



Difficult Parents – Coach Workbook

Parent evening, code of conduct and conflict talk

This document was provided by areacopa.com.

TEAM

SEASON

COACH

Parent-evening agenda

Run-through for the start-of-season parent evening.

- Welcome and introduction: who you are, why, how to reach you
- Clarify season goals and playing philosophy
- Explain your playing-time rule, the same for everyone
- Present the code of conduct and have everyone back it
- Logistics: driving rota, kit washing, team fund, dates
- Set the communication channel, personal matters one-on-one
- Collect open questions

Parent code of conduct

To put up and nod through at the parent evening.

- Cheer for all the kids, not just your own
- Don't coach: instructions come from the coach only
- Respect the coach's decisions
- Don't criticise in front of the child or during the game
- Treat referees and opponents fairly
- Separate result from person

Conflict talk in 4 steps

When it does blow up.

- Separate the issue from the relationship, hear the worry first
- Prepare: what is it about, what interest, what do I want
- Speak in I-statements (WWW: observation, effect, wish)
- Create a calm setting, not after the whistle, not in the chat

Escalating to the club

When it is no longer your job.

- A talk stays without result and the behaviour repeats
- Insults toward referees, children or you
- The conflict poisons the team: bring in the youth coordinator

