

## Schedule of Training

### **Day 1**

8:00 AM – 5:00 PM

### **Day 2**

8:00 AM – 5:00 PM

### **Day 3**

8:00 AM – 5:00 PM

Each Day:

12:00 PM – 1:00 PM

Lunch — on your own

Upon successful completion of the program, participants are awarded a certificate of Comprehensive Animal Management Certification. Successful completion shall include a minimum passing score of 80% on the written examination and mandatory attendance during all training.

The ACTS Comprehensive Animal Management Certification costs just \$375 per student for the complete course. You may pay for this training program either with an Agency Check, Personal Check, Purchase Order or Credit Card. To obtain a registration form for this course, please visit [www.aco-acts.com](http://www.aco-acts.com). Questions? Contact ACTS at 913-515-0080 or via email at [info@aco-acts.com](mailto:info@aco-acts.com). Upon registration, you will receive a confirmation letter via e-mail.

Class location: Cumberland County Animal Control, 4704 Corporation Drive, Fayetteville, North Carolina 28306. Need directions? Please call 910-321-6852.



Animal Control Training Services  
16608 W. 144 Terrace  
Olathe, Kansas 66062

Phone: 913-515-0080  
Website: [www.aco-acts.com](http://www.aco-acts.com)  
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## Comprehensive Animal Management Certification

January 29-31, 2020

Fayetteville, NC



## **Training Course Topics**

**Advanced Case Supervision** - Handling complex cases as a supervisor is a different world. This segment focuses on the myriad of cases that require oversight and direction. How to handle a case as a manager, not a line officer.

**Basic Budget Planning** - Money management, basic purchasing tips and how to submit requests are covered.

**Disciplinary Investigations** - Basic steps for violations of workplace rules and regulations are covered including how to conduct interviews, document findings and write-up counseling statements, reprimands, personal improvement plans and disciplinary findings from a generic standpoint.

**Equipment, Vehicles and Operational Needs** - Recommendations for basic equipment, vehicles and supplies are provided along with information on how to maintain that on a daily basis. "How to" fix animal control equipment and where to get supplies are also covered.

**Evaluating Staff** - How to create & maintain performance standards along with how to document monthly, yearly and probationary periods. Phraseology, techniques and tips for completing these tasks and related paperwork.

**Interviewing and Selection** - How to find the best choices for the job. Skills in reviewing applications, posting jobs and creating interview questions are covered.

**Managing Generational Employees** - This segment covers the types of generational employees in the workplace and how best to manage them to get high performance.

**Meetings: Individual, Specific Groups, Entire Staff** - How to schedule meetings and set agendas is offered in this segment. Managing attendance, determining needs and outcomes for effective meetings.

**Policy and Procedures: Review and Development** - How to create, review, implement and update policies and procedures are discussed with examples & sample materials to build on provided.

**Pushing Paperwork: Reports, Memos and Correspondence** - How to compose and handle routine as well as complex correspondence is reviewed. Letter, e-mail, telephone, or text? Picking the best means is half this battle. Public records & records retention schedules are mentioned in addition.

**Supervising Daily Operations** - Scheduling, handling leave requests, motivating & directing employees are part of everyday operations.

**Training and Staff Development** - Training needs assessments and evaluating skills are covered here. How to arrange in-house, contractor and related training is reviewed.

**Transition from Staff to Supervisor** - This segment shares information on how to move from staff to supervisor. Information on confidentiality, challenges and changes that come with moving up in the chain of command.

**Workplace Harassment and Violence** - This section covers the generic subjects and highlights practices to avoid as well as how to mitigate instances in the work environment.