

Scenario	White – Facts: (Gather data to understand the issue and problem solve)	Red – Feelings: (Stating hunches, prejudices and emotions without judgement)	Green - Creativity: Express new ideas and generate solutions	Black – Judgement: (Spot difficulties and dangers, question the feasibility of approaches.)	Yellow - Positivity (Be optimistic: look for values and benefits)	Blue – Analysis: Metacognition and evaluation
<p>You are assessing a long-term member, who has not had an external assessment for some years. When you arrive at the facility you discover that none of the enclosures meet ADCH (Association of Dogs and Cats Homes) minimum standards and there are very basic requirements not being met, such as providing scratching facilities or hides for cats. The main rescue owner is not present at the assessment and their partner gives you an overview of daily routines where there are several red flags in basic understanding of animal welfare and disease control.</p>	<p>Who: ADCH, Assessor, Rescue, previous Assessor</p> <p>What: Personality clash. Need to be mindful of context. Who says it's rocky in the first place?</p> <p>When: how long ago was the previous assessment? We do not know!</p> <p>Where: where did the previous assessment take place? We do not know. We may have gauged the situation through video calls before the visit.</p>	<p>Assessor: Self-conscious Biased Apprehensive to see if changes have been made Anxious Defensiveness of ADCH Trepidation Admirable</p> <p>Rescue: Apprehensive Anxious Dread Frustrated Judged Suspicious Judged Defensive Biased</p>	<p>Prepare – call, talk, email, establish an open dialogue</p> <p>Exude positivity!</p> <p>Attempt to have no preconceptions</p> <p>Assessor needs to know the Standards well and be confident</p> <p>Prepare potential solutions beforehand so that you can present them as needed.</p> <p>Be honest if you don't know the answer - "I'll get back to you"</p> <p>Draw on your network/ADCH network to link up with people who can help/support rescue</p> <p>Allow ownership of issues to remain with the rescue and provide mechanisms for them to retain control of the situation</p> <p>Encourage and empower them!</p>	<p>Reputations risk to ADCH - "don't join ADCH!"</p> <p>Risk in solution: it may not be acceptable to the rescue and so it would potentially be difficult for ADCH to maintain relationship with the rescue/retain them as a member.</p>	<p>Benefits in scenario: This is a clean slate – time for a fresh start Unknown Assessor to rescue – new relationship Standards and Assessment methods have changed since the last assessment This is an opportunity to see what improvements have been made at the rescue</p> <p>Benefits to solution: Improved animal welfare, improved charity sustainability</p>	<p>This issue could be overcome by ADCH ensuring that Assessors are carrying out assessments in a consistent manner – e.g.: getting trainees to shadow a variety of different assessors who carry out assessments in different ways.</p> <p>Assessors need to be made aware of the potential impacts an assessment may have on a member and their relationship with ADCH.</p> <p>Assessors need to be sure to 'do their homework' and conduct research on a rescue before arriving onsite.</p>
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<p>You are on your way to assess a rescue when your tire blows out on the motorway; you're delayed for several hours. You know another Assessor is going to be attending the rescue for the assessment, but you forgot to get their phone number before you set your OOO on your email this morning. When you arrive at the rescue you feel stressed out and overwhelmed, meaning that you don't ask basic questions you usually would on the assessment, and leave with some holes in your knowledge of their operations.</p>	<p>Who: Assessor 1, Assessor 2, Rescue, AA/RACE</p> <p>What: Late, stressed, disorganized, not the full facts, out of contact!</p> <p>When: short term situation with long term impacts (potentially!). E.g.: does it require a second visit to ensure all info was collected? Or will a follow up video call cover that?</p> <p>Where: Motorway, rescue, office/home/online</p>	<p>Assessor: Stressed, frustrated, guilty ('I wasn't on my game!'), tired.</p> <p>Rescue: annoyed, disappointed, relieved!?</p> <p>Other parties: unaffected if an experienced assessor is already there</p> <p>Gut feeling: LIFE HAPPENS!</p>	<p>Solutions:</p> <p>Ensure that you have all contact details beforehand for future assessments</p> <p>Keep on top of your car maintenance!</p> <p>Follow up afterwards with rescue and/or other Assessor</p> <p>Ask for policies and paperwork from the rescue beforehand.</p>	<p>There is risk in not completing the organization's assessment correctly/fully</p> <p>Strained relationships</p> <p>Unprofessional</p> <p>Failing assessment – ADCH Membership affected</p> <p>Reputational risk to ADCH and potentially rescue too.</p>	<p>Opportunity for further conversations and relationship building</p> <p>The Assessor will learn to be better prepared!</p> <p>Makes the Assessor ore 'human' and relatable to the Recue/Member</p> <p>Rescue gets more time to prepare</p> <p>The other Assessor has more time to build their relationship with the rescue while they wait to the first assessor to arrive</p>	<p>The solutions are all good, but the blowout may be unpredictable</p> <p>Best way to solve follow up afterwards with rescue and otehr assessor.</p> <p>Prepare, learn, keep calm and carry on!</p> <p>Always have a back-up plan – be inventive!</p>
