

Nordic Dog Symposium 2017



Dog lovers in motion

Trotting skeletons, sniffing strings, rotatory characters, a schnuffelgarten and plenty of laughs were on the menu for dog lovers at this year's Symposium. Not to mention the excellent food, helpful staff and great company. Turid again had an extraordinary lineup of speakers with lots of knowledge to impart. This one will be hard to beat!

Join us again next year at Olavsgaard (the hotel with the icecream and popcorn in the conference lobby) for another unforgettable experience!

Dog Symposium 2018

3-4 March

PART 1

This year's report is in two parts. Part 2 (Martin Fischer and Daniel Mills) is pending approval by the speakers and should be ready by the middle of May.



What it is like to be a dog

Alexandra Horowitz, USA
Adjunct Associate Professor

Alexandra Horowitz has been teaching psychology at Barnard College, Columbia University, since 2004. She is currently testing the olfactory experience of the domestic dog through experiments in natural settings. She is very keen on trying to understand what it might be like to be a dog—the dog’s point of view, as it were. To do that, one has to have a handle on the dogs’ cognitive abilities and perceptual experiences. Since dogs are primarily olfactory creatures, this means understanding the world writ in scents. Before her scientific career, Alexandra worked as a lexicographer at Merriam-Webster and served on the staff of The New Yorker. She and her husband live in New York City with Finnegan, “a dog of indeterminate parentage and determinate character.”



Alexandra started with a brief history of how comparative cognition has developed over the past 20 years. When she started her graduate work, nobody was uttering the term *comparative cognition*. Dogs were not particularly interesting as a subject of study then, either. Scientists were more interested in looking at animals that were more like us—such as primates—or more exotic. Today, this has changed. Dogs are the subject of much scientific scrutiny.

However, most comparative cognition research is about asking whether dogs show the same behaviours as human infants and adults. We somehow feel we know what is on a dog’s mind—what they want and what they feel. We even dress them up in human clothes. Alexandra’s approach is to try to find out what is really going on in the dog’s mind, from the dog’s point of view.

Evolutionary history in art

Alexandra gave us a fascinating look at how our perception of dogs, and their place in our society, has changed through the centuries as expressed in art.

In ancient tapestries, we generally see dogs accompanying humans in their tasks. They are usually working dogs, such as hunting dogs or guard dogs, and they are somewhere at the side of the scene. But something interesting happens around 1500, where the dog starts moving into our portraits, first at the side, and gradually into the lap. Today dogs are often at the centre of the scene, or the subject of the portrait itself, with no human present. It even includes amusing portrayals of dogs, like a cartoon we were shown of dogs playing cards—and cheating!

Attribution of secondary emotions

Alex showed us several pictures from Flickr, which people think show sad dogs. There *is* something sad in their demeanour, but is that only our interpretation, or are they simply resting their heads on the floor? She showed other pictures

that people think show proud dogs, but is the head raised for other reasons, like carrying a stick that is too big or averting the gaze from the camera? And are pictures of dogs that are apparently happy actually showing them yawning at the camera, or doing something else?

Morris et al. determined some years ago that owners were happily attributing embarrassment, disgust, grief/mourning, sense of shame, pride, empathy, guilt and jealousy to their dogs. An amazing 81% felt that their dog experienced jealousy. *Primary* emotions like happiness and anger are neurally similar for many mammals, and few of us dispute those. But *secondary* emotions are interesting, because they reflect a higher cognitive capacity or a culture that defines these terms.

Barney and the teddy-bear carnage

Alex got interested in the concept of dog guilt because of Barney, a Doberman that had been given the unfortunate task of guarding a priceless collection of teddy-bears, including one that had belonged to Elvis Presley. In the morning, they found heads pulled off, arms, limbs, fluff and bear parts everywhere and total carnage. People seeing the picture of Barney said he looked so sorry, he shouldn’t be punished.



Disambiguating the “guilty look”

Was Barney really feeling guilty, or was he averting his gaze and reacting to the shock of people around him? Alex took us through an experiment she had designed in order to tell the difference.



When the projector broke down, Alexandra wondered whether she would physically have to illustrate how a dog does its business.

The subjects were dogs in their own homes, and the experiment was done by the owner. The owner asked the dog to sit, placed a special treat on the floor, and told the dog not to eat it. Then they left the room. One of two things could happen: either the dog refrained from eating the treat, or he ate it. Upon returning, the owner was told that either the dog had eaten the treat (upon which the owner gently “scolded” the dog), or had left it untouched (in which case the owner greeted the dog normally). But in some cases, the owner was told that the dog had eaten the treat when he hadn’t, or vice versa.

The dogs only looked “guilty” when scolded by the owner, regardless of whether he had eaten the treat or not. However, they tended to look even “guiltier” when innocent! People interpret their dog as being “guilty” when the dog averts his gaze, rolls over, lifts a paw, drops his tail, gives a low wag, retreats, has his ears and/or head down, and/or gives flicks of the tongue. All of which, as Turid pointed out, are calming signals, or appeasement behaviour.

There were a couple of other interesting features as well. Dogs that had been in obedience classes also looked guiltier. Obedience classes might be a context where they learn these behaviours as a response to owners.

This study was replicated by a group in Hungary, with an interesting difference. The owners were asked, before entering the room, to guess whether their dog had eaten the treat. Many owners believe that *their* dog feels guilt no matter what studies say, because their dog looks guilty when they get home, even before they see the damage. So, in this replication, the owner was asked, based on looking at the dog, “Is your dog guilty? Has he eaten the treat?” Not surprisingly, the owners got it right exactly 50% of the time.

What about jealousy?

Owners’ feelings that their dogs experience jealousy is rooted in them thinking that a dog finds a certain situation to be unfair.

