? In a busy rescue? The environment a scenario takes place in can have a big impact on how that scenario is best handled.



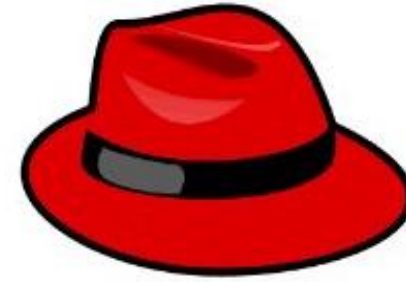
Red – Feelings:

Stating hunches, prejudices and emotions without judgement

(Use red pens)

Make notes on:

- **How might you (the Assessor) be feeling in this scenario?**
- **How might the rescue be feeling in this scenario?**
- **How might any other parties be feeling in this scenario?**
- **Do you have any 'gut feelings' about the scenario?** Jot them down.
- **Are you aware of any prejudices you might have in this scenario?** Jot them down.



Green - Creativity:

Express new ideas and generate solutions

(Use green pens)

Make notes on:

- **What solutions can you come up with for tackling this situation?** Don't just choose one, note down a variety.



5 mins

Black – Judgement:

Spot difficulties and dangers, question the feasibility of approaches.

(Use black pens)

Make notes on:

- **What risks are there in this scenario?** Consider all types of risk, including personal, reputational and legal. Think about all parties.
- **What risks are there in the proposed solutions?** As above, consider different types of risk for all parties.



Yellow - Positivity

Be optimistic: look for values and benefits

(Use yellow pens)

Make notes on:

- **What benefits are there in this scenario?** Consider benefits to all – even if a benefit for one creates a negative affect for another.
- **What benefits are there in the proposed solutions?** As above, make notes on benefits that might come at a detriment to others as well as mutual benefits.



Blue – Analysis:

Metacognition and evaluation

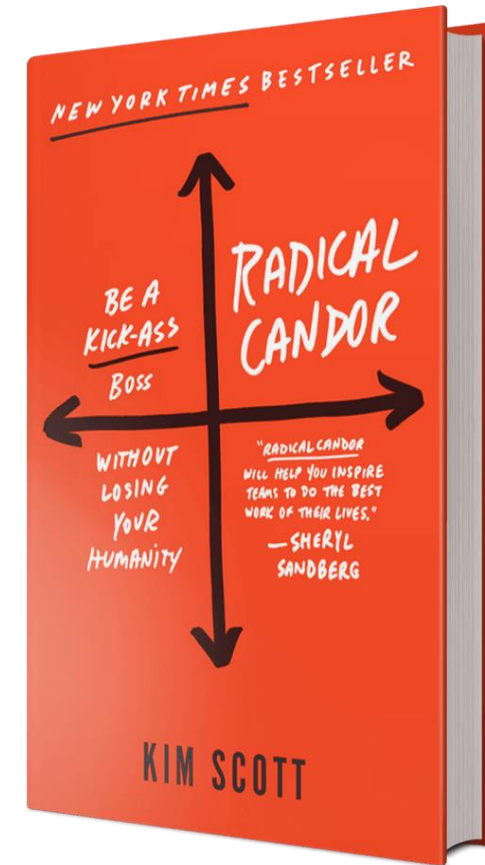
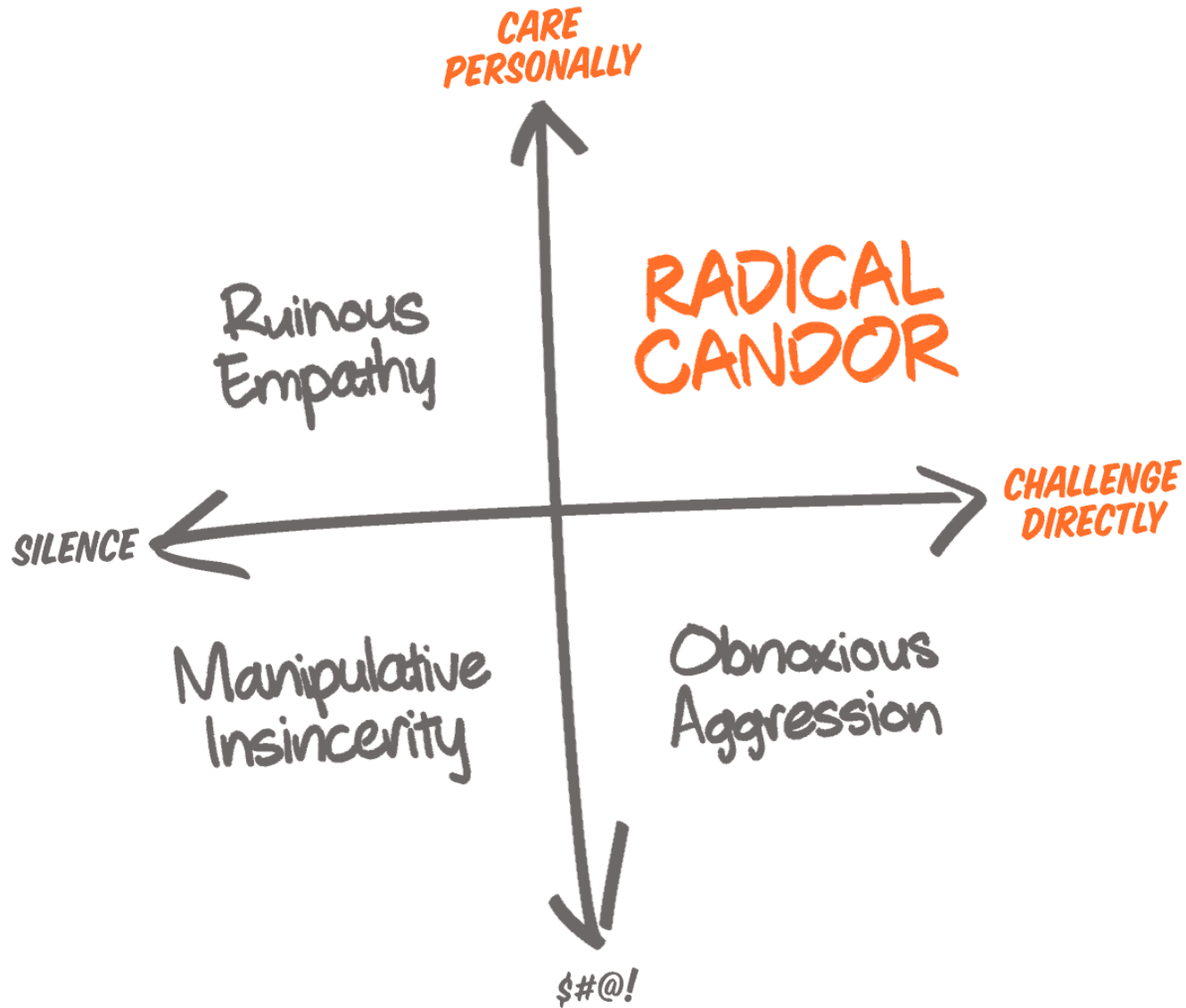
(Use blue pens)