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<p>The Member you have visited is using a behaviourist who you know uses punitive training methods (you did your research on their website beforehand!) The Member does not seem to be aware of this. They say that they have a great relationship with the behaviourist, have worked with them for decades, and that they are a long-time friend.</p>	<p>Who: behaviorist, Member, dogs in care, adopters, staff</p> <p>What: training methods used do not comply with minimum Standards. Conflict of interest.</p> <p>When: long term</p> <p>Where: in person, at site/foster/adopter homes, or potential offsite/over email</p>	<p>Assessor: anxious, annoyed, concerned</p> <p>Rescue feeling positive, confident, proud</p> <p>Kennel staff: conflicted?</p> <p>Animals: not happy!</p> <p>Gut feelings: negative/negative bias. Concerned that other things may not be good, worried about causing conflict.</p> <p>Prejudices: Assessor mustn't assume how punitive</p>	<p>Possible solutions:</p> <p>Gain more understand of the behaviorist and their methods</p> <p>Gain more understanding of the relationship between the Member and the behaviorist.</p> <p>Preparing for a challenging conversation, being direct but empathetic with information about why the Standard exists and how the behaviorist isn't meeting it.</p>	<p>Lack of understanding of training techniques and messaging being passed to adopters or MOPs.</p> <p>Risk to animals, risk to people if animals become aggressive because of the training</p> <p>Organizational risk to ADCH and Member</p> <p>Behaviorist may react negatively if they feel criticized</p> <p>Risk that their friendship may breakdown</p>	<p>They already recognize the need for a behaviorist</p> <p>They have friends! Shows they can build good relationships with people.</p> <p>Good, informative website.</p> <p>The assessor did research 😊</p> <p>Optimism of solution: trainer education as well as Member. There is an opportunity to change behaviorists and improve animal welfare. CPD (Continuing Professional Development) opportunity.</p> <p>Could be an opportunity for collaborative working with other Members who have suitable behaviorists.</p>	<p>Ensure the information you have is up to date – is the training used? Websites are often not updated.</p> <p>Ask questions ahead of visit/look for specific examples of behavior programmes/plans</p>
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<p>You are assessing a foster network; when you turn up, the Trustee of the rescue is friendly, offering you biscuits and sharing everything you need to know from their point of view. You then walk over to the entrance of the private boarding kennels they use. The kennel management will not let you in to assess the kennels and are very confrontational. The Trustee with you is shocked and upset.</p>	<p>Who: Trustee, assessor, kennel manager, ADCH, kennel (as a business), charity (ADCH Member), kennel staff.</p> <p>What: assessment agreed and booked between Trustee and ADCH. Did they notify the kennel in advance?</p> <p>When: NOW! Short term.</p> <p>Where: in person at kennel</p>	<p>Concerned Worried – what am I going to do? Apprehensive Suspicious Disappointed Unsure of what to do next Empathy for the Trustee</p> <p>Kennel management feeling defensive/judged</p> <p>Gut feeling: financial problems? Welfare problems?</p>	<p>Establish if kennel management were aware of visit – offer an alternative time.</p> <p>Is the issue with ADCH or the Trustee/foster org? Discuss existing relationship with the Trustee</p> <p>Do they understand the purpose of the visit? Offer to discuss further.</p>	<p>Personal risk</p> <p>Animal welfare risk</p> <p>Trespass</p> <p>Reputational risk to ADCH and rescue</p> <p>Damaged relationship between kennel and charity</p> <p>Risk of communication breakdown</p> <p>Risk of personal mental health issues</p>	<p>Good built relationship with trustee if you support them through this.</p> <p>Trustees may be seeing possible issues for the first time.</p> <p>A learning experience for everyone involved!</p>	<p>Best Solution: combination of all three green ideas.</p> <p>Make sure you move to prevent future scenarios like this.</p> <p>Ensure the rescue has spoken/liased with the kennel provider</p> <p>Clearly communicate the purpose of the visit to rescue so they can easily repeat that to their kenneling providers.</p>
<p>You are assessing a long-term member, who has not had an external assessment for some years. When you arrive at the facility you discover that none of the enclosures meet ADCH minimum standards and there are very basic requirements not being met, such as providing scratching facilities or hides for cats. The main rescue owner is not present at the assessment and their partner gives you an overview of daily routines where there are several red flags in basic understanding of animal welfare and disease control.</p>	<p>Who: Assessor, Member, Partner of rescue Member</p> <p>What: Not meeting Standards, enclosures not big enough</p> <p>Where: in person at rescue site</p>	<p>Assessor: “Help!”, they might be feeling anxious about having a difficult conversation, disappointed, confused.</p> <p>Rescue: Confident (they are already Members), angry, defensive, overwhelmed.</p> <p>Gut feeling: Difficult conversation, frustration, why is the partner not there? Suspicious.</p>	<p>Attempt to speak to team/main rescue ‘owner’</p> <p>Don’t patronize, open conversation</p> <p>Encourage joining Facebook group, use of ADCH templates and toolkits, investigate grants available.</p>	<p>Unfair representation.</p> <p>Reputational risk to both ADCH and rescue.</p> <p>Risk to relationship between ADCH and rescue.</p> <p>Risk to personal safety</p> <p>Risk to previous assessor.</p>	<p>It is an opportunity to rectify and support.</p> <p>You can build a good relationship through delivering feedback in a constructive and supportive way.</p> <p>Opportunity to promote ADCH and the importance of Standards.</p> <p>Promote your own work and rescue.</p>	<p>In addition to green ideas, encourage communication to help the rescue understand WHY a Standard is in place.</p>