There is a well-developed way of testing this, called *inequity aversion* tests.

Inequity aversion means, for example, that if two people are doing the same job and one is paid more than the other, the one who is paid more doesn’t really like it and comes up with an explanation to make it fair. For example, “I’m better at the job; that’s why I get paid more.” The person being paid less doesn’t like it either, so they change their behaviour to make it fair. They may start working less hard.

Alex took us through an experiment where both subject and control dogs were asked to sit on command, then rewarded with one, more or no treats—so-called “fair” and “unfair” trainers. The subjects chose randomly between those with treats. No dog, upon being fed, asks whether we have fed the cat as well! They just consume what they’ve been given. It is less a concern with fairness and being jealous than with who has all the resources.

Does anthropomorphism matter?

Some degree of anthropomorphism is, to some extent, a part of everyday life. But carried too far it can have extraordinary results, as well as being dangerous. If we assume that dogs understand right and wrong in the same way we do, we start treating them as real members of our society—with all the responsibility that entails. In the Middle Ages, right up through the 18th century, it was not uncommon for animals to be put on trial for perceived crimes against humans, like theft or murder. There would be a lawyer, the case would be presented before a judge, who would rely on precedent and issue a verdict, which in most cases was guilty. Then the animal would be executed in a public demonstration. In the US, the first demonstration of electrocution on a grand scale was a hundred years ago in the US, of an elephant who had killed her three abusive trainers.

So the first thing we have to do is unpack for owners their natural inclination to make these attributions to dogs. Again, it is quite natural to anthropomorphise; we have been doing it since time immemorial. Although we should respect that tendency, we should examine it and unpack the behaviours.

At the turn of the 20th Century, Jakob von Uexküll wrote a book called

A stroll through the world of man and animals (Streifzüge durch die Umwelten von Tieren und Menschen), in which he advocated a description of the animal's world from the animal's point of view, looking at things that are salient and reasonable for the animal. He called this the Umwelt—and used it in the sense of the self-world of the animal, the bubble in which that animal lives. It is important to define that world not by what someone else assumes they are perceiving, but by what that organism can perceive, what their senses allow them to perceive about the world.



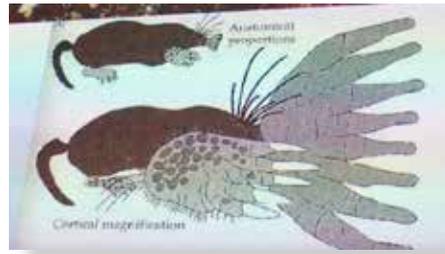
The Umwelt

Alex showed us a picture of a 19th-century German city room as drawn by von Uexküll, with the Umwelt of a fly in mind. The room highlighted the objects that would be relevant to the fly, like a lamp (warmth and light) and bits of food on the table and floor. Drawing this again for a dog, the highlighted areas were the sofa and chairs, where the dog might lie, food scraps on the floor, and some scents along the wall—things that have relevance to the dog, that it can interact with. Neither of these creatures will perceive the room in the same way we do.

A tick, for example, has a totally different Umwelt to either us or the dog. It certainly has no sense of guilt or pride. Ticks are blind and only “see” through photoreceptors on their skin, which allow them to sense warmth. They can only smell particular odours, like butyric acid which is a component of human sweat. They can be dormant for 18 years, but when they sense the nearness of a potential host, they drop.

Bats have an umwelt based on ultrasound and echolocation. Their prey, the noctuid moth, has evolved to detect sounds on that same frequency, to give them a better chance of survival. These

were just a couple of examples that we looked at.



Cortical magnification

Another way to look at an animal's Umwelt is to see the commitment of the brain to certain areas of the body, then redraw it accordingly. This is called cortical magnification. The figure above shows what that would look like in a certain type of mole.

The raccoon and the piggybank – Marian & Keller Breland

Psychologists Marian and Keller Breland trained animals, mostly for Hollywood, and wrote a paper called *The misbehaviour of animals*, in which they described the behaviour of a raccoon that they had difficulty training. They had successfully trained a pig to drop a coin into a piggybank, but when they tried it with raccoons, they failed. They would get the raccoon to the point where it almost put the coin in the piggy bank, but it would snatch the coin back and refuse to let go. The more they tried, the worse it got. The raccoons were frantically rubbing the coins between their paws. The Brelands finally gave up. However, if we look at the natural behaviour of raccoons, we understand why. Raccoons often hold small prey or food items in their hands and wash them, and use this method to rub off the shells of crustaceans. It is their natural behaviour. If we want to train a raccoon to do a trick like this, we have to use that natural behaviour instead of trying to work against it. That didn't work for the Brelands.

Looking at it from a different perspective

It is not only other species that have a different Umwelt; other people may have a different view as well. Alex ended the session by telling us about a friend who took his 6-year-old son to an art museum and couldn't understand

why he showed zero appreciation for the paintings. Until he got down to the little boy's level and saw that the frame was reflecting the windows and other objects in the room, and obscuring the picture itself. Also, the dimensions of the picture were totally different from the level of a six-year-old child.

The dog as an olfactory animal

Alex spent some time looking at the dog as an olfactory animal. She reviewed how the dog orients itself with the passage of time since a scent was deposited. When a dog leaves the house and smells into the breeze, he may smell something that just passed, that we never saw. And he might be sensing something that visually has not happened for us yet, like a person around the corner. A dog's moment in time is rubber-banded by smell, by something that happened in the past and things that are going to happen in the future.

Alex showed us a nice picture from National Geographic of a dog tracking a partridge. The zigzag pattern left by the dog was very clear, and showed how the odour was working. The dog moved until the odour concentration diminished, then moved back until it got stronger again. This sense of the position and time of scents is what allows dogs to do e.g. search and rescue.

