



CASE STUDY 2: Staff training events and workshops

Summary

Training events increase understanding of dog walkers' behaviour and how best to engage with them, to improve management and reduce conflict. Workshops help staff create a more integrated, effective and consistent approach.

Good practice

- Time taken to explore why dog walkers do what they do, and how that can be influenced.
- Encourages a balanced approach towards the good and bad things about dogs and their owners.
- External facilitators help explore new approaches, challenge assumptions and share experiences.
- Raises awareness of assistance dogs and ways to avoid unintentional disability discrimination.
- Participants identify key actions to take forward.
- Improves public relations and reduces conflict.



Description

Successful one-day training events for rangers, access staff and volunteers have been organised by the Forestry Commission, Hampshire County Council, the National Trust and the Scottish Countryside Ranger Association.

A two-day residential course is run each year at Losehill Hall in Derbyshire and is open to anyone.

Event evaluation shows participants find the events very helpful in increasing understanding, highlighting new approaches, and developing a more effective approach.

Typical participant comments include: "Good suggestions of how to engage and reduce conflict", "Helpful to know what others are doing", "Good practical ideas".

Presentations and events have also been successfully organised for Local Access Forum members.

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