



# Shy Dog Adopter's Guide

*Mara Velez, MA, CPDT-KA*



**Mara Velez** is the board secretary for the International Association of Animal Behavior Consultants (IAABC), a certified professional dog trainer (CPDT-KA), and has spent more than a decade in sheltering at both open-admission and limited-admission facilities. She is the executive director for the Shelter Playgroup Alliance (SPA), a shelter enrichment educational organization that helps shelters implement enrichment programs, including playgroups. Mara is also the executive director of Humane Dog Training Advocates (HDTA), an owner-education focused nonprofit that aims to keep dogs in homes through education and training support. Mara holds both a bachelor's and master's degree in psychology and completed all of the course work for a doctorate in education. She completed Trish King's Canine Behavior Academy (CBA), levels I & II; Dr. Susan Friedman's Living and Learning with Animals (LLA); The Karen Pryor Academy Professional Animal Training program (KPA); and more than 2,500 hours of animal-related continuing education. Mara is also a learning and development consultant to corporations across a variety of industries, where she advises and works on projects related to leadership development, process improvement, and learning program management.

# Congratulations!

You have adopted a new family member!

Adopting a shy dog means that you will have to take a step back from many of your expectations of dog ownership, as you have a new family member with special needs. Your shy or fearful dog may never meet the expectations placed on the average dog.

You will need to remove the pressure, or re-define, what it is to be the well-mannered, well-trained, and socially-oriented family pet we all imagine.

Your new family member may never want to meet new people, or new dogs, or travel, or experience a lot of novelty all at once, or it may take them a very long time to feel safe enough to want to engage in those experiences.

This guide aims to help you understand where they are now, so that you can help scaffold their learning to help build their confidence and minimize their fears going forward. As the pet parent of several fearful dogs, I can attest that it's a journey that is worth every step!

Mara Velez, MA, CPDT-KA  
Executive Director  
Humane Dog Training Advocates





# Behavioral Definitions: Introduction

Let's start with some definitions that will be helpful for understanding the behavior and needs of the new member of your family.

A shy dog is a dog who shows documented signs of mild or moderate fear, pro-social behaviors, and has not demonstrated safety concerns for housing and handling. Dogs can exhibit specific fears at different levels: mild, moderate and severe. Those fears can be of conspecifics (other animals of the same species), people, or environmental stimuli. In this section, we will define the body language associated with the different levels of fear to help you understand what your dog is telling you, including what they are afraid of, and to what degree.

The graphic below from veterinary behaviorist Dr. Sophia Yin, and illustrated by Lili Chin, provides us with a nice visual tool. You can download a copy here: <https://store.lowstresshandling.com/product/body-language-of-fear-in-dogs/>





## Behavioral Definitions: Fear of Humans

A dog who is **mildly fearful of humans** responds to people by moving their weight backward, averting their gaze, tail in a downward position, which may be wagging slowly and softly. They may offer slow blinking, a paw lift, and may lick their lips. They may approach a person to sniff, but may back away at an offer of tactile by an outreached hand or arm. These dogs will eat in the presence of a human but it is unlikely that they will remain in close proximity for any duration more than a few seconds. Dogs who experience mild fear of people will generally eat in the presence of humans.

A dog who is **moderately fearful of humans** is affiliative with people, but responds by averting eyes, ears to the side, tail down, tenseness in the face, weight back, avoiding physical contact with a flight distance of an arm's length or further. These dogs are conflicted when approaching a person displaying characteristic approach and avoidance behaviors, and will likely eat in the presence of a human.

A dog who is **severely fearful of humans** will not display any overt signs of affiliation with people, but may be affiliative with conspecifics. The dog will actively avoid interaction, and maintain a significant flight distance, as far from the person as possible, given environmental factors. The animal may have a tucked tail, ears back and tense, have an arched back, pupils dilated and a hard stare, sweat through their paws, shed extensively, heavily pant and drool, shake, and may engage in agonistic displays toward people who approach. A severely fearful dog may not eat in the presence of a human, and may appear to not be "treat motivated", when in fact they are far too afraid to eat.