Dogs can also be trained to detect cancer, or bedbugs, or termite infestations. They can help researchers canvass the size of populations through droppings, or find cadavers even underwater. One dog has been trained to detect the scat (poop) of the Puget Bay white whale, which floats on the water for 30 minutes. The dog is able to point about a nautical mile away, and direct the boat through pointing with his nose to the source of the scat.

Self-recognition?

Visual self-recognition

Do dogs recognise themselves in the mirror, and do they notice if there is something odd about their appearance? Chimpanzees, magpies,

elephants and dolphins have all been found to examine themselves in the mirror and touch a spot on themselves that is marked differently, much like we do if we see a hair out of place or a stain on our face. Dogs, however, do not do this, because they are primarily olfactory animals. A mirror doesn't smell.



Olfactory self-recognition

Alex described an experiment she developed to try to understand whether dogs recognise themselves through an “olfactory mirror”. For that, she placed urine, both from the test dog itself and from other dogs, in small canisters. She then measured how long they spent at each canister, which made for some very amusing video as all dogs behave individually. Some spent considerable time sniffing, others caught a whiff and left immediately. Most were somewhere in between.

The results showed that the dogs spent significantly longer smelling the odour of another dog than their own, which is considered natural behaviour. We don't normally see dogs urinating, then going back and spending a significant amount of time investigating their own pee, even if they come upon it again later.

But what about the olfactory version of finding a stain on your face or a hair out of place? What if a smell in your own urine is “out of sorts?” In her experiment, Alex added a marker to the dog's urine, something just sufficient to change the odour. With the 45 dogs tested, the findings were significant. Without any other contextual clues, they were more interested in their own odour when it was changed. The dogs were also tested to see if just the mark by itself (not in the urine) would be interesting; it wasn't. Thus, it was the change in the smell of their own urine that caught their attention.

Tests among dogs also show that they are more interested in the urine from unfamiliar dogs than they are in urine from a known dog or other dog in the household.

Quantitative discrimination

Visual

If a dog is presented with three pieces of a treat versus one, or two versus four, can they tell the difference by looking? It is no surprise to us that they do make a visual discrimination, and choose the larger quantity. But what if they can't see it?

Olfactory

Alex described three scenarios where they tried to ascertain the dog's capacity to detect quantity by smell.

- A. In one scenario, one treat was placed under a plate and three under another. The dogs were allowed to sniff the plates before they were put on the floor. They were led off, then allowed to come back and select between the plates. They got a treat regardless of which plate they chose. There were 69 dogs in the study.



- B. In another scenario, the dog would watch while the owner picked up the plate with the smaller quantity of food, sniffed it, said something like, “Wow, what yummy food!” put the plate down and walked away. The dog could then choose which plate to go to.

- C. In the third scenario, three common household ingredients were added to the treats in very small quantities—vinegar, which is in many-cleaning supplies, lavender spritz shampoo, and a mint breath spray—to see if this changed the dogs' preference in any way.

Scenario A: Surprisingly, in the first scenario (different amounts of treats under plates, no comment from the owner), the dogs made no distinction between the plates with more or less food under them. Surely, with those hundreds of millions of receptors they could detect the difference between one or three pieces of hotdog? Alex said that this was a nice example of the experimenter (Alex) not taking the Umwelt of the dog entirely into account. Upon further investigation, they found that the dog *was* making a discrimination, when considering the *amount of time* they sniffed each of the plates before the plates were put on the floor. They spent significantly longer sniffing the large quantity. But by the time the plates were put down, and the dog was asked to make a choice, something had happened. Either they had forgotten and didn't make the connection, or they were confused about the task, or something else had occurred. This is good evidence that experimentalists have to be very straightforward in experimental situations. They have to be very careful what they convey to the dog about what the task is. The task may be obvious to the person (smell different quantities and choose the larger quantity), without being in the least bit clear to the dog.

Scenario B: The dogs were split 50/50 among those that went for the plate with the larger quantity of food, and those that went for the plate that the owner was enthusiastic over. They could see the plates, but still, half of them went to the plate with less food but an enthusiastic owner. They essentially just wanted to go where the owner directed them.

Scenario C: When the treats were scented, most of the dogs chose the smaller quantity. Thus these ordinary household products changed the interest of the dog in a larger quantity of food.

The experiments showed that pet dogs are not using their noses to detect quantity. They will follow their owner's choice even when they can see that the treat is inferior.

So dogs in our home can smell, but they are essentially losing their noses—for the simple reason that we don't let them smell their world, because we are

not smelling it ourselves. Instead, they follow us. We are more interested in the visual world. People often call their dogs away from sniffing each other.

Alex spent a few minutes looking at how dogs sniff each other, and how important nosework is for their wellbeing. She encouraged us to take our dogs on “smell walks” and to try to smell some of the things we see them sniffing at (even if this causes passers-by to look somewhat bemused!).

Can we track?

Everything we taste is based mostly on our olfaction. Flavour is an olfaction. That is why, when we have a cold, we can't taste well. Alex described an experiment where the researchers saturated a string with chocolate essential oil and hid it in the grass. They then put a blindfold, heavy mittens, earmuffs and kneepads on volunteer students, and asked them to navigate

by odour. It took a lot of training, but the students were able to do it again and again.

Alex got each person in the audience to take an object from their pocket and hold it for their neighbour to smell.



The neighbour had their eyes closed. It made for some very interesting comments from some in the room! She then asked for a volunteer to come up front, and after blindfolding the volunteer she put some chocolate-scented twine on a table. Amid lots of laughs around the room, the volunteer tried tracking the twine along the table with her nose. It was a very difficult task! The volunteer afterwards said that she did smell the twine, and that it was a very strong smell, but it was hard to tell when she was too far away, until there was no scent at all.

