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
Setting the Stage for Communication Discussion

- Parent/team meetings
- Team document content and use
- Small groups will share with larger group.
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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