



Palo Alto Soccer Club (PASC) Communication Plan for Issue Resolution September 2016

As the club continues to grow it is important we relay our suggested communication pathway for families. Here is the basic process for communicating questions, concerns and anything else that might come up.

- 1. Go directly to the MANAGER first, for “ OFF “ the field questions (e.g budget, uniform, etc) or contact your child’s COACH for any “ ON “ the field concerns (e.g playing time, player development, etc.)*
- 2. If you are the Manager or feel the Manager is not the appropriate person to ask then pass the question on to the coach of the team.*
- 3. After going to the coach, or if the question needs to be addressed by someone other than the coach then it goes to the Age Group DOC.*

Any communication that gets sent to the Executive Director or Technical Director bypassing the other steps in the process will be sent back down to the age group DOC, so please do your best to keep true to the communication chain.

Girls U8-U12

David Madrigal

david.madrigal@pasoccerclub.org

Girls U13-U18

Kyle Hagenburger

kyle.hagenburger@pasoccerclub.org

Boys U8-U12

Nathan Flowers

nate.flowers@pasoccerclub.org

Boys U13-U18

Renan Pineda

renan.pineda@pasoccerclub.org

The PASC website will have up to date contact information for Age Group DOCs, Executive Director, the Technical Director and the Board.

COMMUNICATION PLAN BASIC PRINCIPLES

The following principles serve as guidelines to help parents and soccer staff (coaches, volunteers, and Board members) work effectively together for the benefit of our players:

1. **Assume Good Intentions:** We all care about the children playing in our Club and share in the goal of providing these kids with a competitive youth soccer environment, whereby each of them can enjoy a fun, positive experience, while learning and playing soccer on a select competitive team.
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 solution of problems is possible when we focus on the player; share ideas and feelings only with those directly involved; and remain focused, respectful, and honest.
5. **Be a Role Model:** Parents and soccer staff who work together successfully can act as role models for our children and other players.

BE RESPECTFUL WHEN COMMUNICATING

If you have an issue with another parent member of our Club, please try to approach them directly to discuss it and come to a resolution. Please do not involve other people (whether through gossip or sending Club-wide emails) in what could potentially be a very personal issue. If you are a parent, please do not approach players directly.

Please 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 consider not using email if the situation is very complex. If you prefer email, just as in face-to-face communication, focus on the problem you are trying to solve and not on assigning blame.

- Allow time (48 hours) 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 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.

COMMUNICATION PLAN FOR ISSUE RESOLUTION

In all communications, please try to approach the person you are dealing with directly first. If that proves to be ineffective, then please refer to the steps listed below.

If You Are a Parent Who Has an Issue with a Coach:

1. Contact your manager: He or she will try to mediate the situation. If the manager cannot mediate, then the issue can be raised to the next level.
2. Contact the Director of Coaching AND Manager Coordinator: The DOC and Manager Coordinator will investigate the complaint and decide whether the issue can be mediated at this level or if it needs to be reported to the Board of Directors.
3. At each monthly PASC Board meeting, the DOC or Manager Coordinator can present situations and/or recommendations for input or policy clarifications.

If You Are a Coach Who Has an Issue with a Parent:

1. Contact your manager: He or she will try to mediate the situation. If the manager cannot mediate, then the issue can be raised to the next level.
2. Contact the Director of Coaching AND Manager Coordinator: The DOC and Manager Coordinator will investigate the complaint and decide whether the issue can be mediated at this level or if it needs to be reported to the Board of Directors.
3. At each monthly PASC Board meeting, the DOC or Manager Coordinator can present situations and/or recommendations for input or policy clarifications.

If You Are a Manager Who Has an Issue with Another Manager:

1. Contact your Manager Coordinator: He or she will try to mediate the situation.
2. If the MC cannot mediate, then the issue can be raised to the next level.
3. At each monthly PASC Board meeting, the Manager Coordinator can present situations and/or recommendations for input or policy clarifications..

If You Have an Issue with your Director of Coaching:

1. If you are unable to work out your conflict directly with the DOC, please contact the Club Technical Director for "ON" the field issues and the PASC Executive Director for any "OFF" the Field issues. They will work with both parties to mediate the situation and decide whether the issue needs to be brought to the Board's attention.