

## How coach developers can build rapport and trust with coaches

The way you talk with people is the basis of any relationship. There are some simple things to build rapport and trust:

- > listen more, talk less
- > smile and make eye contact
- > understand the coaches' views and challenges and respond to them, rather than impose your views
- > try to find some common ground outside of the coaching activity.

The first meeting between a coach developer (CD) and a coach is critical. The coach may feel a bit intimidated by your experience, qualifications and reputation. They may also feel nervous about the prospect of someone 'looking over their shoulder' and may fear that they will be criticised. For these reasons, it is best to make the first meeting informal. Here's a suggested approach:

### Get to know each other

Introduce yourself, including why you are involved. Focus on things that the coach will see as relevant to them like how you love the sport, are keen to help coaches and are passionate about seeing coaches and participants progress. A very brief summary of your coaching qualifications/experience would create confidence in the coach that you have something to offer. Try to avoid talking about your illustrious sporting career, unless you're asked. While it is something to be very proud of, you don't want to intimidate the coach.

Ask the coach how and why they are involved and something about their personal history in the sport (if they have one).

### Get a clear understanding of the role of the coach developer

#### Outline briefly what your role is:

Alleviate any concerns: you are not there to assess, you won't report on their performance, you won't look over their shoulder and criticise, and you won't take over the coaching in any way. You are not there because the coach isn't doing a good job. You are part of a club-wide program to support coaches, linked to a nation-wide program.

Emphasise that you are there to support, provide advice and assistance.

### Explore areas where you might assist

Ask the coach what kind of support they would like. Prompt with what you can offer as a distant observer, side guide or trouble shooter.