



Carolina One Team Representative Duties

Carolina One Volleyball values the relationship and coordination efforts of our Team Representatives. As a key communicator for our club teams, your energy and creativity are key elements to the team's success. We ask you to review the below information to better prepare as a Carolina One Team Representative. We look forward to working with each of you and watching your team and your child excel with Caroling One.

CONTACT & COMMUNICATION

- A. Check email daily
- B. Line of communication
 - 1) Player/Parent to Team Rep (Example: General questions regarding practices, tournament schedule, etc.)
 - 2) Other Questions - Team Coach (Example: Player development)
 - 3) Club Culture Liaison (Example: General questions and team concerns)
- C. Don't procrastinate! When information is needed, please get to it immediately.
- D. Email will be Carolina One's primary method of communication to all reps and parents. Team reps should have access to email at home and work.
- E. Expect to make approximately 1 to 2 calls/texts per month to each team member. This may include last minute changes in practice, tournament changes, or important announcements. Coaches or Club director will sometimes ask that you verify that all your parents/players received important news.
 - a. All C1 families are required to have email. The majority of the news will be sent out to everyone from the club director, or will be sent from club director/coach to you to share with your teams.
- F. Copy club director, Club Culture Liaison and your team's coach on emails you send to the team regarding club wide news/announcements. No need to include club director or Club Culture Liaison on emails regarding food tables or other team specific info.
- G. Initially you need to call or email the players, parents, and coach to let them know you are the team rep. Make sure they know how to get in touch with you, including work, mobile and home numbers.
- H. Keep a list of the team's contact cell phone numbers in case you need to get them during a tournament or other event. A team roster with contact info will be available to you.

TOURNAMENTS

- A. Assist with tournaments by confirming that all players on your team have a ride to and from the tournament. Most parents attend, very few players will need transportation, but those who do, you may need to assist them in finding a ride. Confirm transportation a minimum of one week in advance.
- B. All players are required to inform the coach a minimum of 1 month in advance if they can't attend a tournament and 24 hours in advance for a practice. If you find that players/parents are often notifying you of practice or tournament conflicts, please remind them to communicate directly with the coach.
- C. For single day tournaments, coordinate the food table and/or lunch with other parents and what each person needs to bring. Most of the time, players will not have time to leave the gym. Eat healthy and remember to include sufficient food for the coaches. Don't forget water and Gatorade! We will provide suggested lists for food tables.
For multi-day tournaments, coordinate snack bags and/or team meals with team members.



- D. For multi-day tournaments, you will need to know where families are staying, in the event contact is needed.
- E. Team rep or parents can block hotel rooms for their teams. Team reps will be responsible for coordinating and communicating hotel block information if your team chooses to stay at the same hotel. Club administration will provide suggested hotels upon request.
- F. “Stay to Play” tournaments require that all players/parents stay within the approved hotel block. You are responsible for communicating this info to your team and facilitating reservations. Club director will share this info for each tournament as it is published.
- G. Assist the coach in planning team outings/meals during the tournament. Many teams like to have at least one lunch or dinner as a team (players, parents and coaches included) during the tournament.
- H. Remind your team’s parents – C1 and the Palmetto Region have a no-tolerance policy toward yelling or making derogatory remarks toward any official (line judges and scorekeepers included). The entire team can be sanctioned, or spectators can be kicked out of the gym with no warning.
- I. ALL players must stay on court for team official duties (even for final match).
- J. Know how to find tournament information, directions, and schedules. In-region tournament information can be found on the region website: www.palmettovb.com. Out-of-region tournament information can usually be found on the tournament website or [AES](#). Exact gym locations, pools, schedules, etc., will be sent to you as soon as they are available – make sure you send them to the team ASAP. Any changes will also be sent to you – you are required to notify the rest of the team, either by phone or email. We recommend you download the AES app on your phone.
- K. If you are UNSURE of any tournament information, ask your coach and/or Kim/Nikki first – don’t provide wrong information.

