

## **Communication Policy**

When contacting the coaching staff, please be considerate. The best way to speak with the coaches is to meet them after practice; however this may not always be possible due to overlapping practices. Setting up an appointment, via e-mail, would be the quickest and most efficient way to guarantee a meeting.

If you are unable to meet with your child's coach please email your coach with your questions or concerns. Please do not text or call your coach with your concerns. It is best to either meet with the coach or send an email.

Sometimes parents seem to feel more comfortable discussing their disagreements over coaching philosophy with other parents rather than taking them directly to the coach. Not only is the problem never resolved, in fact this often results in new problems being created. Please reach out to your child's respective coach to discuss any issues.

Below are some guidelines for a parent raising some difficult issues with your child's coach.

1. Try to keep foremost in your mind that you and the coach have the best interests of your child at heart. If you trust that the coach's goals match yours, even though his/her approach may be different, you are more likely to enjoy good rapport and a constructive dialogue.
2. Keep in mind that the coach must balance your perspective of what is best for your child with the needs of the team or a training group that can range in size from 15-35 members. On occasion, an individual child's interest may need to be subordinate to the interests of the group, but in the long run the benefits of membership in the group compensate for occasional short-term inconvenience.
3. If your child swims for an assistant coach, always discuss the matter first with that coach, following the same guidelines and preconceptions noted above. If the assistant coach cannot satisfactorily resolve your concern, then ask that the head coach join the dialogue as a third party.
4. If another parent uses you as a sounding board for complaints about the coach's performance or policies, listen empathetically, but encourage the other parent to speak directly to the coach. He/she is the only one who can resolve the problem.

## **Communication Escalation Path**

Our coaching staff is always open for direct communication. Occasionally an issue or situation may require additional support. In such a case, the following communication path should be used:

1. **Contact immediate coach first.** Always make a best effort to work with your child's coach first, communicate the issue and give the coach an opportunity to investigate and propose a resolution. Follow-up with your coach to ensure closure.
2. **Contact Head Coach** - If additional support is required communicate the issue and include what actions were already taken. Jointly agree on actions for resolution. Be sure immediate Coach is in the loop.
3. **Contact Board President** if additional support is required. Board decision may be required on a course of action to close issue.