

The 4 D's of Difficulty

Exam for Certificate & CEU's

1. What do cooperative care groomers do?
 - a. Cooperative care groomers cooperate with owners doing whatever they ask.
 - b. Cooperative care groomers focus on the animals emotional wellbeing.
 - c. Cooperative care groomers force dogs to cooperate for their care.

Answer:_____

2. What is an animal's Emotional Threshold?
 - a. The point at which an animal listens really well to what we're trying to teach them and responds reliably to procedures.
 - b. The point at which an animal does exactly what we are asking even though they are stressed or afraid.
 - c. The point at which an animal becomes too emotionally aroused to continue learning effectively or responding reliably to certain procedures.

Answer:_____

3. What is Negative Reinforcement?
 - a. Taking away something the dog doesn't like to reward them for calm, cooperative behavior.
 - b. Taking away something the dog does like to punish them for poor behavior.
 - c. Taking away something the dog doesn't like to reward them for poor behavior.

Answer:_____

4. What is Counter Conditioning?
 - a. Pairing something the dog doesn't like with another thing he doesn't like to create a new negative conditioned emotional response.
 - b. Pairing something the dog doesn't like with something he finds neutral to see if he reacts differently.
 - c. Pairing something the dog doesn't like with something he does like to create a new positive conditioned emotional response.

Answer:_____

5. What are the 4 D's of Difficulty?
 - a. Distraction, Different, Duration, Discipline
 - b. Distance, Different, Distinct, Duration
 - c. Different, Duration, Distraction, Distance

Answer:_____

6. How are the 4 D's used?

- a. Incrementally and at the dog's pace.
- b. Quickly so the dog learns faster.
- c. Separately, never together, and at the dog's pace.

Answer:_____

7. What is an example of Consent-based Participation?

- a. The dog displays behaviors, such as handing you their paw for nail trims.
- b. The dog displays behaviors, such as lip smacking and pulling away.
- c. The dog displays behaviors, such as a stiff body and low growl.

Answer:_____

8. What is the definition of a Distraction?

- a. A distraction is environmental stimuli that upset the groomer when present but does not affect the dog.
- b. A distraction is environmental stimuli that doesn't affect the dog's attention at all.
- c. A distraction is environmental stimuli that either positively or negatively take the dogs attention off from any given procedure.

Answer:_____

9. What is the "Bucket Game"?

- a. The bucket game is a Distraction tool used to positively keep the dog's attention focused on a pile of treats and rewarding the dog from the pile for good behavior.
- b. The bucket game is a Distance tool used to keep a pile of treats at a distance to tease the dog and only occasionally give him treats from it.
- c. The bucket game is a Distraction tool used to keep the dog's attention focused on a bucket the groomer is standing on to groom the dog.

Answer:_____

10. How can we use Distance to help dogs feel more comfortable during grooming?

- a. We can use Distance to help dogs feel more comfortable by keeping our distance from them, leaving plenty of space between us and them so they are alone on the table.
- b. We can use Distance to help dogs feel more comfortable by spraying them with water in the face real close to get the soap off faster or using the force dryer on the face with the nozzle on so it dries them faster.
- c. We can use Distance to help dogs feel more comfortable by keeping other dogs at a distance, slowly introducing tools from a distance, and allowing them to come up for hugs if they want to close the distance for comfort.

Answer:_____

11. What is "Check it" used for during grooming?

- a. Check it is a phrase groomers use to let another groomer know they want them to check their haircut out.
- b. Check it is a cue groomers use to let the dog know they are about to do a cool trick with their shears and they should watch.
- c. Check it is a cue groomers use to let the dog know they are about to use a tool the dog may find scary and want to investigate.

Answer:_____

12. What is the definition of Duration as it applies to the 4 D's of difficulty?

- a. Duration is how long a dog is expected to take before they learn a specific behavior.
- b. Duration is how long a dog is expected to maintain a specific behavior or tolerate a situation.
- c. Duration is how long a dog is expected to take for their grooming appointment.

Answer:_____

13. What is the goal of using Duration in the grooming setting?

- a. The goal of using duration is to help dogs become less confident and uncomfortable with certain procedures or grooming as a whole so they won't be able to tolerate things for a longer duration of time.
- b. The goal of using duration is to help dogs become more confident and comfortable with certain procedures or grooming as a whole so they will be able to tolerate things for a longer duration of time.
- c. The goal of using duration is to help dogs become more confident and comfortable with certain procedures or grooming as a whole so they will be able to handle us rushing them so we can get done faster.

Answer:_____

14. What is the definition of Different as it pertains to the 4 D's?

- a. Different is described as the use of different tools, products, or holds that will help us get the job done faster no matter how the dog feels so we can get the dog out of the salon faster.
- b. Different is described as the use of different tools, products, or holds that the dog may find more comfortable than another to still achieve our grooming goals while keeping the dog calm and comfortable.
- c. Different is described at the use of different body language the dog may use to tell us how they are handling the grooming process.

Answer: _____

15. Which of the following is an appropriate example of Different tools we may use as cooperative care groomers?

- a. Nail clippers vs. Dremel
- b. Shock collar vs. Grooming loop
- c. Prong collar vs. Trach Saver

Answer: _____

16. How should we be holding dogs to help them feel more comfortable?

- a. With the legs held high in an awkward position so we can reach the area we need to reach.
- b. With a soft gentle hold, allowing them to pull away for a break if need be.
- c. With a firm tight grip so they can't pull away until we're done doing what we need to.

Answer: _____

17. What are some things we can do to prepare for the possibility of owners being upset they don't receive a "perfect haircut"?

- a. Have a list of referrals for them ready and make them pay ahead of time so you still get paid.
- b. Have your safety policy posted on your website and hope they see it.
- c. Have a talk with them prior to the groom about your safety policy and cooperative care procedures so they understand ahead of time that they may not get a perfect haircut today.

Answer: _____

18. What should you do if an owner has an issue with your safety policy?

- a. Politely inform them that you stand by your morals and values as a cooperative care groomer and are not willing to put your safety or their pet's safety in danger and they will need to find another groomer who is willing to help them with their problem.
- b. Tell them they are a horrible owner for being willing to put their dog's safety at risk.
- c. Do the dog anyway and hope for the best.

Answer: _____

19. Why do groomers use the 4th D of Different more than dog trainers do?

- a. Dog trainers don't care if dog's are comfortable so they only worry about the first 3 D's.
- b. Dog trainers know more so they don't bother wasting their time with it.
- c. Dog trainers have the luxury of using Duration more readily than groomers do so we need to have more techniques available to help us train dogs to be cooperative for grooming.

Answer: _____

20. Is it okay to use a combination of the 4 D's together to help train a dog to be cooperative for the grooming process?

- a. Yes, we can use a combination of the 4 D's at once if it helps dogs feel more comfortable and learn better.
- b. No, we should only be using one D at a time to help dogs focus on the task at hand and not become overwhelmed.
- c. Yes, we should always use all 4 D's at once just to really make sure the dog is going to cooperate, even if it means flooding them.

Answer: _____