

## Village of New Glarus

### Summer Recreation Program

#### Communication Policy / Conflict Resolution Policy

When a player or parent has questions or concerns regarding the program or a player's individual role on the team, it is important to keep in mind the following communications process that has been adopted by the baseball program. This process provides an effective and efficient progression, focused on solving any problem that may develop throughout the season.

For a player / coach conflict:

1. Wait 24 hours. This is a cooling off period. Many times, the emotions of the event can cloud people's judgment.
2. The player should contact the coach to discuss his/her questions or concerns. If the player and/or coach is not satisfied with the outcome of this meeting, he/she should move forward to step 3.
3. A meeting involving the player, the baseball coach(s), and the parent(s)/guardian(s) should be requested via e-mail. This e-mail should include a brief explanation of the player/parent concerns. If this meeting does not resolve the situation, the player and his/her parents should move forward with step 4.
4. A meeting should be requested involving the player, the baseball coach(s), parent(s)/guardian(s), and the Park and Recreation Director. If all parties involved are still not comfortable with the outcome of this meeting, additional alternatives should be discussed to resolve this matter.
5. Additionally,
  - a. All discussion should focus on individual questions or concerns.
  - b. The performance and ability of other players will not be a subject of discussion. This is contrary to our team values of mutual respect and support.
  - c. Before leaving any meeting, be sure to clarify and summarize your thoughts and feelings. This will ensure that everyone involved has a clear understanding of the meeting's outcome.

For a parent / coach conflict:

1. Wait 24 hours. This is a cooling off period. Many times, the emotions of the event can cloud people's judgment.
2. The parent should contact the coach to discuss his/her questions or concerns. If the parent and/or coach is not satisfied with the outcome of this meeting, he/she should move forward to step 3.
3. A meeting involving the parent, the baseball coach(s), and the Park and Recreation Director should be requested via e-mail. This e-mail should include a brief explanation of the parent concerns. If all parties involved are still not comfortable with the outcome of this meeting, additional alternative should be discussed to resolve this matter.
4. Additionally,
  - a. All discussion should focus on individual questions or concerns.
  - b. The performance and ability of other players will not be a subject of discussion. This is contrary to our team values of mutual respect and support.
  - c. Before leaving any meeting, be sure to clarify and summarize your thoughts and feelings. This will ensure that everyone involved has a clear understanding of the meeting's outcome.