



Maverick Volleyball Club

Communication Guideline

The Maverick Volleyball Club recognizes the importance of proper communication to ensure efficient and appropriate information sharing. The successful development of youth both athletically and socially is dependent on good communication between all parties involved (coaches, athletes, parents, executive members).

Principle #1 – Choosing the right medium for communicating

Communication involves more than simply words which makes choosing the right medium an important decision.

Email – Used to communicate factual information where interpretation isn't a factor (e.g. tournament travel details, arranging of meetings, etc.). Email should not be used to communicate subjective information or opinions (e.g. playing time, performance, etc.).

Face to face/telephone – Used when it is important to see non-verbal communication cues (body language, facial expressions), or a discussion is necessary to ensure that the information communicated has been properly received and not misinterpreted.

Text – Used for quick questions and responses with regards to factual information and is inappropriate for subjective information that can be incorrectly interpreted. (Does practice start at 6:30?, etc.)

Principle #2 – Who to involve in communication

This is a competitive program. Coaches, athletes and parents have various expectations and invest a considerable amount of time, energy and money. Whether it is maximum athletic development or optimal team performance, situations will surely arise where opinions differ. Throughout this process, all coaches, athletes and parents are expected to remain positive and committed to creating a constructive growing experience.

When Dealing with 18U and 17U Athlete Concerns

Athletes are expected to resolve their concerns directly with the coaching staff. If an athlete has an issue (e.g. playing time, role, etc.) he or she should talk to the coaching staff. Unless a player has been physically or emotionally harmed, the athlete is encouraged to make

every effort to resolve issues with the coaches before involving parents. As this is the environment that the athlete will experience at higher levels (university or college, national or international) it is in each athlete's best interest to develop the ability to resolve issues on their own. Please remember to discuss issues in an appropriate way that focuses on the solution (e.g. "What do I need to do to earn more playing time?").

When Dealing with 12U to 16U Athlete Concerns

Parents can assist athletes in communicating concern to coaches, but it should always be done jointly and involve the player.

At All Age Groups

Please keep in mind that common sense is the rule. All coaches are volunteers and their main concern is the well being of the athlete and the success of the team. Respect the coaches' and the athletes' time. Meeting with a coach during a practice or interrupting a coach during a practice session or immediately after a game is disrespectful of the entire team. Meetings with coaches must be scheduled so as not to impact other players. Coaches should refuse requests for meetings that are not outside team time.

24 Hour Rule

Direct confrontation, especially when emotions are high, is counterproductive. The "24 hour rule" should apply. Please do not talk to coaches about volleyball-related issues within 24 hours before or 24 hours after a tournament.

If concerns still remain unresolved, players and their parents can communicate their concerns to the Technical Director or the Club President. The Technical Director or the President will attempt to work to a resolution with the coaches, followed with an appropriate response to the athlete and parent. This step should only be taken after an athlete has voiced his or her concerns to the coaches, without resolution.

On the rare occasion that a situation cannot be resolved, the Executive Committee will appoint an Ombudsman so that he or she can consult with all involved parties and attempt to come to a final resolution.

Principle #3 – Using Social Media

The advent of Facebook, Twitter and other social medias has increased our ability to communicate with athletes while at the same time has also made the establishing of boundaries more challenging.

In general, coaches should refrain from using social medias with their athletes beyond the transmission of factual team related information. Presenting personal information that can compromise the coach/athlete relationship should be avoided.
