

The Coaching Culture Podcast Notes



Episode 202 Improving the Parent-Coach Relationship Part 1 | Asia Mape

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Guest: Asia Mape

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Highlights

- Helping Parents Raise Happy, Healthy, and Successful Athletes
- Being Consistent in Your Communication with Parents
- Ways Coaches Help & Hurt the Coach-Parent Relationship
- Working with the “Entitled” Sports Parents
- Managing the Crazy Sports Parent

What Coaches Can Do That Parents Appreciate the Most.

1. Communication – the more that we can communicate with each other, the better off we would be.
 - a. Mistakes that coaches make a lot is that they communicate the “WHAT” and not the “WHY”. Why are we doing this? How are we doing this?
 - b. Early and detailed communication will prevent coaches from having to address parents’ complaints or have to deal with disgruntle parents.
2. Things That Coaches Can Do to Improve Communication with Parents
 - a. Talk about the coach’s expectations during the pre-season meeting.
 - b. Be clear and take the time to discuss expectations.
3. What Should the Coaches Avoid Doing?
 - a. Having zero communication with the parents.
 - b. Not having a system in place to communicate.



- c. Not being consistent.
- d. Being half hazard about communication.
- e. Not having clear priorities.

Establish Systems to Develop Coaches.

1. Put people in places where there are check and balances in helping coaches develop.
2. Have a mentorship program for coaches.
 - a. What to do?
 - b. What not to do?
3. Provide the proper training and feedback.
4. Give coaches the tools that they need to be successful.

Have a Feel for the Team's Pulse.

1. Be aware and have a feel for your parents' "pulse".
2. Don't be in a vacuum.
3. Know what's going on with the team.
4. Know why people are unhappy.
5. Overcommunicate!!!
6. Have meeting with parents when necessary.

Coaches' and Parents' Challenges.

1. Coaches – knowing that the team is the priority when making the decisions, while still valuing every individual.
2. Parents – knowing that even though their kid is their priority, they need to understand that it is a team sport, and the coach needs to do what's best for the team.

Managing Parents' Expectations.

1. Senior night playing time.
2. Club sports – I'm paying all this money, why isn't my kid playing more?

Best Practice on How to Deal with "Crazy" Sports' Parents.

1. Communicate, Communicate, Communicate!!!
2. Given them more information than less.
3. Explain and managing changes. For example, a kid was playing a lot and suddenly he/she is not.
4. Document all conversations with parents.

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