Alex wrapped up her excellent presentation with a link to a short video that she has done with a friend on how to master our sense of smell, and she encouraged us to take our dogs out into the world of smell.

<http://ed.ted.com/lessons/how-to-master-your-sense-of-smell-alexandra-horowitz>



A doggy day care

Manja Leißner, Germany

Manja is a qualified dog psychologist from the renowned ATN Academy of Veterinary Medicine in Germany, and a member of the PDTE. She is the owner of the QimmiQ Lodge, which has run a day care for dogs since 2011 and offers dog walking services, boarding, 1:1 training, consultations and classes. Her unique concept of running a doggy day care allows dogs to develop their senses and build friendships in a stress-free environment.

Manja presented the doggie day care that she has run since 2011. She described the setting, the daily routine, how they set up the stimulation/environment for the dogs, how they put social groups together, and how they integrate a new dog.



Definition

The QimmiQ day care is a short-term boarding kennel, with many similarities to a regular daycare for children. It fills a niche between a boarding kennel and pet sitting. There are not many laws or guidelines for dog day care services in Germany. Some communities do place restrictions, for example, on the size of the lodging.

Main goals

For Manja, the main goals include supervising dogs while the owners are gone, providing a stressfree daily routine for them while they are at the dog care, and to be a point of contact between the owner and the dog. But the primary goal is to let each dog be a dog.

How to make it work

It is not a drop-in day care, where owners can just come by in the morning and drop off a dog with no advance planning. There is a clear weekly rhythm without any pressure; the dogs normally meet once or twice a week and know

the other dogs in the group. This brings predictability and stability to the group, and less stress for the dogs. The setup enables them to build friendships within the group and focus on the social environment.

Setting

The premises are divided into inside and outside areas. The outside area provides lots of space and solid fencing that dogs cannot jump over or dig under. There is plenty of grass, and the surroundings are peaceful. There are different compartments, both inside and out, so that dogs can be separated. The indoor area is heated and divided into open cabins. The kitchen area is separate from the main area, to prevent food guarding problems. In the indoor areas, dogs can lie down at different levels off the floor. They have the freedom to choose their own spots. The furniture is changed around as well, offering the dogs new smells and textures.

Daily routine

The daycare opens at 7 in the morning and closes at 7 in the evening. Dogs arrive between 7 and 9 AM. They are discouraged from coming later, as the dogs are taken for walks around nine, so there is plenty of time for rest afterwards. The dogs need time to settle down, do their business and meet other dogs before falling asleep.

Manja showed a video of dogs arriving. Each dog is given plenty of time to sniff around before meeting the others. Each dog is different, but they usually make it clear when they are ready to meet the others. The atmosphere in the video was lovely and calm.

Once all the dogs have arrived, they go on a walk. The main reason is to change environments, and let the dogs explore different areas. Sometimes there are interesting surprises, like bales of hay in a field. They also visit a Schnuffelgarten, or "scent garden" where dogs can be off leash. Sometimes they



even get to go to the pool! There can be up to about 13 dogs on walk, depending on how individuals can handle it. If a dog is not able to handle this sizeable group, he is taken out separately. Dogs that need to be on leash, like those with a strong hunting behaviour, have a 5 m long lead, which allows them plenty of space to explore. We watched a short video of dogs getting into the van that is used for excursions, and they all happily got on board and knew their own place in the vehicle. It was nice looking at the dogs interacting with each other in different ways in a field on walks.

After the walk, the dogs come in again and rest for about 3 hours. This resting period is very important to allow the dogs to process all the information and experiences they have had on their walk. The dogs are allowed to choose their own spot, and change places and position as much as they like. Most importantly, they are able to stretch out fully. Because dogs are social sleepers, they tend to stick with their friends in a cabin. The surroundings have to be kept calm, so no other people are allowed in during this time apart from those dealing with the dogs. If people are allowed in, it puts the dogs in a restless situation and they are not able to sleep. If they are stressed in the afternoon, they will probably be less social.

Indoors, there is gentle background music to help the dogs relax. Dogs are also provided with something to chew, because a hungry dog will not fall asleep. Manja gave us a quick review of the autonomic nervous system to explain why this is important, and how it helps the dogs fall asleep. A video of the dogs returning from their walk showed how satisfied they look, and how they select their places. The indoor area is heated to around 22-24°C.

Around 2 PM, the dogs are let out and spend time together in the outdoor area. They stay outside with the trainers for about 90 minutes. They have the freedom to enjoy the surroundings calmly, or to play if they wish.

The dogs are usually picked up between 5 and 7 PM. The transfer occurs individually, to prevent problems. Each dog is able to meet his owner alone, and the owner has a chance to discuss the dog's day with the trainer.

Stimulation/environment

It is important for dogs to use all their different senses. They have the possibility to explore at their own speed, without any pressure. They are presented with different stimuli, like various objects, materials, types of ground, and a whole range of smells. The trainer also makes a point of identifying which senses the dog is possibly using less, and tries to encourage those.

We saw photographs of dogs digging, exploring tires, sniffing concrete blocks, wood piles, other piles of natural materials, and objects that have been placed around the field. Snowbanks also make a fun place to be in winter.



Each owner donates dirty socks to this piece of fine art—the smellier the better!

Owners donate boxes, socks, and other objects for nosework. When the dogs are given boxes, they are kept apart, each with their own “project”. When they are done, the dogs change around and explore each other's boxes.

