

# PRINCE WILLIAM HOCKEY CLUB

## Player-Parent-Coach Conflict Resolution Process

All quality organizations have one thing in common, *effective communications*. During the course of a hockey season, situations may arise among players, coaches and parents that lead to misunderstanding or conflict. When this occurs, it is important that all parties involved approach the problem in an appropriate time, place and manner.

*Reasonable people come to reasonable solutions.* **Games and practices are never an appropriate place to resolve conflicts.** It is important to discuss the issues with your son or daughter prior to initiating this process. Many times the athlete has information that may resolve the issue. We ask that all parties involved adhere to the following set of guidelines to resolve conflicts:

1. Cool heads prevail – allow a minimum of 24 hours to pass prior to any attempt to address an issue. Use this cooling-off period to validate the facts and collect your thoughts. (The 24 Hour Rule)
2. The athlete is the first step in the conflict resolution process. He or she should contact the coach involved in the issue to arrange to discuss the conflict.
3. If the athlete-coach meeting fails to resolve the issue, the athlete's parent should contact the coach involved in the issue to arrange a face-to-face meeting to discuss the problem. The goal of this meeting is to solve the problem, not win an argument.
4. After meeting with the coach in question, if there is no resolution, contact the team's Head Coach. If the unresolved conflict is with the Head Coach, contact the PWHC Vice President of House Programs or the Vice President of Travel Programs based on the program the player is participating in.

The Prince William Hockey Club is committed to resolving conflicts. Identifying and resolving conflicts is beneficial both to the team and the organization.

THANK YOU FOR YOUR COOPERATION

Player Signature and Date: \_\_\_\_\_

Parent Signature and Date: \_\_\_\_\_

Coach Signature and Date: \_\_\_\_\_