# Behavioral Definitions: Fear of Environmental Stimuli

A dog who is **mildly fearful of the general environment or environmental triggers** responds to humans and dogs with high affiliation, but in response to environmental triggers (e.g., sounds, smells, or visual stimuli) their ears may be back and tail tucked, they may slink or cower on leash, and engage in slow motion movement when off leash and/or display avoidance behaviors.

A dog who is **moderately fearful of the general environmental or environmental triggers** responds to humans and dogs with high affiliation, but in response to environmental triggers (e.g., sounds, smells, or visual stimuli) is not willing to walk on leash, or shut down when off leash but remains in contact with humans or conspecifics. These dogs may also have a tucked tail, may yawn repeatedly, scratch, have an arched back, and dilated pupils.

A dog who is **severely fearful of a specific environmental trigger** may be affiliative with people and dogs. The dog will actively avoid interaction, and maintain a significant and maintain a significant flight distance, as far from the trigger as possible, given environmental factors. The animal may have a tucked tail, ears back and tense, an arched back, dilated pupils, eyes wide with a hard stare, sweat through their paws, shed extensively, heavily pant and drool, shake, and may engage in agonistic displays toward the trigger.

A dog who is **severely fearful in response to the environment, punishment, flooding or environmental stimuli not otherwise specified (NOS)** shows evidence of an emotional state in which a fearful animal has an extremely limited behavioral response to the environment, people or conspecifics, as a result of aversive stimuli. In response to prolonged exposure, the animal may exhibit learned helplessness. Learned helplessness refers to a situation in which the animal is subjected to an aversive stimulus (or series of aversive stimuli), without the ability to escape or and does not perceive that their behavior will have any effect on the environment or potential outcomes. As a result, the animal stops offering any behavioral responses. The dog shows no signs of having moved from a single location, does not appear to have eaten (even when left alone), and may urinate or defecate in the location from which they will not move.



## Behavioral Definitions: Fear of Conspecifics (other dogs)

A dog with **mild fear of conspecifics** may respond to other dogs by moving weight backward, averting their gaze, tail in a downward position, wagging slowly and softly. Dogs with mild fear often offer soft blinking, a paw lift, and lick their lips. May avoid contact with the other dog or engage in brief greetings of two seconds or less.

A dog with **moderate fear of conspecifics** responds to dogs by averting eyes, ears to the side, tail down, tenseness in the face, weight back, avoiding physical contact with a flight distance at six feet or more. May approach a conspecific, but will actively avoid prolonged, more than two second, interactions. While on-leash, may display agonistic behaviors in an attempt to maintain a flight distance.

A dog who is **severely fearful of conspecifics** will not display any signs of affiliation toward other dogs, but may be affiliative with people. The dog will actively avoid interaction, and maintain a significant, more than ten feet, flight distance from other dogs. The animal may display a tucked tail, ears back and tense, have an arched back, pupils dilated and a hard stare, sweat through their paws, shed extensively, heavily pant and drool, shake, and may engage in agonistic displays toward passing dogs.





# Working with Shy Dogs: Basics

Working successfully with shy dogs requires excellent observations skills, an understanding of dog body language, basic knowledge of how animals learn, a foundation in animal training principles, and utilization of some training protocols that are specifically designed or utilized with shy dogs. This section provides an overview of the fundamentals of working with shy dogs. The visual below provides some nice body language basics, by illustrator Lili Chin of <https://www.doggiedrawings.net/>. Lili Chin has also published a very accessible book on dog body language, *Doggie Language*, which is also available via her website.

## DOGGIE LANGUAGE

starring Boogie the Boston Terrier



# Working with Shy Dogs: Basics

## Principle One:

Always keep the dog under their fear threshold.

When working with a shy dog, we are always striving to teach them that the world is a safe place. For some, it may take years to learn this lesson, as they may have a fear of many things or very profound fears.

