

ContinuEd® presents

Problems in Small Animal Behavior:

# Understanding and Preventing Canine Aggression

A One-Day Seminar for Everyone on Your Hospital Team

**Sunday, March 11, 2012 • 9 AM - 3 PM • Hilton Garden Inn - Phoenix Airport North**

**3838 East Van Buren Street • Phoenix, Arizona 85008** - just north of Sky Harbor Airport, one block from Phoenix Light Rail

## Course Overview

There are frequently signs early in a dog's life that signal the development of aggressive behavior. If you know what to look for, and what to do when you see it, you can potentially prevent that cute little puppy from turning into Dogzilla! This seminar is designed to provide everyone in your hospital team with the tools to recognize and manage those early signs of canine aggression. If aggression is already a problem by the time you first see a patient, you'll learn tips and techniques for managing that aggression, and how to take that "dog gone wrong"... and make them right again.

## Seminar Topics

### • "Can You Hear Me Now?": Interpreting Canine Communication

Growling, biting and other aggressive threats are a normal part of the canine communication repertoire. If a veterinary professional can recognize a potentially aggressive situation early in the interaction, they can then make appropriate changes in their actions and in the environment to prevent the dog from escalating its communication to the next level.

### • "Don't Touch Me": Behavior Modification Techniques for Cage Protectors and Other Challenging Patients

It is important to remember that each interaction you have with a patient sets the tone for future interactions. Without proper management, a difficult-to-handle patient can become *more* difficult each time it enters the veterinary hospital. This session will focus on problem solving tools for modifying the behavior of these patients and improving your interaction with them.

### • Puppies Gone Wrong... And Right Again

Frequently adult dogs are seen for aggression issues which can be easily prevented through client education. Learn why puppies can become aggressive, as well as the risks and warning signs for potential problems. Then we'll discuss treatment approaches that work, and ones that don't.

### • Assessment of "Behavior Problem" Patients

How do you quickly and efficiently determine the issues a client is facing? When is a problem behavior truly a behavior disorder that requires an organized team approach? Effective management of aggression requires a team approach.

## Seminar Agenda

8:00 - 9:00 AM	Sign-in/pick up course materials/coffee service/social time
9:00 - 11:40 AM	<b>Morning Seminar Sessions</b> (with refreshment breaks)
11:40 AM - 12:20 PM	Lunch (provided)
12:20 PM - 3:00 PM	<b>Afternoon Seminar Sessions</b> (with refreshment breaks)



## Seminar Registration (see form to the right for four easy ways to register):

The fee is \$169 per person for early bird registration by February 17. Discounts for four or more. See form to the right.

**Registration includes:** admission to the seminar providing **six hours of continuing education**, coffee service on arrival, lunch, all refreshment breaks, reference-quality course notes, and a certificate of completion.

**Don't delay.** Total attendance is limited. Register early to save your place. Final deadline is Tuesday, March 6.

**Confirmations, Cancellations and CE Credit:** Confirmation of your registration and directions to the hotel will be *mailed or faxed* to you on receipt of your paid registration. Participants who need to cancel their registrations may do so up until March 6, and receive a refund, less a \$25 fee per cancelled registrant. There are no refunds for cancellation after that date, but you can substitute individuals without penalty right up to the day of the seminar. *No refunds for no shows.* Programs often sell out. Early registration is strongly encouraged. **This course has been submitted** (but not yet approved) **for six hours of continuing education credit** in locations (like Arizona, California and Nevada) that accept AAVSB RACE approval. Participants should be aware that certain states have limits on the number of continuing education hours that can be claimed from certain types of programs. If you have questions, please contact the office of ContinuEd at 1-800-539-7395.

**Registration Form - Phoenix - March 11, 2012**

**Understanding and Preventing Canine Aggression**

A Seminar for Everyone on Your Hospital Team

**There are four easy ways to register:**

**Online:** Go to **www.continu-ed.com**.

**Phone:** Call **1-800-539-7395**. (M-F, 9am-4pm, Pacific Time)

**Fax:** FAX this form to: **(206) 230-8359**

**Mail:** Mail this form to: **ContinuEd  
PO Box 75598  
Seattle, WA 98175**

Print name(s) clearly, with legal title (RVT, LVT, DVM) where applicable. **Names will appear on certificates exactly as written.** If you'd like a nickname on your name badge, put it in "quotes" after your name. Lunch is provided and includes meat. If you prefer a vegetarian lunch, please check the box after your name.

- 1) \_\_\_\_\_ Vegetarian lunch
- 2) \_\_\_\_\_ Vegetarian lunch
- 3) \_\_\_\_\_ Vegetarian lunch
- 4) \_\_\_\_\_ Vegetarian lunch
- 5) \_\_\_\_\_ Vegetarian lunch
- 6) \_\_\_\_\_ Vegetarian lunch

Hospital Name (if applicable): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ - \_\_\_\_\_ FAX: ( ) \_\_\_\_\_ - \_\_\_\_\_

**I'm registering 1 to 3 participants**

\_\_\_\_\_ @ \$169 each by Feb. 17; \$189 each thereafter = \$ \_\_\_\_\_

**I'm registering 4 or 5 participants (lower fees)**

\_\_\_\_\_ @ \$159 each by Feb. 17; \$179 each thereafter = \$ \_\_\_\_\_

**I'm registering 6 or more participants (even lower fees)**

\_\_\_\_\_ @ \$149 each by Feb. 17; \$169 each thereafter = \$ \_\_\_\_\_

**Paid by (check one):**  Check (enclosed, payable to ContinuEd)

Visa  MasterCard  American Express

Acct. #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Exp. Date: \_\_\_/\_\_\_ Name: \_\_\_\_\_

Signature: X \_\_\_\_\_

Multiple registrant discounts apply to the number of registrants received AT ONE TIME, from the same hospital address, registered together at the same time on the same form, phone call or online. Discounts are not applied retroactively to existing registrations.

**Early bird deadline: Feb. 17. Final deadline: March 6.**

## Our Instructor

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### Julie K. Shaw, RVT, KPA-CTP, VTS

*Animal Behavior Clinic • Purdue University  
School of Veterinary Medicine • South Bend, Indiana*

Julie Shaw is the Senior Animal Behavior Technologist at the Purdue University Animal Behavior Clinic in South Bend, Indiana. She is a charter member of the Society of Veterinary Behavior Technicians, and **Past President of the Academy of Veterinary Behavior Technicians**. Ms. Shaw is the Section Editor for *Veterinary Technician* Journal and also a faculty member of the Karen Pryor Academy for Animal Training and Behavior. She is also the Editor of the textbook: *Animal Behavior for Veterinary Technicians and Nurses*, published by Blackwell Publishing.

Julie is a **popular national and international speaker** on problem prevention, practical application of behavior modification techniques and a variety of other companion animal behavior topics. She was the recipient of the **North American Veterinary Conference Veterinary Technician Speaker of the Year Award** in 2006 and was named the 2007 **NAVC Mara Memorial Lecturer of the Year** for her accomplishments and leadership in the veterinary technician profession. She also received the 2008 Society of Behavior Technicians Research Award. In 2009, she was recognized as the **Speaker of the Year at the Western Veterinary Conference**.

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### Don't miss this seminar !

Join us in Phoenix on  
**Sunday, March 11, 2012.**

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**Don't miss this valuable seminar.  
Register early as a team to save your place.**

*One time only this year in Arizona*

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