



Northwestern Soccer Communication Guide

<http://www.nyaatigers.org/soccer>

The Northwestern Soccer program has established the following guidelines for communicating issues with coaches.

Parents should expect the following communication from coaches and/or other Northwestern Soccer officials:

1. Program and coaching philosophy
2. Expectations of players and parents
3. Location and times of all practices, games, tournaments, and team functions
4. Procedures for parents to follow for excusing players from practices and/or games
5. Explanations of major disciplinary actions involving your players

Coaches expect the following communication from parents:

1. Notice in advance when players will miss or be late for practices/games
2. Specific concerns regarding coaching philosophy and/or rules/expectations
3. Positive support for players, coaches, game officials, and the Northwestern Soccer program

It is appropriate for parents to discuss the following with coaches:

1. The mental and/or physical treatment of your child
 2. Ways to help your child improve and develop as a player
 3. Your child's behavior
 4. Your child's playing time (only if/after you have attended at least one full practice)
- Please Note - Any concerns should be directed to a member of the team coaching staff first. Give your child's coach the courtesy of hearing your concerns from you, not from other parents, players, coaches or other Northwestern Soccer program officers. If you have made a good faith effort to engage your child's coach in a discussion but have not been able to have your concerns addressed, then feel free to bring the matter to the attention of the Northwestern Soccer program officers, or the NYAA Executive Board.

It is not appropriate for parents to discuss the following with coaches (unless invited by coaches to do so):

1. Players other than your child
2. Practice activities
3. Tactical decisions (e.g., positions, substitutions, systems, etc.) during games
4. Team strategy

Parents should follow these procedures to arrange discussions/meetings with coaches:

1. Contact the coach at an appropriate time. The time immediately before, during, or after a practice or game is not the best time to bring up concerns with a coach. Your child's coach will be focused on the practice or game, and may not be in a position to respond to your concerns in an appropriate manner.

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2. As a best practice, please observe a 24-hour rule if you want to talk to the coach(s) about something involving your child. Allow yourself (and your child's coach) time to breath and to gain some perspective on the issue. If after 24 hours the issue is still a point of concern, please contact the coach(s) and request time be set aside for a respectful conversation.
3. Respect the coach's wishes regarding the terms of the discussion/meeting (these may include inviting the Northwestern Soccer Director / Program Coordinator to participate).
4. Parents should follow these procedures in order if they have discussed the matter with the coach (or if they have made a good-faith attempt to do so) but the issue still has not been resolved:
 1. Contact the Program Coordinator to request an appointment with them to discuss the situation. They will work with the parents and coaches involved to resolve the situation.
 2. Contact the Northwestern Soccer Director to request an appointment with them to discuss the situation. They will work with the parents and coaches involved to resolve the situation.
 3. The Northwestern Soccer Director will request intervention by the NYAA Board of Directors at his/her discretion.
 4. Contact the NYAA Board of Directors to discuss the situation and/or to request intervention by the board.