

CONFLICT RESOLUTION

The Woodmoor Waves Swim Team is a competitive, year-round swim team. We not only teach the fundamentals of swimming, but we also participate in competitions through out our city/state. To this end, we require a great deal of commitment of both time and energy. This time and energy allows our swimmers to achieve their goals. Through our coaches, the focus of our team is not only to foster a life-long appreciation of the sport of swimming, but to help our athletes improve their skills, their performance, and set and achieve goals to find success within the sport.

While this can provide a very positive atmosphere/experience for our children, and can offer them a place to grow as individuals and progress as athletes, the focus on competition and achievement also provides an opportunity for disagreement and, at times, conflict.

The intensity that we, as parents, sometimes bring to our involvement in our children's sports is almost cliché in America today. We have seen stories, heard stories, seen videos and perhaps even witnessed conflict between coaches and officials, parents and officials and, even parents and coaches arising out of our desire to see our children succeed.

As a team, we recognize that the potential for conflict exists. Our responsibility is to be prepared to address it in a way that preserves the integrity and harmony of the team and models proper behavior to our young athletes. It is in this spirit that we have developed a policy for handling intra-team conflict.

We ask that you, as the parents of the athletes who swim for the Woodmoor Waves, review this policy; and, should the need arise, work with the coaching staff and the WWPBA in accordance with this policy for the good of the team and our children.

CONFLICT RESOLUTION POLICY

"Communication" is the best way to handle conflict. When conflicts between a parent/swimmer and coach do arise, please make every effort to increase communication between the involved parties. Refrain from discussing disagreements with non-involved parties (e.g. other parents) as this is not productive and in most cases only makes matters worse. Take disagreements directly to the coach or Woodmoor Waves Parent Booster Association (WWPBA).

For most issues, the best way to communicate with your child's coach is to speak directly with the coach. To ensure the matter receives the attention it deserves, please refrain from initiating discussion while coach is conducting practice, unless invited to do so by the coach. It is best to email and make an appointment.

Listed below are guidelines for a parent to bring an issue to the attention of a coach:

- Keep foremost that you and the coach have the best interest of your child at heart.
- Keep in mind that the coach must balance your perspective of what is best for your child with the needs of a specific training group or the team. Occasionally, a child's interest may need to be subordinate to the interests of the group or team.

If your child swims for an assistant coach, ALWAYS discuss the matter first with that coach. If the assistant coach cannot resolve your concern

satisfactorily, then ask the Head Coach to become involved in discussion.

- If the Head Coach cannot resolve your concern, then bring the issue to the President of the WWPBA.
- If another parent uses you as a sounding board to discuss their issues, encourage the other parent to speak directly to the coach.

The following protocol regarding problems, questions, or concerns from a parent/swimmer concerning a coach must be followed by families who choose to become part of the Woodmoor Waves Swim Team.

- Problems, questions or concerns regarding the WAVES swim programs (meets, practice, groups, etc.) should be discussed with the following individuals, in order, until conflict is resolved:

- a) The swimmer's coach
- b) TheHeadCoach

c) The President of the WWPBA

d) The WWPBA at a board meeting.

• Problems or questions regarding WWPBA responsibilities should be discussed with the following individuals, in order, until conflict is resolved:

a) The committee coordinator of the area in question. b) The President of the WWPBA

c) The WWPBA at a board meeting.

The following protocol regarding problems, questions, or concerns from a coach regarding a parent/swimmer will be followed by Woodmoor Waves' coaching staff.

• Problems, questions or concerns regarding parents/swimmers should be discussed with the following individuals, in order, until conflict is resolved:

a) The parent/swimmer in question (it is the swimmers responsibility to report discussion with coach to parent).

b) The President of the WWPBA.

c) The WWPBA at a board meeting.