Always watch your dog for signs that they are uncomfortable. The moment that the dog becomes slightly uncomfortable is what we call, "at threshold". When a dog is just under their threshold for feeling fear, they can still process information and are able to train. You will notice the dog more alert, or exhibiting displacement signals, such as sniffing the ground, turning their head, scratching themselves, or increasing their rate of blinking. The graphic on the right depicts threshold levels, and accompanying communication signals.

If we ignore these signs of discomfort, the dog may "go up the ladder" and escalate to more obvious signs of stress, as depicted in the graphic below. This escalation is called "going over threshold" and may result in a bite if pushed too far or too fast.

**"Over-threshold"**: Fear, frustration, or aggressive response to trigger. Eyes wide, pupils dilated, increased respiration, forward or backward movement, vocalization (e.g., barking, growling). Unable to respond to known cues

**Threshold**: when behavior changes due to increased fear, aggression, or frustration

**Alert**: Eyes wide, ears forward, forehead wrinkled, muscles tense, spine straight, mouth closed

**Relaxed**: Eyes soft, forehead smooth, muscles relaxed, curved spine



# Working with Shy Dogs: Basics

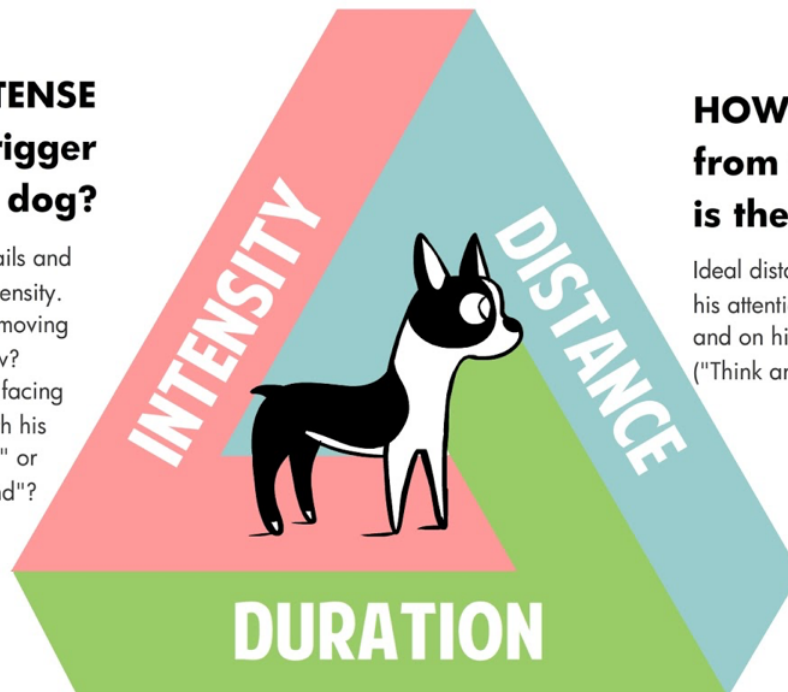
## Principle Two:

Manage the situation by adjusting distance, duration, or intensity of a fear-eliciting stimulus.

There are three things that we can control when your dog is exposed to something that elicits fear. We can control the distance between your dog and the trigger. We can control the intensity of the fear-eliciting stimulus, for example the decibel level. And, finally, we can control the duration that your dog is exposed to the person, dog, or thing that they fear.

### HOW INTENSE is the trigger for the dog?

Consider details and  
adjust the intensity.  
Is the trigger moving  
fast/slow?  
Is the trigger facing  
the dog with his  
"blunt end" or  
"pointy end"?



### HOW FAR AWAY from the dog is the trigger?

Ideal distance: the dog can split  
his attention between the trigger  
and on his handler  
("Think and Learn" zone)

### FOR HOW LONG will the dog be asked to deal with the trigger?

Ideal duration: depends on intensity and distance.  
When in doubt, keep it brief, listen to what your dog tells you.

