



## Promoting Quality Incredible Years® Program Delivery by Building a Supportive Infrastructure in Your Agency

**Training Process:** It is the goal of Incredible Years Inc. to provide quality training, consultation, and support to sites that are implementing the program so that the fidelity of the program can be maintained. There is a training process and progression that allows sites to support group leaders to achieve accreditation/certification in the program at multiple levels. See web link <http://www.incredibleyears.com/certification-gl/> Through this process sites can work towards having an accredited coach and mentor in their agency. Coaches provide individual peer review and feedback to group leaders in their agency. Mentors are able to deliver training to their own agency employees or within a tight geographic zone (to be determined with the Incredible Years headquarters). The goal of a mentor is to provide local support within an agency or small geographic zone and to keep in close contact with the Incredible Years headquarters so that on-going fidelity can be maintained. It typically takes 4-6 years for an agency to develop a mentor. There are yearly mentor meetings which alternate between US and Europe designed to keep mentors up-to-date with latest research, new IY program developments and training methods.

**Training New Group Leaders:** Sites that have an existing mentor onsite at their agency or in their immediate geographic area may work directly with the mentor to set up group leader trainings. Typically, new sites do not have access to a local mentor, so would contact The Incredible Years Inc. in Seattle, Washington, USA to set up an initial training. The IY office will arrange to have an accredited trainer deliver this training to group leaders at the site. On-going consultation and video review for this site would also be contracted through The Incredible Years headquarters in Seattle.

**Group Leader Accreditation:** Sites are encouraged to support new group leaders through video review and consultation with accredited peer coaches (described below), mentors, or trainers. This ongoing training after the workshop helps assure quality program delivery and support. New group leaders are expected to pursue accreditation in the particular program they are leading. This accreditation process involves video review from an IY trainer or mentor who has been selected via inter-rater reliability tests to do video reviews for accreditation. Group leaders should consult with IY in Seattle to determine who is authorized to review their videos.

**Peer Coach Accreditation:** Peer coaches are experienced group leaders who are trained to deliver coaching and support to new group leaders in their own agency. To become a peer coach, an accredited group leader is nominated by an IY mentor or trainer and attends training and goes through an accreditation process. Training and

accreditation are supported through the IY office in Seattle. See link <http://www.incredibleyears.com/certification-gl/incredible-years-peer-coach-certification/>

**Mentor:** Mentors are able to deliver official IY trainings to new group leaders within their own agencies (or designated small geographic areas). Mentors must complete the peer coach accreditation process and be invited by the Seattle IY office to participate in the mentor-in-training program. Mentors receive training and support in all aspects of mentoring (how to train and support the group leaders and peer coaches in their area).

**Trainers:** Trainers are able to train internationally and provide training and support to sites that do not have access to a mentor. Trainers also support agencies that are building their capacity and offer consultation to group leaders, peer coaches, and mentors-in-training until the site is able to provide this support internally. These trainings are arranged through the Incredible Years office in Seattle.

**Mentors training out-of-area:** Most mentors do not train outside their own area. Typically, an agency has invested considerable resources in training and supporting their local mentor and the mentor then supplies the training and supervision for that host agency. It is also the intent of the mentor arrangement that mentors can provide on-going support after the workshop is delivered which becomes harder and less frequent when they are too busy or are working far away from their sites. IY has contracted with a few very experienced mentors to occasionally do trainings outside of their areas. For these mentors, their primary responsibility is to their own areas, and if asked to do an out-of-area training, they consider whether they have time to be away from their sites. When any site that does not have a local mentor contacts the Seattle IY office to ask for training, IY considers many variables before scheduling a training including which trainer or mentors has the most experience in the particular program or population being served, who is available to train, and also geographic and practical factors. Mentors doing this out-of-area work are contracted through Incredible Years headquarters and the agency works with IY for all aspects of invoicing and logistics. When working in-area, a mentors sets up their own training arrangements and registers the training with IY. The agency pays Incredible Years a small workshop participant fee for those who attend the training. See link about mentors which includes a document about the role of the certified mentor

<http://www.incredibleyears.com/certification-gl/certified-mentors/>

**Incredible Years staff are happy to talk to agencies about IY programs, training and to help agencies determine if they are ready for delivery of these programs. See agency readiness questionnaire and other information about starting up programs on our web site.**

<http://www.incredibleyears.com/programs/implementation/starting-the-programs/>