

How do you handle a sticky situation between parents?

Examples:

Inappropriate coaching by a parent to their child or others
Parents becoming upset about line calls or incorrect scoring
Lack of spectator etiquette



Be Prepared!

- Before season starts, establish a team chain of command. If parents have a concern or complaint, they should go to the acting captain first, and the captain will address the issues directly with the captain of the other team. The two captains need to agree and implement change. If they cannot, they must abide strictly by the JTT rule on the call.
- If further assistance is needed to resolve the problem, appeals can be escalated to the flight or league coordinator.

Breathe!

- Pause match play if needed
- Assemble the parents to a private location

Listen!

- Be patient, allow the parent to express their concern. Remember, in most situations with parents you are dealing with feelings instead of thoughts, feelings need to be fully expressed before effective actions can be taken.
- Remind the parents that the goal of our league is fun for our kids
- Break down the situation specifics and try to identify the main issue

Keep calm!

- Do your best to identify where inappropriate coaching, parent intervention, or loss of the vision of our goal (fun for our kids) is apparent
- Keep in mind the chance for learning and fun experience for the kids, no matter what the rule book states
- State to all what the appropriate intervention should be
- Make sure everyone understands and agrees to abide by it
- Thank the parents for their cooperation and understanding
- Implement the stated changes and resume match play

Let it go!