



# “Quality Handling”: a multimedia training program for animal handling

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The training program “Quality Handling” was created for farm professionals in the recognition of the crucial influence they have on the fear and stress of the animals under their care. The program targets to reduce handling stress in order to improve animal welfare and health, ease of handling, and productivity.

The «Quality Handling» training program emphasises the important relationships between stockperson attitude, stockperson and animal behaviour, animal stress, productivity and welfare. Information on research results from controlled experiment as well as on-farm studies is given, coming in particular from the Welfare Quality® project. In pigs, cattle and laying hen production, the human-farm animal relationship varies strongly between farms, opening large opportunities for improvement through adapted training programs.



Specific training packages were developed, for handling of cattle (in French, German and English), pigs and laying hens (in Dutch and English)

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«Quality Handling» is a multimedia training program (computerised) that targets stockpeople attitudes and optimises daily behaviours



It includes different sections like :

- Understanding animal’s relationship to humans and its effects
- Understanding animal behaviour
- What determines our behaviour towards animals?
- How to overcome habits and maintain behavioural changes?

It also includes video’s, group discussions, manuals, newsletters, and posters later sent to the trainees to put on their working place. This will allow to reactivate attitudes and behavioural changes obtained through the training process. It is inspired from similar programs successfully developed in Australia: Cowcare® for dairy cattle and ProHand® for pigs.

The training program “Quality Handling” is suited for farmers and professional stockpeople as well as students in farm-related professions. It can also be of interest to farm advisors and technicians in order to make them aware of the importance of attitudes towards handling and the quality of handling to improve the productivity on-farm