



# Adult Learners

## Connie's Weekly Newsletter

During my visits to the shelters I am often asked to help out with a question or problem that is related to PetPoint. Top level staff are frequently surprised to learn that their team members are not using PetPoint properly or fully utilizing all the benefits of the application. PetPoint has the ability to make your organization more efficient and to eliminate the need for additional outside tracking systems. Providing ongoing staff training on PetPoint for your top staff, in addition to your line staff, is crucial. Regardless of which version you are currently running, ongoing training will benefit your staff and volunteers.

When training your staff, it is important to remember that adult learning is unique. Considerable research has been done on the best ways to teach adults effectively. Malcolm Knowles, a pioneer in the study of adult learning, observed that adults learn best when:

1. They understand *why* something is important to know or do.
2. They have the freedom to learn in their own way.
3. Learning is experiential.
4. The time is right for them to learn.
5. The process is positive and encouraging.

It is also important to consider that adults learn differently from one another, and usually have a preferred style they stick to; these include:

*Visual Learners – Learn best when information is presented visually through the use of graphics, illustrations, images, and/or demonstrations.*

*Auditory Learners – Learn best when information is presented through the spoken word, such as through lectures, and/or discussions.*

*Kinesthetic Learners – Learn best when information is presented in a way that can be touched or manipulated, such as through written assignments, taking notes, examining objects and/or participating in activities.*

*Environmental Learners – Learn best when information is presented in surroundings where the learner feels most comfortable, an example would be online learners; they have complete control over their surroundings and can choose the appropriate environment to best learn in.*

Adult learning styles further stem from thinking styles; the way a person thinks and retains information. Acknowledging these styles and adjusting your specific teaching techniques could be very helpful in the overall training process. PetPoint recognizes these differences and offers training in a variety of formats including self learning materials available online and moderated sessions like the PetPoint Summit. The online sessions are available for your convenience and can be accessed day or night.

View the training calendar link here on the training page:  
[http://sms.petpoint.com/help/pro\\_live\\_training\\_registration.htm](http://sms.petpoint.com/help/pro_live_training_registration.htm)

And for group trainings we have:

PetPoint Professional Basic:  
<http://calendar.petpoint.com/new/events.asp?action=week&calendar=51>

PetPoint Professional Advanced:

<http://calendar.petpoint.com/new/events.asp?action=week&calendar=52>

Once you have built a solid usage platform within PetPoint, we then recommend that you look at PetPoint Enterprise. Enterprise is a fee-based version of PetPoint and comes with increased functionality. A few examples of how Enterprise can create efficiencies include the automated report scheduler, this function allows your organization to schedule reports to run at a predetermined date. Advanced intakes and outcomes allow you to schedule intake/outcome appointments, and the new builders allow for custom kennel cards, reports and document builders. With Enterprise you have a designated trainer who will meet with your group monthly.

In addition to ongoing training, PetPoint is hosting its third annual Summit. The 2013 PetPoint Summit, held in Chicago, will include three information-rich tracks focusing on PetPoint basic and advanced functionality with special emphasis on what PetPoint Solutions can help you accomplish. New this year, we will also be showcasing advanced features to take your PetPoint experience even further.

Our goal is to empower you with the knowledge to get the most out of your PetPoint database and provide you with all of our expert resources while you are here. Wireless Internet will be provided, so we urge attendees to bring their laptops and explore the areas discussed in their PetPoint database during the workshops. Classes will be held in high-tech classrooms designed to maximize your learning experience.

Registration is now open for the 2013 Chicago PetPoint Summit, which will be held on September 15<sup>th</sup> to 17<sup>th</sup>, 2013. Make sure to build this into your budget so that you can join us in Chicago this September!

#### Did you know?

You could win a trip for two just for being a PetPoint partner! PetPoint's two contests, ***PetPoint 2000*** and ***24PetWatch in Vitre 2013***, will each grant two lucky people from the winning organization a trip of a lifetime. [Click here](#) for contest updates and how you can participate

Sincerely,

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