**Trigger is TOO INTENSE** = increase distance + shorten duration

**Trigger is TOO CLOSE** = decrease intensity + shorten duration

**Dealing with Trigger for TOO LONG** = increase distance + decrease intensity

doggiedrawings.net

via Suzanne Clothier article on "Understanding Thresholds":  
[www.suzanneclothier.com/the-articles/understanding-thresholds-its-more-under-or-over](http://www.suzanneclothier.com/the-articles/understanding-thresholds-its-more-under-or-over)

# Working with Shy Dogs: Basics

## Principle Three:

Always carry your dog's favorite treats, or have quick access to them.

We are always teaching our dogs, and they are always learning. As with all animals, dogs learn through associations and as a result of consequences. You have probably learned about these laws of learning as Pavlovian or instrumental conditioning, and as operant conditioning, the discovery of which is attributed to Skinner and Thorndike.

A yummy food reward is the easiest thing to provide our fearful pup, as dogs love food. If a dog won't take food, it's a good indication that the animal is too stressed to eat, and there's something that we need to adjust (see the previous section on distance, duration, and intensity).

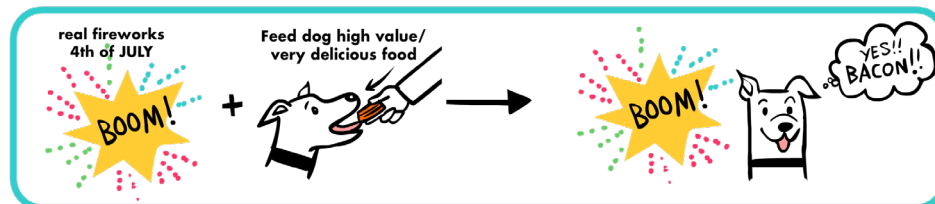
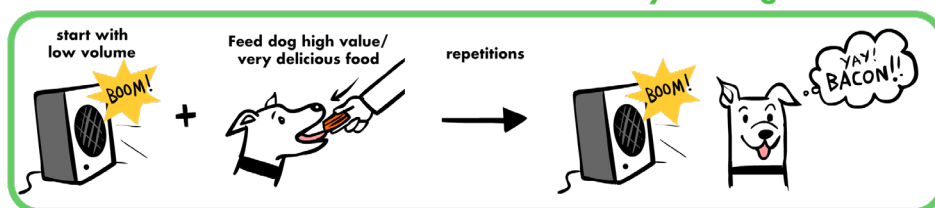
How will you know which treats are your dog's favorite? Do a preference test! The beginning of this video provides a brief example of a preference test: <https://youtu.be/YNMX3ZPtFuo>

Rewarding your dog with their very favorite treat will help change their association with triggers from fear to happy anticipation. This takes time, but the change, once it happens is often quite stable. This process is called counterconditioning. Timing of the food delivery is important when we are engaging in a counterconditioning procedure. The fear-eliciting stimulus must predict that the yummiest food will appear. Below is an example of counterconditioning a fear of fireworks.

## Counterconditioning: Fear of Fireworks

1. **PREPARE IN ADVANCE:** Use low volume recorded noise to start.
2. Use a high value (very delicious) known food.
3. Timing is important. The eating comes **AFTER** the aversive stimulus.

**START EARLY** to make it easier for your dog



### COMMON MISTAKE

When **GOOD STUFF** comes **BEFORE** THE SCARY STUFF, the food can be associated with the bad stuff and lead to stress/nausea for the dog. This also does not change the dog's fear of fireworks.



DISCLAIMER: This is a rough guide. Please work with a professional. @Lli doggedrawings.net

# Working with Shy Dogs: Basics

## Principle Four:

Give your dogs lots of breaks.

It's hard emotional work to be exposed to things that you are afraid of all day long. And, stress levels are cumulative, and can result in a phenomenon called "trigger stacking". To avoid trigger stacking, give your dog lots of breaks in a place where they feel safe and relaxed.

Trigger stacking occurs when a dog is pushed over threshold multiple times in a short period of time, over a single day or sequential days. Dogs, like people, need time to rest and relax after each stressful exposure, even if they were not pushed "over threshold" during the training session.