Sometimes other animals, like sheep, visit the yard while the dogs are elsewhere. It is a joy for the dogs to explore the smells left behind. Sometimes people are allowed into the yard, but it is very important to explain to them how to behave, even before they meet the dogs. This is even the case with their photographer, who has been with them for five years. Every time there is a new dog, this is discussed with her. Always when there is a new person, they need to be shown the hand signal, how to turn away, and even how to stand still. The person should not talk to the dogs at all, and they should listen to the dog trainer. Always.

Another important time, usually in the afternoon, is the calming session. This is where the dogs are together in a social group, or simply relax and lie down in the presence of other dogs. This takes time, and the trainer must be willing to separate the dogs if necessary.

Dogs must be allowed to be dogs—even if they want to wallow in mud! We saw a video of them sitting on benches (or jumping on and off them to play), wooden sofas, climbing up sand piles and snow piles, and rolling around. And of course digging. When one dog digs a hole, everyone else goes to explore it afterwards (including the humans!).

Social groups

A social group has been defined as two or more individuals who interact with one another, share similar characteristics, and collectively have a sense of unity. Social groups come in a myriad of sizes and varieties, and there is normally a specific role allocation for the group. For adult trainers, this means that it is important to accept the characteristics of each dog, and to remove a dog who does not allow peaceful companionship. He might need a different group, or it may not be the right concept for this dog. Young and older dogs are kept together, and the day care does not usually accept dogs younger than 6 months. It is also slightly trickier with dogs aged 6 to 12 months, but they can handle it better than puppies. If a dog is not at his best on a particular day, he is given the possibility to have e.g. longer breaks. He is also given plenty of praise.

Dogs should also be shown how to behave in the group. To take the speed out of a group, dogs can be put on a 5m leash. It is also important that dogs who have been in the group for a long



time do not become defensive of their role. It is important to give the group new experiences together.

Integrating a new dog

Sometimes a social group can change a bit. A dog may leave, or a new dog comes in. Integration is the tricky part. The guidelines that Manja gave must be adapted to each individual dog.



Manja started by stressing the importance of always listening to our gut instinct. "If it doesn't feel good, just don't do it."

- The new dog visits the daycare for a couple of hours the 1st 2 weeks.
- The new dog gets to meet the others one by one, not all of them the first time.
- A new dog needs 4 to 6 weeks to settle down on average. This means for the whole group that no other dogs come in for about 8 weeks. The whole group needs to calm down as well. How do is this achieved?

Step 1

- The new dog and his owner visit the property together for the first time. There should not be any other dogs around, so the dog has its own time to run around off leash in the fenced area. They can sniff without any distractions, the owner and the dog both get to know the trainer, and the trainer gets first impressions of the dog and its owner.
- The dog trainer explains the daily routine, how the dog is transferred on arrival and departure, and the owner is asked about allergies and possible diseases. The trainer talks about the terms of business and answers any questions.

- Usually, once an owner has decided to place the dog at the day care, this is an unknown situation for both of them. This is why both the owner and the dog need clear instructions, especially for the transfer part.
- At the end of the visit, the trainer shows the owner and the dog the indoor area, and the dog leaves the day care with the owner. The dog does not stay on the property.
- The reason it is done this way is that the dog needs to learn that his owner is coming back. There are always problems when a dog doesn't know what is going on. It's very stressful for a dog if he doesn't know if the owner is coming back.

Step 2: First visit

- The transfer of the new dog happens separately.
- The owner needs to leave shortly after the transfer. Quick and easy.
- The dog should be able to see his owner leaving. He should not be in a situation where he goes behind a bush to sniff, and when he comes back the owner has disappeared.
- When the owner has left, the trainer leads the dog to a separate outdoor compartment where there are no other dogs, to give him time to check and sniff around. The trainer observes the dog the whole time.
- The dog is then allowed to meet the others at the fence. This allows the trainer to see whether the dog is shy, or more confident in relation to other dogs.

- The dog is put on leash. When he is done exploring, he can gradually be introduced to the other dogs.
- It is important that one dog trainer handles the dog, while another trainer is working with the group.
- It is very important to make it safe by using leashes. This helps to take the speed out of the situation. Speed makes dogs nervous and can lead to wrong reactions.
- Trainers must watch for calming signals and react accordingly.

- While the dog is on leash, the trainer follows the dog, not the other way round. The dog needs to explore, whereas the trainer already knows the property. No leash work should be done at this time. It doesn't matter if the dog pulls a little; he will be a bit nervous.
- The new dog then gets to meet the other dogs one by one.
- Breaks are very important! A new dog needs lots of breaks. Usually the first one will be after 10 to 15 minutes. It is important to watch for calming signals. Some dogs can go for longer, depending on their level of experience.
- The dog should then be separated and given a treat search.
- After a longer break of 15 to 30 minutes, the dog is usually ready for the others again. The dog will make it clear when he is ready, usually by standing at the gate or trying to get in touch with the other dogs.
- This continues until the owner picks up the dog, usually after about two hours. This is enough for the first time. The first visit should not take any longer and does not include resting time, as the dog is unable to relax and settle during the first visit. Everything is new and exciting.
- There is one goal: having a fun time!
- When the owner picks up the dog, it is important to tell them not to do anything for the rest of the day. Just go home and let the dog sleep until he gets up again.

Step 3: Second visit

- The new dog visits the day care for the second time, on the same week-day.
- The transfer is the same.
- The dog stays for two hours.
- The dog gets introduced to other dogs, and also to those he met before. Always be aware of calming signals! And remember enough breaks, speed issues, etc.
- And at the end, the dog has time to sniff inside as well. No doors are



Manja showed us several videos of a dog going through this process. It was fascinating to see how well they adapt.

