

### **WHEN A PROBLEM EXISTS, FOLLOW THESE STEPS SEQUENTIALLY**

The participant should reflect on program philosophy and goals as stated by the coach. Then take a personal inventory and an insightful look at your goals, desires and motivation. How do they match up with the program?

1. The participant should speak to their parent. The parent should avoid being the “middle man” and be a good listener. Discussion should focus on resolving the conflict. No resolution?
2. The participant should talk with the advisor/coach. The parent should avoid denying the participant this educational opportunity by meeting with the advisor/ coach on behalf of the participant. Following this session, the parent and participant should talk. No resolution?
3. The parent should call the advisor/ coach to arrange a meeting with the participant included. Please avoid approaching a coach after a game. Following this session, the parent and participant should talk. No resolution?
4. The parent should call the activities coordinator to arrange a meeting with advisor/coach and participant included. No resolution?
5. The parent should call the principal to arrange a meeting with the activities coordinator, coach and participant included.

### **HOW TO APPROACH YOUR ADVISOR OR COACH WITH A PROBLEM**

1. The most opportune time to arrange a meeting is before or after practice. All successful problem solvers realize that effective communication only results when emotions are held in check. Therefore, out of respect for all parties, attempting to resolve conflict on game day is not effective and must be avoided.
2. After a meeting is arranged, put your thoughts on paper. Rehearse. Take notes with you to the meeting. Use positive communication skills i.e. proper eye contact, respect, emotional control. The advisor/coach will seek to understand your position. Understanding does not necessarily imply agreement.
3. After making your case, become an active listener. Seek to understand the advisor/coach position before defending your own. Take notes. Avoid interrupting.
4. Remember that listening does not necessarily imply agreement for either party. Successful problem solvers understand the concept of “agreeing to disagree” and are respectful of others’ opinions.