## Trigger stacking





# Working with Shy Dogs: Training Protocols

## Least-Intrusive, Minimally Aversive (LIMA) Ethical Standard Overview

(Source: APDT Position Statements <https://apdt.com/about/positionstatements/lima/>)

Use a “LIMA” approach to training and working with your new family member. If you seek the help of a dog training professional, it is recommended that you verify that they will be using the same ethical standards as described below.

LIMA requires the use of the least intrusive, minimally aversive technique likely to succeed in achieving a training or behavior change objectives with minimal risk of producing adverse side effects. It is also a competence criterion, requiring that trainers and behavior consultants be adequately trained and skilled in order to ensure that the least intrusive and aversive procedure is in fact used. Invasiveness is usually defined both as physically interfering with the dog’s body and personal space, and as altering his routine and diminishing his opportunities for enjoyment. Aversiveness is defined as anything the dog would seek to avoid if he could, usually punishment and negative reinforcement.

### LIMA Is Competence Based

LIMA requires that handlers work to increase the use of positive reinforcement and lessen the use of punishment in work with companion animals and the humans who care for them. LIMA protocols are designed to be maximally humane to learners of all species. In order to ensure best practices, handlers should pursue and maintain competence in animal behavior consulting through education, training, or supervised experience.

### Positive Reinforcement and Understanding the Learner

Positive reinforcement should be the first line of teaching, training and behavior change program considered, and should be applied consistently. Positive reinforcement is associated with the lowest incidence of aggression, attention seeking, and avoidance/fear in learners. Only the learner determines what is reinforcing. It is crucial that the handler understands and has the ability to appropriately apply this principle. This may mean that handling, petting, various tools and environments are assessed by the handler each time the learner experiences them, and that bias not determine the learner's experience. The measure of each stimulus is whether the learner's target behavior is strengthening or weakening, and not the handler’s intent or preference.

Negative reinforcement (-R): handler removes an aversive (unwanted) stimulus to increase the frequency of behavior.

Negative punishment (-P): Handler removes a desired stimulus to reduce the frequency of behavior.

Positive reinforcement (R+): Handler adds a desired stimulus to increase the frequency of behavior.

Positive punishment (P+): Handler adds an unwanted or aversive stimulus to reduce the frequency of behavior.

### Clarity and Consistency in Problem Solving

It is the handler’s responsibility to make training and modification of behavior clear, consistent and possible for the learner. Variation of learning and behavior change strategies may come into play during a learning/teaching relationship, and it is critical for that variation to be humane in application. Ethical use of this variation is dependent on the handler’s ability to adequately problem solve, to understand his or her actions on the learner, and requires sensitivity toward the learner’s experience.

# Working with Shy Dogs: Training Protocols

## Preventing Abuse

A LIMA approach seeks to prevent the abuses and potential repercussions of unnecessary, inappropriate, poorly applied or inhumane uses of punishment. The potential effects of punishment can include aggression or counter-aggression; suppressed behavior (preventing the handler from adequately reading the animal); increased anxiety and fear; physical harm; a negative association with the owner or handlers; and increased unwanted behavior, or new unwanted behaviors.