Summary

- Do not put a dog in any situation that he is not able to deal with.
- Use the dog's strengths.
- No pressure: give the dog (and the other dogs) enough space, time, and slow steps.
- Never administer punishment.
- Encourage dogs to use all of their senses.
- There is always one dog trainer per group. No group is ever left alone.
- Only change one thing at a time.
- Always be aware of calming signals.
- If a dog is not ready for the next step, keep him at the current phase a couple more times.
- Have constant groups and the same daily routine. This makes it predictable for the dogs and helps them build up friendships.
- Have a calm environment, with less stimuli from outside.
- Take the time to integrate with the dogs, and give them mental stimulation.
- Allow the individual characteristics of the dog to develop.

All this makes a stress-free day care for the dogs.

closed in the indoor area. If the dog is unsure, it's always good to have one or two others with him, so they can lead him.

- The trainer should be calm and move slowly. When the dog has explored everything, he will leave the indoor area on his own.
- The dog is picked up and taken home, and will come back a week later.

Step 4: Third visit

- The transfer is the same, as it always will be, no matter how long the dog stays with the group or how experienced he becomes.
- This time, the dog stays on the property, but the time is extended.
- The dog stays over nap time and gets something to chew on. If he

is not able to calm down, he gets a tactile massage.

- The dog is picked up between 2 and 3 PM.

Step 5: Fourth visit

- If everything went well during the previous visits, the dog goes on the walk with the others.
- He is kept on leash, as it is not yet known if he has hunting behaviour.
- Again, he is picked up between 2 and 3 PM.

Step 6: Fifth visit

- The new dog stays the whole day, provided everything has gone well during previous visits. No new step should be taken otherwise.
- He will need to rest twice during the day.



Human communication skills for dog people

Cris Carles, Spain

Cris is a graduate of the Zaragoza Veterinary School in Spain and the School of Veterinary Medicine in Glasgow, Scotland. She worked for several years with a development NGO in Latin America in management and human resources. Fifteen years ago, she returned to Europe and since then has dedicated her life to dogs and the schooling of canine trainers.



Cris started her fun and fascinating presentation by joking that she hoped we had learnt all we were going to about dogs during the weekend, because she was going to talk about people.

When we deal with dogs, we learn how to talk to them and understand them and communicate with them. As trainers, or dog lovers, we want to help the dog but almost always, there is a person in the life of that dog. We have to get through the person to get to the dog. It's not that simple! How do we help the owner to cooperate? It can feel like an uphill struggle. Very often, owners do start following our advice, but they quit half way through. They find that it's too difficult, or ineffective, or their family circumstances take over. If we could learn to communicate better, perhaps it would help the owner help the dog, and it does; far more than we can imagine.

Haruchika Noguchi

A Japanese physician, Haruchika Noguchi (1911-1976), observed during his years of practice that a person's body shape and movements tell you a lot about what they are like, and how they are going to deal with disease. A nervous person is more likely to get stomach ulcers, or a heart attack, or perhaps eczema. We express disease in different ways, which was precisely his point. This approach to health is called **Seitai**, and it is practised in Japan today. Perhaps some of that knowledge can help us in our task of understanding people.

SEI TAI = "Properly ordered body"

SEITAI

Seitai means a properly ordered body

Naguchi paid a lot of attention to the way a person's cranium, vertebrae and hips are aligned. Is the axis very straight, does it lean forwards, does it tend to rotate when the person moves? The way that line is set means you carry your weight in a particular way. People are classified as vertical, frontal, rotatory, lateral or central.

Seitai practitioners have a specially modified scale that is divided into quadrants. When a person stands on it in a relaxed position, the scale shows where the bodyweight is being carried, and thus what type of person the patient is. Every person is born with a certain physical constitution, and a unique set of characteristics that makes us individual. The way we walk and the way we move is a part of our personality that we were born with.

| Face | Neck | Body | Movement |
|---------------|---|---|---|
| Square shaped | robust and sits on the trunk projecting itself straight forward | Tall but fibrous and athletic. inverted triangle shaped (narrow hips and broad shoulders) | Leaning forward, neck stretching out. Moves a lot, can't stand still. |

Likely to have whatever dog that's practical for his life

| Speaks/wears | Desire to | Fear of | Sensitive to |
|---|---|---|---|
| <ul style="list-style-type: none"> Speaks using many verbs May not listen or get impatient Comfy clothes | <ul style="list-style-type: none"> Act Doing something Being practical | <ul style="list-style-type: none"> Wasting time Not having a plan | <ul style="list-style-type: none"> Something practical he can do straight away Does not need reasons, just clear instructions |

Frontals

If a person's axis leans forwards, they tend to carry their weight on the metatarsal bones, or the balls of the feet. When they walk, it almost looks like they are falling over. Their centre of gravity is drawn forwards. These people really look like they're going somewhere. They are doers with to-do lists and apparently limitless energy, and they don't appreciate lots of talk with no action. Frontals tend to prefer comfortable clothing that doesn't require a lot of care.



Verticals

| Face | Neck | Body | Movement |
|--|--------------------------|---------------|--|
| Big, long, shaped like an inverted triangle. | Long, robust, very erect | Skinny, erect | Stiff, rigid, like hanging from a thread |

Likely to have a small and independent dog, that doesn't need the owner much

| Speaks/wears | Desire to | Fear of | Sensitive to |
|---|---|---|--|
| <ul style="list-style-type: none"> • May be quiet • High linguistic ability • Good at constructing and telling logics • Plain clothes | <ul style="list-style-type: none"> • Think, evaluate, understand and explain with their own words. • Can't take action without having good enough reasons | <ul style="list-style-type: none"> • Not having enough information • Not being able to be right or fair • Losing one's reputation or credibility | <ul style="list-style-type: none"> • Verbal suggestion: Say things shortly to encourage his own thinking • Send them a pdf • Don't preach |

Verticals

A vertical person has a higher axis, and they tend to put their weight on their toes. Rather than walking in a fall-over manner, they look more like they are hanging from a thread. They are slightly stiffer and taller. They are information processors and thinkers. They need time to understand the world and process it in their own words. They will not do anything without a good reason. If you give them a list of things to do, they ask why; they want reasons and data and hard information. But once they understand that it is the right thing to do, they will do it. As thinkers, they are scared of being wrong, and afraid of being unfair. Thus, they need a lot of time to make sure of their decision before acting. And if it doesn't work, they will immediately try something else. This type of person is easy to identify.