Make notes on:

- **Which solution do you think is the best out of the ones proposed?**
- **Is there anything that could have been done to prevent this scenario from happening?** What might you do differently in future?



Radical Candor



Always be aware what someone is bringing to a conversation

**CARE
PERSONALLY**

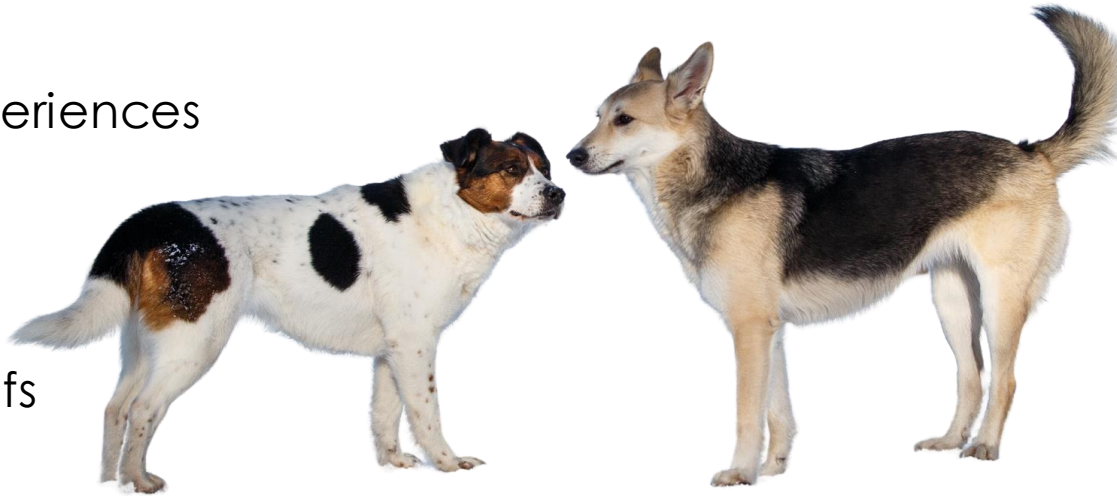
Age and location

Goals, priorities and
expectations

Previous experiences

Financial pressures

Personal beliefs



Unknown
influences

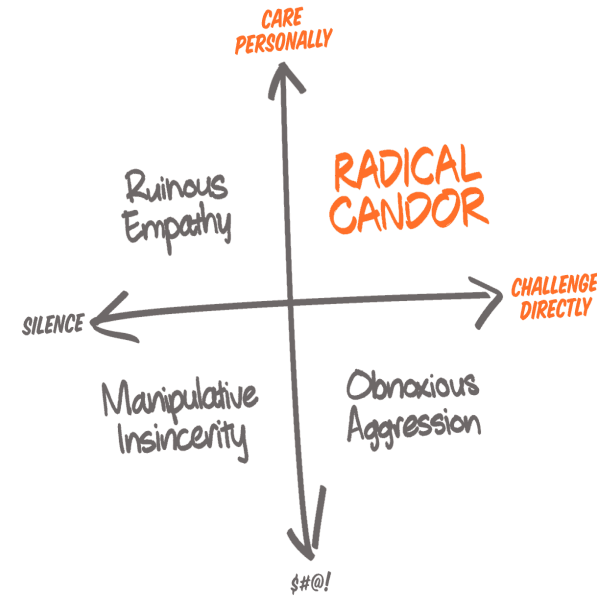
Well established relationships

How someone feels
'on that day'

...and many more!

How to...

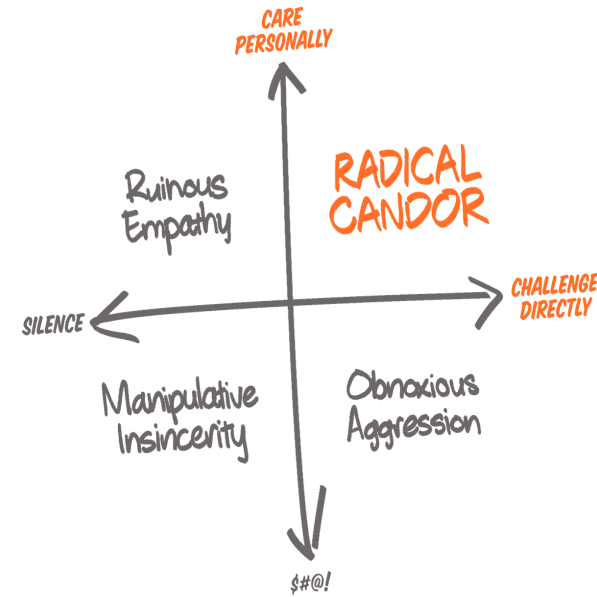
CARE PERSONALLY



- Use one on one time to build trust and establish a strong foundation - phone calls/Zoom sessions before the visit are great at doing this.
- Take an active interest in their lives, stories, backgrounds and rescues. Get on their website/social media and ask them about good news stories. E.g: "How is Trevor the cat doing in his new home?"
- Active listening, smiling and asking follow up questions.
- Be conscious of how others may perceive you, both in your role as an Assessor for the ADCH, and personally too.
- Be aware of 'what someone is bringing to the conversation'

How to...

CHALLENGE DIRECTLY



- Be clear and concise
- Offer your feedback right there and then (if possible!)
- Take a few minutes if you need it - prepare in your mind what you want to say.
- Challenge behaviours and not people/organisations E.g.: "Your cleaning schedule needs to be more regular" rather than "Your rescue is unclean"
- Don't challenge when there is room for confusion - get all the facts before offering feedback. Eg: Rather than "it looks like cleaning does not take place daily, you need to make sure you clean every day" try: "How often do you clean?" "Every other day" "Ok, Minimum Standards require daily cleaning"
- Offer resolutions/support - don't just 'Challenge Dump'!

How to...measure a pen or kennel

- You will need: sizing chart (ADCH & devolved standards), quality tape measure (5m or longer), PPE appropriate to the section or individual – take or ask
- Ask if they have measurements – if not, measure 1 pen of each size/shape
- Avoid pens containing animals if possible (their stress and your safety)
- Be clear for your own review and for explanation:
 - Draw a diagram – and take photos to refer to
 - Be clear in measurements i.e., length (l), width (w), height (h)
 - State units (mm/cm/m – NOT inches/feet)
 - All-in-one or sleeping area and exercise run/outdoor area
- Measure above/below trunking, right into corners, if wall slopes measure at floor level
- Calculate overall area of each section of pen (area in sqm = length m x width m), subtract area under any enclosed pod, add together SQ+EA to get total pen size
- Keep in mind any minimum measurements e.g., LAIAR and height

How to...talk about kennel and pen temperature

- Thermostats vs. Thermometers – why do ADCH Standards require thermometers?
- What type of thermometers might we recommend to rescues?
- What is the ideal placement of thermometers?
- If the rescue cannot individually control the temperature of pens, how might they demonstrate they are taking into account the needs of different animals to meet ADCH Standards?





THANK YOU