



***Staff and Volunteer Training and Development Study:
Caring for Animals, Caring for People
Resource Links
May 2013***

Job and Service Descriptions:

[*American Humane Association - Operational Guide: Personnel Selection and Management*](#)

[*The Humane Society of the United States - Volunteer Management for Animal Care Organizations*](#)

[*American Humane Association - Operational Guide: Volunteer Management*](#)

New Hire Orientation:

[*University of Kansas - The Community Tool Box: Developing Staff Orientation Programs*](#)

[*ASPCA Professional - Employee Orientation: Smart Starts*](#)

[*The Humane Society of the United States - Volunteer Management for Animal Care Organizations*](#)

Training:

[*University of Kansas - The Community Tool Box: Developing Training Programs for Staff*](#)

[*The Humane Society of the United States - Volunteer Management: Take Time for Training*](#)

Role-Play:

[*Mind Tools™ - Role Playing: Preparing for Difficult Conversations and Situations*](#)

Individual Development Plans:

[*Washington State University - Individual Development Plan*](#)

Performance Evaluation:

[*Forbes - 4 Steps To Painless \(And Effective\) Performance Evaluations*](#)

Training Program Assessment:

[*Business Management Daily - 10 Secrets to an Effective Performance Review*](#)

[*University of Kansas - The Community Tool Box: Developing Training Programs for Staff: Tools and Checklists*](#)