Rotatories

| Face | Neck | Body | Movement |
|---|---|---|---|
| Nose, mouth, eyes and ears can be twisted or asymmetric | Looks short due to the torsion that draws the head downward pulling it close to the trunk | Strong muscular body, impressive look, big hips | Like a warrior: The buttocks sway because each shoulder is being drawn forward together with the opposite hip |

Likely to have powerful impressive looking dog

| Speak | Desire to | Fear of | Sensitive to |
|---|---|---|--|
| <ul style="list-style-type: none"> • Strong low voice • Willing to argue • May take your space, touch you, push you • Fashion, brands | <ul style="list-style-type: none"> • Fight and win • Being right • Have the best, the newest | <ul style="list-style-type: none"> • Losing • Being weak • Being ill | <ul style="list-style-type: none"> • Winning something • Make his point • Having the best, the newest |

Rotatories

If you're going to hit somebody, you come at it with your whole body—shoulders and hips. This position delivers energy and impulse. Rotatory people are generally impressive and often quite intimidating. They tend to argue and speak loudly. They tend to be big, muscular and strong—but it doesn't mean they bad people; they can fight for what is fair. They are often activists, fighting against poverty and inequity. Rotatorials want to win, and they tend to like the best, the newest and the strongest.



Laterals

| Face | Neck | Body | Movement |
|---|---------|--|--|
| Small head, face egg shaped. The skin has a special light colour and it can become strikingly red | Slender | Curve-shaped and the abdomen can stand out. Dropped shoulders. | Bending knees, elbows go from side to side, like a penguin |

Little posh or fashionable dogs. May have several

| Speaks/wears | Desire to | Fear of | Sensitive to |
|--|---|--|---|
| <ul style="list-style-type: none"> • Emotionally • Talks a lot, many details • Fussy • From euphoria to depression • Fashionable or special clothes | <ul style="list-style-type: none"> • Communicate • Be liked by others • Be pleasant • Have fun • Enjoy life and beauty | <ul style="list-style-type: none"> • Being alone • Being vulgar • Being ignored • Dirt, ugliness | <ul style="list-style-type: none"> • Like-dislike. • Aesthetics. • People understanding their needs. |

Laterals

Laterals tend to move more from side to side. They tend to be very social, love relationships, and have a need to talk. They may offer superfluous information and jump from one topic to another midway. They are concerned about what people think about them, they try to please people, and they want to be liked. They don't want to be ignored, or thought of as vulgar or out of place. Lateral-type people are more into aesthetics, appreciating art and music and culture more than all the other types. Beauty is important to them, as is having fun.



Centrals

| Face | Neck | Body | Movement |
|-------------------------------------|---|--|--|
| Head is not very big and round face | Thick and strong, with pronounced cervical curve and sinks into the trunk | Rounded, compact, dense and wide. Wide hips with large protruding buttocks | As floating, not moving the trunk or hips, only legs |

Likely to have a big calm friendly dog

| | Speak | Desire to | Fear of | Sensitive to |
|---|--|--|--|--|
| Open (+) Feet point outward (supports weight inside) | Communicative, friendly, speaks and listens | <ul style="list-style-type: none"> • Loves everybody • Take care of others | <ul style="list-style-type: none"> • Being heated • Not being able to create harmony | <ul style="list-style-type: none"> • They would take any advice to be better caregivers |
| Close (-) The feet point inward (supports weight out) | <ul style="list-style-type: none"> • Quiet, goes unnoticed. • May look like listening, but lost in his own world | <ul style="list-style-type: none"> • Loves and takes care of his own people and friends | | <ul style="list-style-type: none"> • Hard to persuade, they need to feel it and can't explain why |

Centrals

Central-type people tend to have a rounder shape. A grandmother who loves to have thirty people round for dinner on Sunday and gather the family about her is almost certainly central. She will be the first to take care of the little ones and notice what somebody needs. If she understands that the dog needs something, she will do it without question. She may have made mistakes in the past, because she didn't know any better. But now that she knows that little Jack should have a gluten-free diet, she will never feed him gluten again!

Naguchi stressed that we all have all of the movements to some degree, but in different proportions. It is that particular combination that makes us an individual, but there is



always one that is more predominant. And if we can learn to look at people and assess which is their main movement, we will have a good idea of how to approach them. The information we want to share will be the same, but the way we *present* it to them will determine on how it reaches them.

Conveying the message

How do we get across, for example, the message that a dog needs to sniff? How do we get the owner to succeed?

The vertical owner

For a vertical owner, all the technical information—about how not being able to sniff and being dragged away every time he wants to stop causes the dog stress, how cortisol affects the brain, and how the dog cannot urinate properly if stressed—is important information. For a vertical, not having that information is like not being able to read. We have to explain that although the dog is a visual animal, detail comes from sniffing, and that's what gives him the confidence to deal with the world. Give the owner all that information, and when you get home, search for a good article or link and send it to them. Whatever you need to send about glands and pheromones and information about the nose of the dog, put it together. Give them all that information, and the time to understand, and they will work it out and do it.