## Choice and Control for the Learner

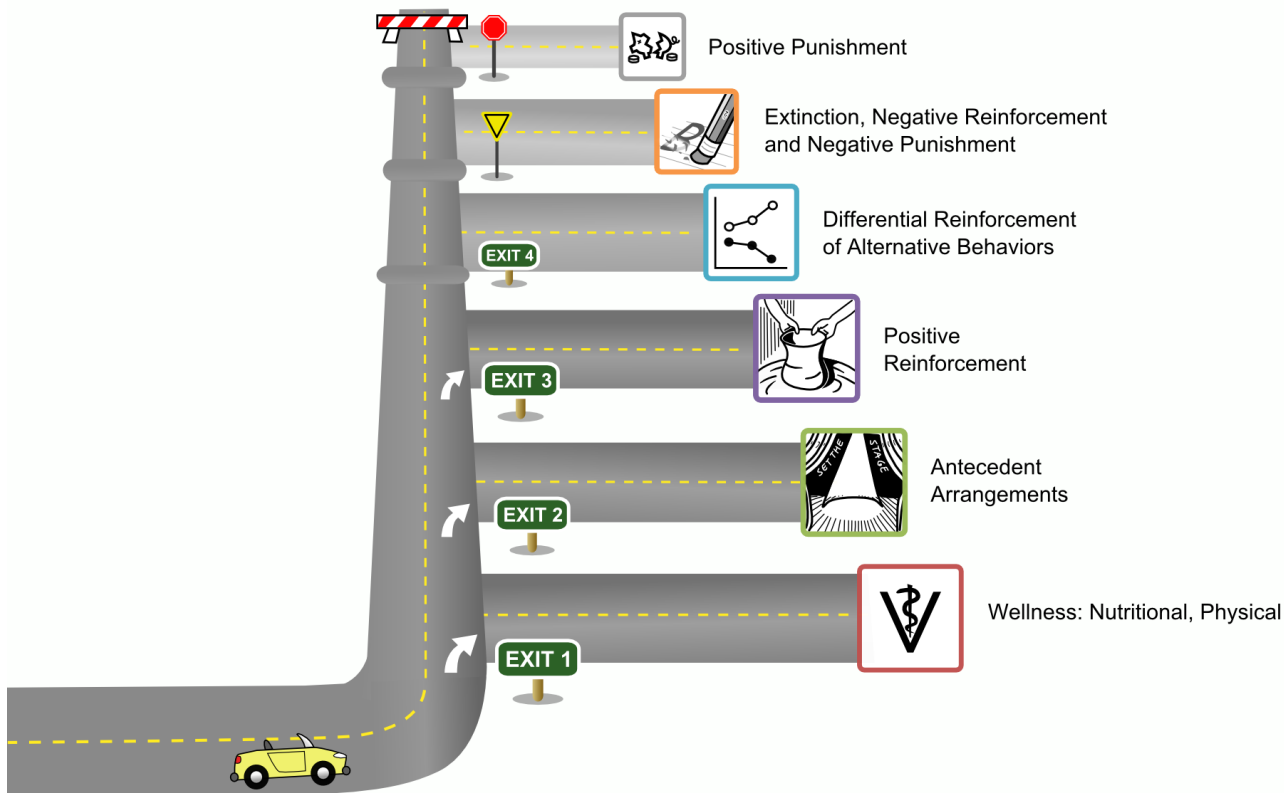
LIMA guidelines require that handlers always offer the learner as much control and choice as possible during the learning process, and treat each individual of any species with respect and awareness of the learner's individual nature and needs.

## What Do You Want the Animal TO do?

We focus on reinforcing desired behaviors, and always ask the question, "What do you want the animal TO do?" when working through a training or behavior problem. Relying on punishment in training does not answer this question, and therefore offers no acceptable behavior for the animal to learn in place of the unwanted behavior.

The use of punishment should not be used for modifying behavior related to fear. Instead, we rely on setting the stage for an appropriate behavior to occur, referred to as antecedent arrangements and positive reinforcement. The Hierarchy of Behavior-Change Procedures for Humane and Effective Practices, outlined in the diagram below (Friedman, 2018) illustrate this concept.

### Hierarchy of Behavior-Change Procedures Most Positive, Least Intrusive Effective Intervention



# Working with Shy Dogs: Training Protocols

Typical protocols for shy dogs involve desensitization and counterconditioning. In a process termed desensitization, a trigger or a fear-eliciting stimulus diminishes in strength through a process of gradual exposure. The first step in systematic desensitization is to arrange a stimulus hierarchy from no response to extreme response. For example, for a dog who is afraid of other dogs, the dog may not respond to a dog at 30 feet at three seconds, but will have an extreme response at 10 feet at 2 seconds. Next, the animal is exposed to the first step on the hierarchy, for example 30 feet at three seconds. While relaxed, the next step is presented. Gradual exposure continues until the animal shows no fear responses at the last step on the hierarchy. Care must be taken to not elicit the fear response at any level of exposure. Several stimulus features to manage. e.g., fear of intensity (volume of the person's voice or the rapidity of their behavior), proximity (how close the person is), duration (how long the person is in view). Each trigger is addressed separately.

