

# Sandpoint Strikers FC

## Communication Plan

**BASIC PRINCIPLES** The following principles can serve as guidelines to help everyone work effectively together:

1. **Assume Good Intentions:** We all care about the kids playing in our programs and share in the goal of providing them with a competitive soccer environment, whereby each of them can enjoy a fun, positive experience, while learning and playing soccer.
2. **Build Positive Relationships:** Showing appreciation when things are going well will go a long way toward creating good will.
3. **Be Respectful When Communicating:** Being respectful of time, feelings, and privacy in all of our interactions can lead to better communication.
4. **Solve Problems Effectively:** Productive resolution of problems is possible when we focus on the player; share ideas and feelings only with those directly involved.
5. **Be a Role Model:** Parents and soccer staff who work together successfully can act as role models for our children and other players.

### COMMUNICATION PLAN

In all communications, it is important that you first approach the person you are in conflict. If that proves to be ineffective, then take the matter to the groups listed below.

**For all conflicts that arise within the Strikers program, (parent to parent, parent to coach, coach to manager, etc.) follow this Communication Plan:**

1. **Contact the individual you are in conflict with directly, seeking resolution:** Our club desires to see all conflicts solved at the lowest level possible. It is important that both parties make an honest and peaceful attempt to solve the conflict between themselves. If resolution cannot be found, proceed to Step 2.
2. **Contact your Team Coach:** Your coach can be a good mediator for team conflicts. It is in the best interests of your team to resolve all conflicts at this level. If your coach cannot help to resolve this conflict, you may proceed to Step 3.
3. **Contact the Club Director of Coaching (DOC):** Your DOC has years of experience with player and parent conflicts, and will usually be able to resolve the conflict. If he is unable to resolve this conflict, proceed to Step 4. Our goal is for no conflicts to proceed to Step 4. Please make every effort to resolve your conflict at the lower levels.
4. **Contact the Parent/Player Advocacy Committee:** The Player/Parent Advocacy Committee exists to help mediate any issues within the Strikers program that cannot be resolved at earlier levels. Contact the PPAC at (208) 263-9116 or via email at [soccer@sandpointsoccer.com](mailto:soccer@sandpointsoccer.com). The PPAC acts for the Board of Directors.

### **If you have a conflict with the Director of Coaching:**

If you are unable to work out your conflict directly with our DOC, please contact the Parent/Player Advocacy Committee, which exists to help mediate any issues within the SSA program that cannot be resolved at earlier levels.

### **BE RESPECTFUL WHEN COMMUNICATING**

If you have an issue with another member of our program, the first rule of thumb is to wait 24 hours to proceed with any course of action. Often after this amount of time elapses, you will see the situation in a different light and not be as angry.

If you still have an issue with someone after this time frame has elapsed, approach them directly to discuss it and come to a resolution. Do not involve other people (whether through gossip or sending program-wide emails) in what could potentially be a very personal issue.

Be sensitive to the fact that before and after practices and games may not be the best time to have a conversation. Not only could your conversation be overheard, but often the players are standing around either waiting to play or waiting for a ride. Email can be an effective tool to use when either alerting someone to a concern or trying to set up a time to meet. However, you should avoid using email if the situation is very complex. Just as in face-to-face communication, in email you should focus on the problem you are trying solve and not on assigning blame or being negative

The following are some reminders of strategies to use for respectful and productive discussions:

- Allow time for dialog and response. Some problems can't be addressed immediately. Schedule a time that is mutually convenient.
- Discuss your child – not others. Parents should frame their concerns and questions in terms of the effect on their child only. For example, saying, "I am really concerned about my son. He doesn't feel that he is getting much playing time. He feels that he works really hard in practice, but he doesn't get to show what he's learned in games" is a much more appropriate approach than, "Marcus and Andy show up to practice late every week, why are they getting more playing time than my son?"
- Use "I" messages that frame your concerns from your perspective. For example, you could say, "I am concerned that Amy is not enjoying practice" rather than, "Why are you yelling at Amy so much during practice?"
- Follow up with the coach or parent. If the person handles the problem well, take the time to thank him/her. If the problem is unresolved or resurfaces, communicate clearly and promptly to the appropriate people as described below.