

COMMUNICATION

As a Team Manager, you will be organizing a variety of information and events. You will be the backbone of team communication, letting parents and players know what to expect and answering questions. Each parent will be asked to download and use the TeamSnap App to receive information and communicate with you and the coach.

COMMUNICATION WITH YOUR TEAM

In most cases, the Team Manager will be the link of communication from the club and coach to the players and parents. Obtain a confirmed roster from the coach as soon as possible after the team selection so you can begin setting up your communication pathways.

TeamSnap App - This will be the primary source of communication with your team.

- Practice cancellations/changes, game location changes, tournament or scheduling requests, etc.
- Check with the coach often to see if there is anything he/she needs communicated to parents.
- Follow up if parents are not responding to requests for information.
- If you are unfamiliar with this app or need help setting up your team please reach out to the club administrator and they will assist you.

Texts - These should be utilized as a back up to Teamsnap communication. Keep a list of current cell numbers with you or in your phone.

Email List - Use email to communicate larger amounts of information.

Facebook, Twitter and Instagram - This is a great way to share pictures of your team with the entire club. @PASSFC

FIRST EMAIL TO YOUR TEAM

If you were a manager during the tryouts send your first email out as soon as the roster is confirmed. If you were not, send this out when you are comfortable to introduce yourself.

- Introduce yourself and your coach and welcome everyone to the team
- Confirm all email addresses they wish to have added to the team communications
- Remind them of any important upcoming information (ie: enrollment instructions, additional paperwork, coach's team plans, events, etc).
- Communicate training start date/days/times/locations if your coach has those established. If not, let them know it will be on Teamsnap as soon as it is confirmed.
- You may need to follow up with some if they are not responding to needed information.

PLAYER INFORMATION SHEET

Create a handout with the following to distribute to your team's parents to assist them in getting to know each other better. This could be loaded onto Team snap, emailed to parents, and/or handed out as a hard copy.

- Player and jersey number
- Parents names
- Email addresses
- Cell phone numbers

NOTE: If handing out items to the players make sure to put each player's name on the top of the handout so you know who did not receive the information. And please **DO NOT give the handouts to the coaches to distribute**. Past history tells us that they end up in the coaches bag and parents do not get the information.

ASSISTING YOUR COACH

The Administrative aspect of the team is taken care of by Team Managers which frees the coach up to do what they are trained to do, develop players.

Managers should plan to assist their coach not only with communication but also with being the liaison to the team and helping them with other duties.

- Getting a good pulse of the team and what parents are asking helps your team to be successful and coaches make knowledgeable decisions on things like tournaments and leagues.
- Help coaches plan a pre-season meeting when you both can communicate important information to the parents.
- Make sure your coach has hotel accommodations for any overnight game weekends.
- After-game snacks are not necessary, but the kids do love them. For younger age groups you may want to set a schedule for parents to sign up to bring treats after games.
- Help to coordinate the team's winter futsal schedule.
- Be open to any extra indoor leagues or tournaments that players might like to participate in and help facilitate the collection of fees and coordination of the activity.
- Enlist parents to help with team bonding activities including your end of season party when players and parents can come together for a social time, celebrate their team, and thank the coaches for their hard work and dedication to the players.
- Encourage participation in Club Activities. In the past we have organized outings to MLS soccer games, October outings at a Corn Maze, Griffins games, Whitecaps, etc. Club Activities also can include fundraising. We try to limit this to every other year or longer, but when we find them necessary, we ask managers to help facilitate this with their teams.

COMMUNICATION FROM THE CLUB

IMPORTANT!! It is essential that parents place a primary email address that is checked often on their child's profile page in GotSport! Please also have them make sure that passimpactsoccer@gmail is accepted in their email server.

Email - With over 300 soccer families in the PASS, club communication will go directly to families via email. Constant Contact and GotSport are the email tools we utilize.

Website - Visit <https://www.passsoccerclub.com> often to find timely information on programs, tryouts, enrollment information, current club news, events, player forms, etc.

Facebook@PASSFC - Please ask all team families to "LIKE" us on our facebook page.

Meetings - The club or your team may hold informational meetings for the following:

- Pre-season coach/parent meetings
- End of year Player Evaluations
- U8 moving to Academy the following year
- U10 moving to the Director's League (DA) the following year
- U12 moving to Premier the following year
- Any new changes or information being passed along by our Leagues or Associations.

COMMUNICATION TO THE CLUB

Team Managers will often be the sounding board for parents about their concerns.

Questions, Concerns, Issues

PLEASE remember that you are a club representative and should remain positive about the club at all times. If anyone has a technical or administrative issue or concern that you do not know how to answer in a positive way, you should direct them to follow the progression process:

- **Administrative Volunteers:** Direct any and all Administrative questions or concerns to passimpactsoccer@gmail.com and they will be redirected to the appropriate party.
- **Your Coaches:** Direct any and all playing time concerns, or technical/tactical questions to the Coach first. Coaches are instructed to communicate directly with parents regarding these issues.
- **Coaching Directors:** Questions or concerns about the development of a player that have already been discussed with the coach but have not been resolved can then be emailed to one of the Club Directors.
- **Board of Directors:** The best avenue to obtain answers directly from the club is on the PASS FC website. PASSsoccerclub.com
Many times answers can be found here and if not, questions can be submitted through the CONTACT LINK. If needed they will be routed to the appropriate person and/or discussed at the monthly board meetings.

NOTE: Please remind your parents that there is a **48 hour rule** when communicating any playtime/game decision concerns, or technical/tactical concerns with the coach, coaching directors or club. This simply means that we respectfully ask that all parents wait 48 hours before voicing their concern about an issue. This gives both parties time to fully process the situation.