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*

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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*

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Forbes - *4 Steps To Painless (And Effective) Performance Evaluations*

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University of Kansas - *The Community Tool Box: Developing Training Programs for Staff: Tools and Checklists*