The lateral owner

But don't even try giving all that information to a lateral owner! Cris described seeing a lateral-type woman recently

walking her dog, who upon seeing a friend forgot all about the dog. She went straight towards the friend, dragging the dog behind her. The poor dog started sniffing around and got its leash tangled in a chair, and the owner never noticed. If we were to give that lady all the information about the nose and vomeronasal organ, stress levels and brain cells, she would be totally overwhelmed, not to mention bored.

So how do we approach this owner? To begin with, remember that lateral-type people are interested in relationships, aesthetics and beauty. You could explain that the dog, when he is sniffing, is engaging in a social relationship—that not letting him sniff is like asking her to walk along the street without seeing or hearing or communicating with other people. Explain that the dog needs to “answer that email,” and that he needs to read the whole message, not just the header. That kind of message will work much better for the owner than overwhelming her with technical information. Since laterals like a good bit of fun, show her the body language of the dog and point out how much fun he is having reading all these messages. And since laterals don't like people disapproving of them, suggest that jerking or dragging the dog may not look good to passers-by.

The rotatory owner

For a rotatory-type person, explain that allowing the dog to sniff and get information about his context and environment will make him more self-assured and confident. For rotatory people, many of whom live in an us-versus-them world, having a confident dog who can cope with life is a great boost. If we explain that not letting the dog sniff will produce a weakling that is terrified of everything and unable to make its own decisions, that will get through. Explain that to get a strong, confident dog, the owner needs to let him explore and make choices and decisions—and mistakes. All that information about the brain, neurons etc. is not necessary. The owner just needs to know he will have a clever, confident dog.

The central owner

With a central owner, they only need to understand what makes the dog happy. We could explain that just giving the dog time to sniff is like giving him a whole bag of treats. Upon understanding this, a central owner is more likely than any of the other types to take the trouble of getting into the car and taking the dog somewhere where it can safely be off-lead.

With a central owner, however, not overfeeding the dog is going to be difficult. But telling her off is not going to help, because giving is a way of loving. We could perhaps show her how to train the dog to find a toy. Then she can have fun with the dog and give him the present of the relationship, without the need for food. We need to give people something to do that is within their abilities.

The frontal owner

With a frontal person, we have to give them a mission. For example, suggest that from the moment the owner opens the door to take his dog for a walk, he should count to ten every time the dog stops for a sniff. *Slowly*. (In most cases, the dog will be done by then!) Then we get the owner to

write down how many times the dog sniffed for more than 10 seconds, and to do this for a week. Why they should do this doesn't interest them, but they will see that the dog is much calmer when he gets home after a "smell walk" than when they were out running. This is practical, and it gets results that are pleasing to the owner, as well as the dog.

No pure types

Remember, however, that there are no pure types. We need to be patient and to adapt. As hard as it may seem, we need to empathise with the person, not the dog. We may understand that the dog has every right to do what he's doing from his point of view and from ours, but we have to deal with the client in order to help the dog.

Chris showed us heart-warming video called *Empathy*, about a man who is having a seriously bad day. He finds it harder and harder to cope with others, until someone hands him a pair of glasses. When he puts them on, suddenly he can see people's life situation in clear text—a guy in the pub who has lost his job, a server struggling with addiction, a teenager by the side of the road who has run away, a little boy on a skateboard who just needs someone to care. By the end of the video, there was not a dry eye in the room.

Positive reinforcement with owners

It helps to say something nice about the dog, about something the owner has done right. Remember that when owners come for consultation, they usually feel guilty. But at least they have taken the step to do something about it. They want to fix the situation but they don't know how. We need to give them hope, and admit that we have had similar problems at some point.

Another thing to remember is *never offer unsolicited advice*. If we see a woman rushing down the street pushing a pram and dragging a puppy, this is not the time to go up to her and offer advice; we are more likely to get punched in the face. If we are already interacting with a person, however, we can always suggest going down to the park to "see how the dog interacts with others," whereas in fact we are watching how the person walks, to get some idea of what type they are.

The experiment

Cris got four volunteers to come down from the audience. She got them to try all five ways of walking, which made for a lot of hilarity. They all had to walk towards Turid, which also created plenty of laughter. All had a slightly different

reaction. One asked what facial expression to adopt, but Cris said that the body position normally dictates what is on the face. One volunteer clearly felt she preferred the "lateral" walk, another the "central." Do try this out at home!

We are all different, but our unique combination is our TAHIEKI. It can express itself more or less easily in different situations and contexts. If we live in Spain, being a rotatory wouldn't raise an eyebrow. In Norway, it would go down rather differently. A rotatory person may be constrained by the culture, education or family, but they will always be a rotatory. They may not *walk* like it, but it's there.



What kind of dog for your type?

A vertical person is more focused on elegance and beauty and is more likely to have a little dog that they can take to the beauty parlour. They may have several, because they don't want to be alone. Or they may have a dog like a Golden Retriever that makes a good "companion."

A rotatory person will not necessarily have a bulky, fighting dog. They might prefer a Jack Russell, because "nobody messes with a Jack Russell."

Interestingly, a big central, caring person who works for harmony in the family is more likely to have a very large, sturdy dog like a mastiff.

Frontals are active but practical. They will not take a dog that requires a lot of maintenance. They are more likely to choose a guard dog, which is practical and what the owner needs. Or they may get English Bulldog—something with no trouble. The dog is that person's daily care, not mission in life.

Members of the audience shared what type of person they think they are, what dogs they have, and it was surprising how well it fit.

Cris ended with a cartoon of a family of clearly different types of individuals, sitting around a living room. We looked at each type and discussed how we would deal with a family like that and give each of them something to do that would fit their type.

Finally, Cris encouraged us never to give up, but to keep working on our communication skills in order to help dogs, through the owner. After her excellent presentation, we all felt at least slightly better able to so.

