MODULE 3 – WORKING WITH OTHERS

LEARNING OUTCOME:
At the end of this module, ‘I will be able to communicate effectively to build positive relationships with participants and others involved in physical activity and sport’.

The primary aim of the module is to provide a range of communication and basic conflict resolution techniques relevant to the coaching environment.

CONTENT:

| What communication skills do coaches need? | • Selecting from a range of communication techniques:  
|                                           |   – verbal  
|                                           |   – non-verbal  
|                                           |   – active listening  
|                                           |   – demonstrations  
|                                           |   – inclusive communication  
|                                           |   – providing feedback  
|                                           | • Barriers to effective communication  
|                                           | • Understanding individual differences:  
|                                           |   – communicating with a diverse range of participants (cultural, age and social differences)  
|                                           |   – learning styles  
|                                           |   – motivation.  
|                                           | • Use of social media  

| How do I choose the right style? | • Selecting coaching styles from direct to indirect for different situations and individuals:  
|                                |   – friendly and approachable while maintaining a 'professional distance'  
|                                |   – directive regarding non-negotiable issues such as safety factors  
|                                |   – casual  
|                                |   – critical friend  
|                                |   – motivational  
|                                |   – disciplinarian  
|                                |   – humorous when appropriate  
|                                |   – organised and efficient  
|                                |   – supportive and encouraging.  

|                                | • The coach as role model:  
|                                |   – promoting cooperation and good relationships  
|                                |   – acceptable language  
|                                |   – arriving on time  
|                                |   – presentation standards  
|                                |   – self-reflection to identify areas for improvement.  

How do I deal with issues and problems that might arise?

- Preventing issues by building relationships with others:
  - identifying key stakeholders
  - strategies for gaining support from key people
  - understanding climate or environment in which you coach (difficult or supportive)
  - being clear about your role and responsibilities in relation to others
  - respecting different personal values and beliefs.
- Working positively with parents (including expectations of parents)
- Working with officials (including the issue of abuse and how coaches can have a positive influence)
- Working positively with Boards and Committees
- Roles and relationships with sports administrators or school staff
- Choices when dealing with difficult behaviour:
  - listen more, talk less
  - understand the intent
  - work out how to resolve the conflict or prevent it reoccurring
  - know when to walk away, seek assistance from others or refer the matter to someone else.