In counter conditioning, the animal's conditioned emotional response to a stimulus is replaced with an opposite response. For example, if a dog is afraid of the sound of the vacuum (the conditioned stimulus), this sound can be paired with food to elicit an opposite emotional (happy anticipation) or physiologic reaction (heart rate reduction). Counterconditioning will only occur if the new eliciting stimulus triggers a response powerful enough to supplant the problem response. That means that the dog has to **really** love the food given during those training sessions. It is common to pair the counterconditioning procedure with systematic desensitization, particularly for extreme fear reactions.

In contrast to systematic desensitization, flooding consists of presenting the fear eliciting stimulus in full strength, all at once. The animal is blocked from escaping until the respondent fear is extinguished. Flooding is **NOT** an acceptable form of behavior therapy, given the more positive, less intrusive, effective alternative of systematic desensitization, and animals exposed to stimuli through flooding can rebound if flooding is incomplete (Staub, 1968). Extreme care should be taken to avoid flooding animals in our care.

## Example: Reducing Fear of Approaching Person Systematic Desensitization with Negative Reinforcement

Starting at the closest distance that is comfortable, the person should advance only as many steps as the animal will accept calmly (perhaps one inch; perhaps one foot) and hold still at that distance, subthreshold. Stop just before the least discernible sign of discomfort. The sign of discomfort might be a twitch of the ear or a slight increase in muscle tension. When the animal shows increased relaxed behavior, the person can take onehalf step backwards, thereby negatively reinforcing relaxed activity (i.e., increasing behavior by contingent removal of an aversive stimulus). After a few seconds the person can then advance (e.g., another two feet), and again retreat onehalf step contingent on an increase in relaxed activity. Once the person can stand close to the animal without triggering fear reactions, a treat can be dropped in to positively reinforce calm activity (i.e., increasing behavior by contingent addition of an appetitive consequence). By repeated pairing of the food treat, the reinforcing value of the person increases as well.

# Working with Shy Dogs: Training Protocols

## Levels of Social Pressure

Social pressure refers to the influence of conspecifics, and other species, on the emotional state, and related behavior, of the target animal. In response to social pressure, which can include eye contact, proximity, body weight forward and into the target animal, that animal can feel the need aggress or retreat in order to relieve that social pressure. For shy dogs, social pressure begins at approach. In order to minimize the amount of pressure on the dog, use the following sequence, which represents increasing levels of pressure, as a general guideline when approaching and working with a shy dog:

1. Start with your body low and your side to the dog while maintaining a distance from the dog; avoid direct eye contact. If the dog seems relaxed, or relaxes with that stance, then;
2. Move slowly closer to the dog; if the dog seems relaxed, or relaxes with the decrease in proximity, then;
3. Offer the leash; if the dog seems relaxed, or relaxes with the decrease in proximity and the offer of the leash, then;
4. Leash the dog; if the dog seems relaxed, or relaxes with the decrease in proximity and maintenance of close distance with the leash, then;
5. Ask, or train, an operant behavior (e.g., a target).

## CALM and RELAXED? or SHUT DOWN?



## Body Language References

[eileenanddogs.com/2013/11/21/shut-down-dogs-part-2/](https://eileenanddogs.com/2013/11/21/shut-down-dogs-part-2/)  
<https://paws4udogs.wordpress.com/2013/08/12/belly-rub-redux/>  
Illustrations ©2016 Lili Chin

# Working with Shy Dogs: Training Protocols

## Treat - Retreat

### What is Treat - Retreat?

Treat - Retreat is a game that you can play with a dog who is fearful of people that helps them build confidence without maintaining social pressure. Teaching dogs that they can move away from a scary object helps them build confidence and instill a sense of the ability to have some control in novel situations.

### How to teach it.

Step 1. Be prepared with your bait bag and high value treats.

Step 2. Throw a treat toward the dog, that lands between you and the dog.

