

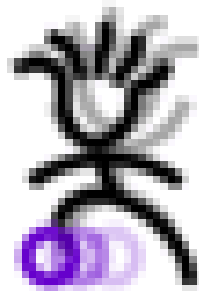
Communication

Parents & Coaches



Sam Snow

US Youth Soccer Director of Coaching Education



Adult Communication



Effective Communication



၂၃၄။ **Listen** carefully and responsively

၂၃၄။ Explain your **intent**

၂၃၄။ Translate **criticisms** into requests

Effective Communication



Ask questions more creatively



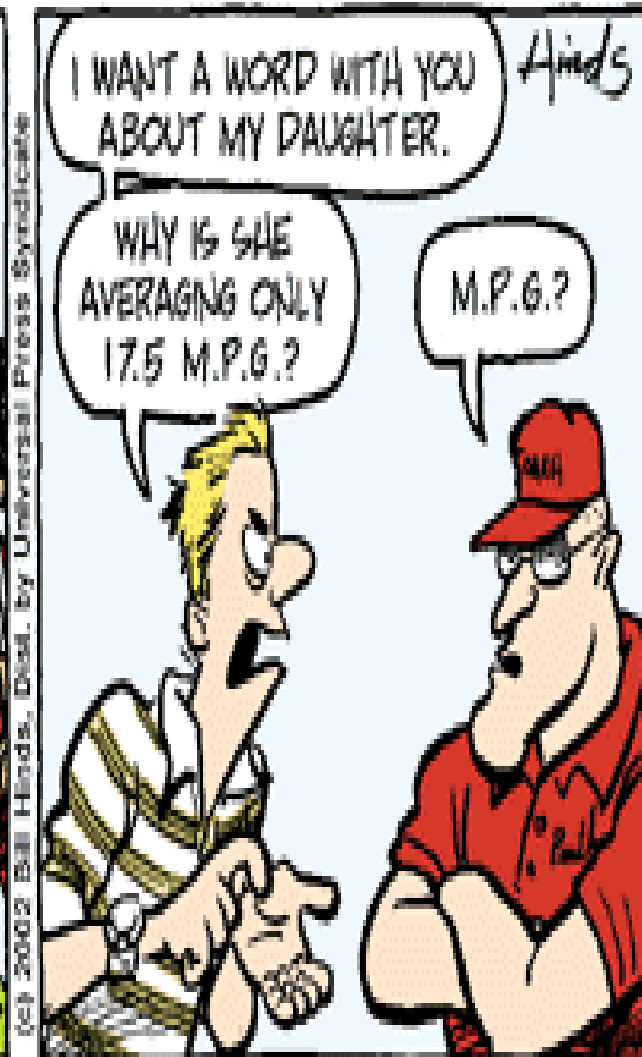
Express more appreciation

Listen more carefully and
responsively



- ⚽ When people are upset their capacity to listen is diminished.
- ⚽ Acknowledge what you hear by restating their position – even if you don't agree.

Parent to Coach



© 2002 Bill Hinds. Deal. by Universal Press Syndicate

www.usyouthsoccer.com e-mail: C1estsmail@aol.com

Effective Communication



- Know when and where to speak to the coach on any emotional matter.
- Generally wait for 24 hours before initiating a discussion on a problem. Give your thoughts and emotions a chance to level off.
- If you have a problem to discuss do so one on one and in private.

