



## Red Wing High School Activities

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# Winger Activities Communication Protocol

## COMMUNICATIONS BETWEEN STAFF AND PARENTS

Parenting, coaching, and advising are extremely difficult vocations. By establishing an understanding of each position, we are better able to accept the actions of the other and provide greater benefits to your child. When parents have a child involved in our programs, they have a right to understand what expectations are placed on them. This begins with clear communication from the coach or advisor.

### **Communication to expect from the Coach or Advisor:**

- Philosophy
- Expectations for your child, including sportsmanship and MSHSL rules/policies
- Location and times of all practices, games or events, and transportation expectations
- Team requirements, i.e. practices, special equipment, out of season training, lettering policy
- Procedures to follow – should your child be injured, attendance at school on practice/game days
- Discipline that may result in the denial of your child's participation
- Individual meetings with students regarding role, how to improve, etc.
- Consistent, timely, thorough communication throughout the season (email, website, etc)

### **Communication that coaches and advisors may expect from parents:**

- Questions expressed directly to the coach or advisor
- Specific questions with regard to philosophy and or expectations
- Notification of any illness or injury of missed practices

Students involved in the programs at Red Wing High School will experience some of the most rewarding moments of their lives. However, it is important that they understand that there may also be times when things do not go the way they or their parents had hoped. At these times, discussion with the coach or advisor is encouraged.

### **Issues appropriate for parents to bring forward as part of a discussion with coaches/directors:**

- Treatment of a student, mentally and physically
- Ways to help a student improve
- Concerns about a student behavior

It is very difficult for parents to accept their child not participating as much as they may hope. The aim of the RWHS Activities Department is to support coaches and advisors as teachers. A coach or advisor will make judgment decisions based on what they believe to be best for all students involved. As you can see from the above list, certain things can and should be discussed with parents. Other things, such as the ones listed below, must be left to the professional judgment of coaches and advisors.

**Issues not appropriate for parents to bring forward as part of a discussion with coaches/advisors:**

- Team or group selection
- Playing time
- Team strategy
- Play calling
- Other students

There are often situations that may require a conference between the coach or advisor and the parents. **The student should be, and is requested to be involved in these meetings.** To resolve the problem, we must have everyone's help and involvement.

**RESOLVING CONFLICTS**

There are situations that may require a conference between the coach or advisor and the parent. These are encouraged. However, it is requested that all parties follow professional dialogue expectations. It is very important that both parties involved have a clear understanding of the other's position. When these conferences are necessary, the following steps are expected to be followed in order to promote resolution. Note: This process is not intended to provide a grievance of rule(s) of the Minnesota State High School League.

**If there is a problem:**

- **STEP 1:** The student should talk directly to the coach or director, one on one – this is part of the learning and maturing process.

**If the problem is not resolved:**

- **STEP 2:** Parents will contact the coach or advisor for their insight into the problem. Parents are welcome to provide support for the student through conversations with the coach or advisor after the initial player/coach or advisor discussion. Coaches or advisors shall respond within 24-48 hours to all inquiries. There will be no correspondence from a coach or advisor after 7pm each day.
- **STEP 3:** Parents set-up a face-to-face meeting with the coach or advisor **and the student**. Requests should be directed to the coaches' or advisor's school phone number/email. Inquiries will be returned in a timely fashion – minimum expectations are for a return call/email within 24-48 hours. It is expected that the head coach or advisor and at least one assistant are involved in the conference. This meeting is expected to take place at Red Wing HS at a mutually agreeable time.

Parents/students and coaches or advisors are to address themselves to problems/concerns related to them only. In order to be in compliance with the “Privacy in Information Act” problems/concerns related to other students will not be discussed.

**Parents Should Not:**

- Call the Activities Director or RWHS administration without participating in the first 3 steps.
- Confront the coach or director before or after practice, game, event or banquet. These can be emotional times for both individuals. Meetings of this nature do not promote resolution.

**Coaches or Directors Should Not:**

- Engage in email “discussion” of an issue unless it is for routine absences or concerns due to illness, injury, etc. Phone calls and in-person meetings (as necessary) are expected.

**If the meeting with the coach or director does not provide a satisfactory resolution:**

- **STEP 4:** Parents are asked to contact the Activities Director and request a meeting with all parties. If steps 1-3 have been followed appropriately, the AD will mediate a resolution between the student, coach or director, and parent.

Focused dialogue is a crucial part of conflict resolution. Your willingness to support students and parents when they follow the expectations is paramount to successfully resolving potential issues and ensuring positive outcomes.