Step 3. Throw a treat behind the dog, so that the dog has to move away from you to retrieve the treat.

Step 4. Throw a treat toward the dog, that lands between you and the dog.

Step 5. Throw a treat behind the dog, so that the dog has to move away from you to retrieve the treat.

Step 6. Continue the sequence, throwing the treat closer to you, while continually observing the dog's behavior. Make sure that you are not forcing the dog to get closer to you than they are comfortable by observing the number and type of calming signals.





# Working with Shy Dogs: Training Protocols

## See that?

### What is See that?

A simple training technique to change a dog's association with an object, animal, or person from something to be fearful of, to something to happily anticipate. Using carefully timed food treats can change a dog's emotional state from fear to either neutral or happy.

### How to teach it.

Step 1. Be prepared with your bait bag and high value treats.

Step 2. Begin treating the dog as soon as the object, dog or person she fears comes into sight.

Step 3. Continue treating the dog at a rate of about one treat per second for as long as the object, dog or person is in view.

Step 4. The moment the object, dog or person disappears, abruptly stop the stream of treats.

Step 5. Repeat the process every time the object, dog or person appears.

### See that? Rules of Thumb

Make sure the scary object, dog or person doesn't stay in sight for too long. If your dog seems fearful, increase the distance between her and the scary object, dog or person. These exercises only work if your dog is comfortable and relaxed enough to learn.



# Working with Shy Dogs: Training Protocols

## Touch

### What is touch?

A cue to get your dog to touch his nose to your hand. Touch can be a useful foundation for many more advanced behaviors and gives you a way to capture the dog's attention and direct his movements. For example, coming toward you to touch your hand is a great start on recall and touching someone's hand is a nice alternative to jumping on them. For a shy dog, teaching a dog to touch someone can be a lowpressure way of interacting with a novel person.

### How to teach it.

Step 1. Be prepared with your bait bag, high value treats and your clicker.

Step 2. Present your hand a couple of inches away from the dog's face. Mark and treat for any interest he shows, whether an actual touch of his nose to your hand or just looking at your hand. After the first few times, click only for a full nose touch.

Step 3. Repeat this until the dog reliably touches your hand.

Step 4. Now add the verbal cue. Before presenting your hand, say, "touch" and then put your hand down. (Be sure to pause for a second between the cue and reaching down.)

Step 5. When the dog responds reliably to the verbal cue, begin to increase the distance of the dog's head from your hand by a few inches.

Step 6. Keep increasing the distance little by little. Also move your hand to different positions, higher, lower, toward the side of the dog's head—and try the exercise in different areas.



# Resources for Living and Training Shy Dogs

Doggie Language, Lili Chin

Canine Enrichment for the Real World, Emily Strong and Allie Bender

A Guide To Living With & Training A Fearful Dog, Debbie Jacobs

On Talking Terms with Dogs: Calming Signals, Turid Rugaas

Don't Shoot the Dog, Karen Pryor

Bones Would Rain from the Sky: Deepening our Relationships with Dogs, Suzanne Clothier

Power of Positive Dog Training, Pat Miller

Dog Language: An Encyclopedia of Canine Behavior, Roger Abrantes

Plenty in Life is Free: Reflections on Dogs, Training and Finding Grace, Kathy Sdao

Mind Games for Dogs, Sarah Whitehead

The Official Ahimsa Dog Training Manual: A Practical, Force-Free Guide to Problem Solving and Manners, Grisha Stewart

The Thinking Dog: Crossover to Clicker Training, Gail Fisher

When Pigs Fly: Training Success with Impossible Dogs, Jane Killion

Carrots and Sticks: Principles of Animal Training, Paul McGreevy and Robert Boakes

Behavior Adjustment Training 2.0: New Practical Techniques for Fear, Frustration, and Aggression, Grisha Stewart

Better Together: The Collected Wisdom of Modern Dog Trainers, Ken Ramirez, editor

Treating Separation Anxiety in Dogs, Malena Demartini-Price







# Humane Dog Training Advocates

