

Communicating with Parents

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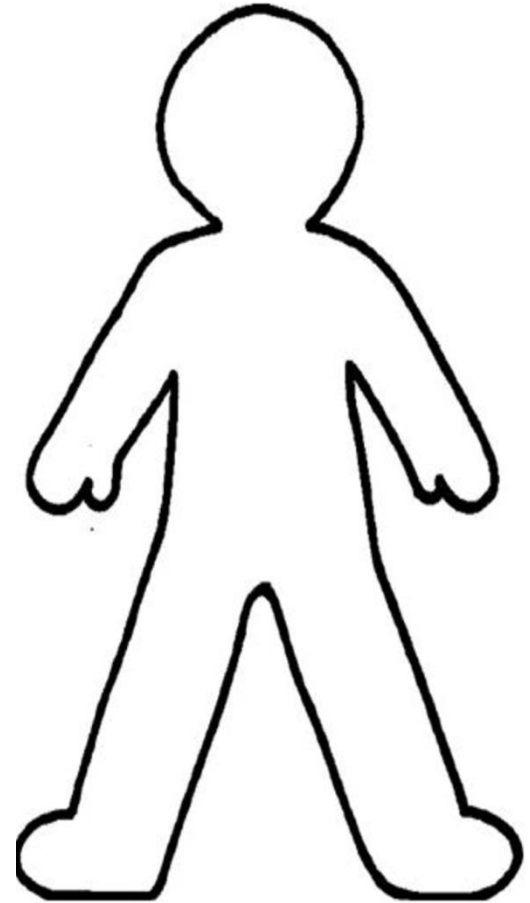
Introduction

- Typical soccer parent
- Setting the stage for communication
- Communicating with angry parents
- Managing when things go wrong (apologies)



Typical Soccer Parent

- Draw a typical soccer parent
- You will be sharing your visual representation with others
- List 5 or more characteristics of a typical soccer parent



Typical Soccer Parent Discussion

- Introduce yourself to group
- Discuss “typical soccer parent” representations and characteristics
- Small groups will share with larger group



Setting the Stage for Communication

- Shared goals
- Preparation



Team Expectation Document

- Coaching philosophy
 - Style of play
 - Expectations of players
 - Expectations of parents
 - Expectations of coach
 - Discipline



Team Expectation Document

- Practical information
 - When, where, how, and whom to communicate with
 - Attendance
 - Practice/game information
 - Tournaments



What is anger?

- Emotion characterized by antagonism toward someone or something you feel has deliberately done you wrong
- Benefits
 - express negative feelings
 - motivate you to find solutions to problems
- Costs
 - physiological changes can make it difficult to think straight
 - can harm physical and mental health



Responding to Anger

- Reduce physiological arousal
 - Slow down, think, wait if possible
- **VCR approach** (Hardy & Laszloffy, 2005)
 - **Validate** – “you care about your child’s development”
 - **Challenge** – “I wonder if there is another way to support your child.”
 - **Request** – “I hope that you have the courage to challenge your child to be a team player”



Practice Communicating With Angry People

- Role play using **VCR** – angry parent vs. coach
 - You are not giving my child enough **playing time**.
 - My child should be playing a **different position**.
 - I am sick and tired of the **politics and favoritism** on this team.
 - **Your coaching** is causing the team to lose.
 - You have no right to **speak to me or my child** that way.



Apologies

- (Pope & Vasquez, 2011)
 1. **Validate** – “Your child did not get to play in the game.”
 2. **Take responsibility** – “I am solely responsible for the line up decisions.”
 3. **Explain why it happened** – “I got caught up in the game and didn’t play your child.”
 4. **Explain why it won’t happen again** – “I have a new subbing system so it won’t happen again.”
 5. **Apologize** – “I apologize to you, your child, and the team.”



Questions, comments, concerns?

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