



Promoting Mental Health in Young Children

HANDLE WITH CARE MASTER TRAINER CERTIFICATION AND ACCREDITATION TERMS AND CONDITIONS

Master Trainers are the backbone of the Handle with Care implementation. They play a key role in the dissemination and sustainability of the program through their responsibility of training trainers/program facilitators. Master Trainers are selected from among facilitators with an excellent track record.

Following are general criteria that must be considered as a basis for selecting Master Trainers for Handle with Care (HWC) program. These criteria are to be used consistently across the country.

Criteria for Selecting Master Trainer

Program Implementation

Master Trainers should meet all of the following criteria:

- Strong knowledge of the community they are working in and the knowledge of resources available to participants
- Proven facilitation and training skills as a Handle with Care facilitator (as observed by HWC partner)
- Experience facilitating HWC in group format (minimum of two rounds of an 8-session program or four rounds of a 4-session program -- not counting HWC sessions with individuals)
- Compliance with program elements and Facilitator Roles and Expectations Guidelines (Facilitator Blueprint)
- Availability to deliver HWC facilitator training in their community or elsewhere as needed (This may require travel to other communities, provinces and/or territories)

Accountability

- As a Handle with Care program facilitator, they must have completed and submitted to the National office
 - the HWC Program Delivery Information Form in the end of each round of the program
 - the HWC Program Satisfaction Form
 - the Facilitator Self and Peer Assessment Feedback Tools
 - the Sign-in (Attendance) Form completed by participants

Role of HWC Partner in Recruiting HWC Master Trainers

- HWC partner will selectively recruit potential HWC Master Trainers from the pool of trained HWC facilitators who meet the above criteria.
- HWC partner will take on a mentoring role with potential Master Trainers and co-facilitate a minimum of two rounds of HWC facilitator training. (see below for other options)

- HWC partner will be available to potential Master Trainers in order to provide support, guidance, and direction for future HWC facilitator trainings. This includes observing in person, or observing online or video recording of the HWC facilitator training session(s) and providing constructive feedback to mentees.

National Guidelines for Certification of HWC Master Trainer

These requirements will help ensure that Master Trainers in every locale will be equally well equipped to address issues specific to the Handle with Care content, delivery style and participants in the various communities.

- **Master Trainer requirements and qualifications.** Requirements and qualifications stated in the Master Trainer Guidelines must be consistently applied across all provinces and/or territories.
- **Facilitation skills.** All HWC Master Trainers across the country will have facilitation skills.
- **Training and exposure.** All HWC Master Trainers will receive a consistent amount of training in and exposure to the program content and activities.
- **Experience in facilitation.** All Master Trainers will have consistent levels of group facilitation experience in delivering HWC to parents/caregivers.
- **Experience in training facilitators.** All HWC Master Trainers will have similar levels of experience in drawing on their knowledge about the program and their facilitation skills in training new HWC facilitators.

New Master Trainers must agree to complete, collect, and submit to the National Office the following forms:

- HWC Facilitator Training Form
- HWC Facilitator Training Agenda
- Evaluations of Facilitator Training completed by trainees
- Consent Forms and Background Questionnaire from trainees
- Pre-training Questionnaires from each trainee (optional)

HWC Master Trainers will also agree to ongoing communication with the National Team.

Mentoring

Mentoring can take place in many different ways and with varying degrees of time and commitment. Seasoned Handle with Care Master Trainers (Mentors) will use progressive approaches to mentorship to support new Master Trainers' (Mentees') facilitation/training skills and thereby ensure successful facilitator training. These approaches may include, but are not limited to:

- **Role modeling:** inviting Mentees to observe and shadow Mentors as they deliver HWC facilitator training. They will then complete the Peer Feedback Tool and discuss their feedback with Mentors.
- **Collaborating:** pairing a Mentor with a Mentee to deliver HWC facilitator training.

- **Observing:** pairing Mentees with one another, having them observe each other's facilitations and, using the Facilitator Self-Assessment Tool and Peer Feedback Tool, provide each other with feedback. In addition, the Mentor will observe the training sessions, complete the Peer Feedback Tool and discuss the feedback with the Mentee.
- **Supporting:** being available (in person, video conferencing, email, or phone) to answer Mentees' questions and/or discuss any issues or concerns that arise during the facilitator training.

Handle with Care Master Trainer Accreditation Terms and Conditions

Trained facilitators who are working toward becoming an accredited Handle with Care Master Trainer will receive two types of mentoring: Virtual/Online program delivery mentorship and in-person facilitator training mentorship.

Mentor Roles & Responsibilities

Goal Setting and Mentoring Expectations

- Have a clear understanding of expectations for Mentees
- Communicate those expectations clearly
- Stay flexible in changing expectations
- Create goals with milestones and deliverables
- Offer constructive feedback
 - Adapt feedback to Mentees' learning style

Working Relationship

- Provide advice, but do not force or encourage Mentees to follow in Mentors' footsteps
- Be a positive influence for Mentees' professional growth
- Recognize Mentees' weaknesses, help them to address them and build on their strengths
- Observe, reflect and offer guidance, being *very* careful not to do Mentees' job for them
- Help Mentees identify problems and guide them towards solutions
- Facilitate Mentees' selective engagement in problem solving processes
- Empower Mentees to find viable solutions to problems
- Be mentees' supporter when they reach their goals
- Facilitate Mentees' transition to the role of Master Trainers
- Be consistent and reliable

Working Together

- Seek ongoing feedback from Mentees about mentorship approach
 - Use feedback to modify approaches, as appropriate
- Use reciprocal process for Mentor and Mentee to provide verbal evaluation of the experience to one another
- Manage conflicts effectively with direct and honest conversations about differing points of view
- Maintain a mutually supportive relationship after mentoring is completed