Parent to Coach



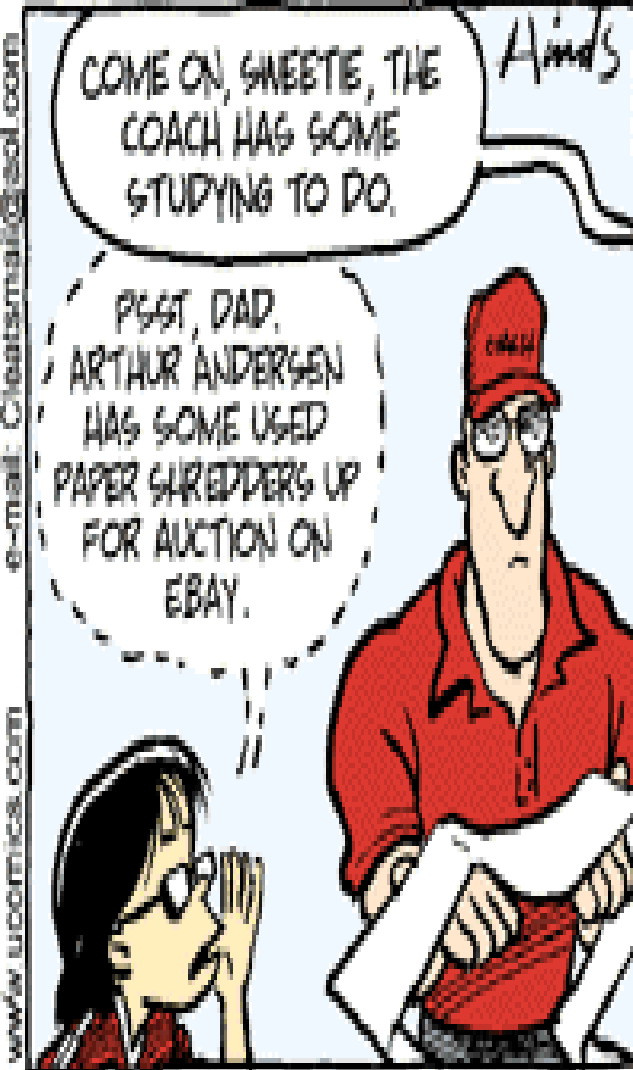
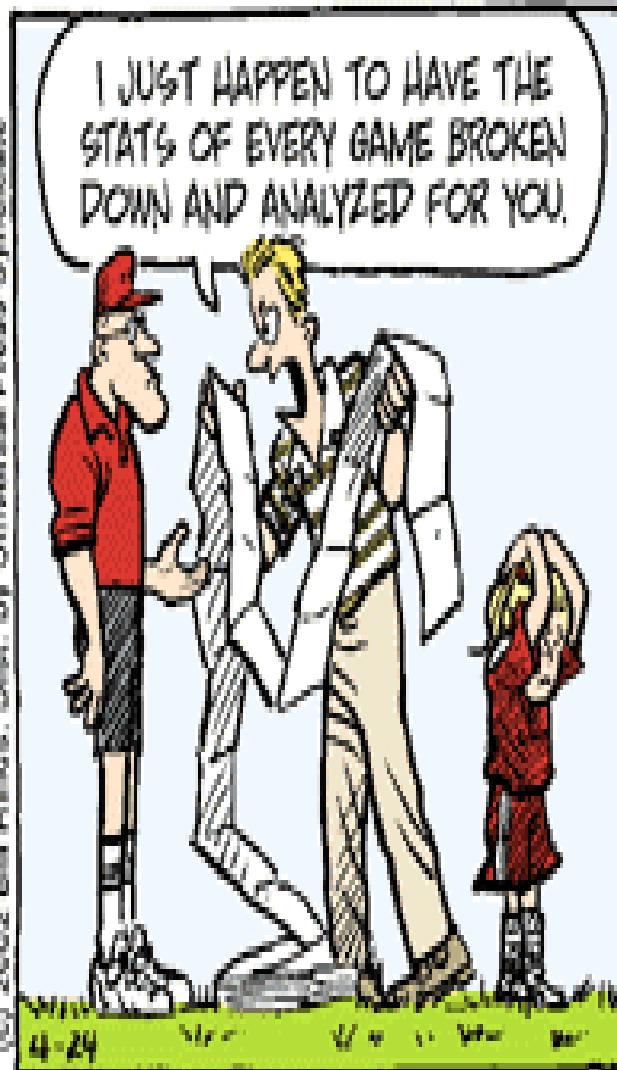
Talking to a Coach



Is it appropriate?

- When?
- How?
- Where?
- What?
- Who?

Parent to Coach



Effective Communication



- Try to get the facts before you begin the conversation.
- If you don't have the facts then start off the conversation asking for them.
- Approach the exchange as a dialogue not a monologue or tirade.

Parent to Coach



LET THE COACHES COACH



Your coach, volunteer or paid, provides guidance, skill instruction and supervised fun for youngsters in soccer. Respect the coaches and their decisions. Their concern is the whole team, not just your player. They need your support. Don't undermine, second-guess, or criticize a coach in public. Most coaches will listen to parents in private and may ask you to help with practice.

Parents' Meeting



- Enables parents to understand what your program is trying to achieve
- Helps them to get to know you
- Informs parents about your club
- Allows expectation to be voiced
- Helps you to understand parents' concerns
- Establishes clear lines of communication
- Obtains support from parents

Parents' Meeting



- Share your soccer playing and coaching experience with the parents
- Give them a written copy of your coaching philosophy
- Explain what a typical training session and match will be like
- Give out the coach's and team administrator's contact information



Explain your intent



- The more important the conversation, the more important it is for the listener to know and share the overall goal of the conversation from the beginning.
- “John, I need to talk to you about Mark’s playing time right now!” (not good)
- “Hello John, I really need your help and expertise in sorting out how Mark can get more playing time. Do you have a minute to talk about it?”
(better)

Translate criticisms into requests



-  When we put people on the defensive, their capacity to listen decreases
-  Specific action focuses attention on the present situation



**US YOUTH
SOCCER**

Translate criticisms into requests



Use specific, action oriented, positive language...

“it would help me...if you would” or “in order to...”


Asking questions more creatively



- “Yes/No” questions tend to shut people up.
- In general, “how” questions are better than “why” questions.
- Why = past
- How = future

Express more appreciation



 The bond of appreciation makes the relationships strong enough to problem solve.

“Thank you for speaking with me on this matter. And thanks for all of your contributions to the team!”



© 2003 Bill Hinds. Dist. by Universal Press Syndicate

www.lccomics.com e-mail: lccomics@earthlink.net

Further Information



Please visit the US Youth Soccer web site for more information for coaches and parents.

usyouthsoccer.org