

SBFC Academy - Communication Protocol

10-01-2021

Having a clear communication protocol can be the ultimate difference maker in constructive vs destructive resolution of a conflict. The following communication guidelines are intended to establish a general method of communication with staff, especially when seeking conflict resolution.

Communication Methods

SBFC Academy has an open door policy that encourages open dialogue. However, such policy is available to promote ongoing communication between members and staff, but should never be abused. The preferred communication method is email and members should allow a minimum of 48 hours for staff to respond. Parents are to refer to the appropriate communication resources to express concerns by emailing us at the info@sbfcacademy.com

Parents are strongly advised to use the team management system and its tools in a constructive manner at all times. If/when any one parent is deemed to misuse the communication tools, access will be removed.

24-48 Hour Rule

Where discussion about a dispute/delicate matter is required, parents are required to take 24-48 hours to collect thoughts before addressing their concern.

Parents are NOT permitted to engage the coaching staff or team managers on player related matters prior, during or immediately after training and/or game days. ALLOW 24-48 HOURS.

Conflict Resolution

The coaching staff is NOT permitted to discuss any player with parents other than their own.

Parents MUST conduct themselves in a respectful manner at all times and reserve the right to express concerns and/or negative feelings in a private setting.

Communication that may be deemed unreasonable and/or offensive will be rejected, and will not be revisited.

If/when a member approaches/confronts staff, members (players/parents/siblings/etc), game officials, etc., in any manner that may be deemed threatening to anyone, immediate dismissal will be exercised and police may be called upon.