OTHER RESPONSIBILITIES

- A. Team reps are required to register with the Palmetto Region/USAV. In 2020, this will be through the Palmetto Region’s “Parent Assistant” program. Membership fee will be reimbursed by the region or club at the end of the regular season as long as conditions are met. More information is available here: <https://www.palmettoregionvb.org/page/show/4477306-parent-assistant-program>
Note: Team reps may also receive tickets to additional tournaments, based on tournament rules and regulations.
- B. Being a team rep is a job, with credit towards your daughter’s club fee. Because of this, team reps who show lack of correspondence with parents, coaches and club director will be replaced as team rep. If you know you are not able to do the job, tell us, we will find a replacement. Credit will be pro-rated based on the time you served.
- C. Each team rep will be considered the liaison between the parent/players and the Club Culture Liaison. Should problems arise, or you foresee problems, notify Cassie.
- D. Be aware of our conflict resolution policy, explained in the C1 Travel Team Policies.
- E. Notify Kim or Nikki if the coach fails to show up at a scheduled practice, or changes a scheduled practice inside 48 hrs.
- F. Assist with uniform distribution for your team.
- G. Help coordinate team pictures at the in-house tournament
- H. Coordinate with sister team representative on social events, encouraging notes, etc. throughout the season.



Coach

It's always best to address your concerns with your child's coach first. Call or email the coach to set up a time to meet to address the issue and work toward the best resolution for your child.

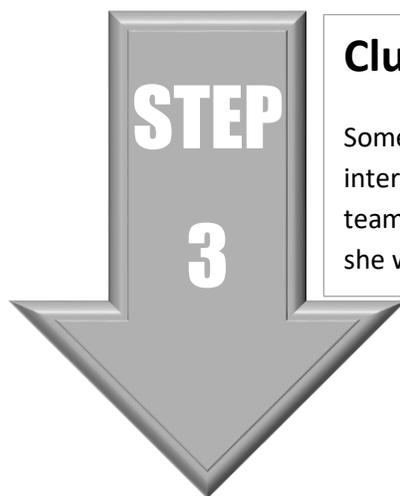
Note: if the concern is playing time, the player should meet with the coach on their own first.



Team Representative

If after meeting with your child's coach you feel the issue has not been satisfactorily resolved, contact the team representative. Our goal is for the team representative to work with coach, player and parent to reach a resolution.

Comments or inappropriate behavior by parents or fans during practice, tournaments, etc. should be brought directly to Club Culture Liaison



Club Culture Liaison

Some situations may require the Club Culture Liaison's intervention. If the issue has not been resolved satisfactorily at the team level, please contact the Club Culture Liaison. In most cases, she will include various personnel in the process of seeking and

Note: If the Club Culture Liaison and/or his/her player is directly involved in the issue, the path of communication is as follows: child to coach, child and parent to coach, parent to Team Rep, parent to Director

Team Parent Playbook: How To Be A Great Team Manager

by [Margaux Viola](#) | Feb 4, 2011 | Category: [Editorials](#), [General Sports](#)

<https://blog.teamsnap.com/general-sports/team-parent-playbook-how-to-be-a-great-team-manager>



You're organized. You're a good communicator. You've run your school auction and served on a plethora of committees. Which is why your child's new coach has asked you to be the team's manager for the upcoming spring soccer season. "What do I need to do?" you ask.

While some team managers think their job is over after the uniforms have been ordered and distributed, being a *great* team manager really means taking responsibility for all the off-the-field logistics of running the team — leaving the coach free to, well, coach.

So what does it really take to be a great team manager? Here are a few tips to get you off on the right foot *before* the season starts:

Be the coach's right hand. After several years of being a team manager for both my son's and daughter's baseball, soccer, and softball teams, I've found that most coaches really don't want to worry about league paperwork deadlines, uniform orders, snack schedules, and the like. They want to focus on developing the players and creating a fun season for the kids. A great team manager takes ownership of all these important items that can distract the coach from his or her job.

Don't do it all yourself. That said, don't try to do everything yourself. The mistake that many team managers make (and some leagues encourage this) is that they fail to delegate. There are some team jobs that are easy to have other parents take ownership for: snack schedule, the end-of-season party, team reporter, etc. Make a list of all the jobs you want others to handle and add them to the list of other required team volunteer positions — e.g., referee and field prep — so you know how much help you need.

Get organized before the season starts. Now that you have your list of volunteers, you need to get your team parents to sign up for the various jobs. Many team managers simply email the list of jobs and hope that parents sign up. This inevitably puts the team manager in the position of resident nudge, because it's easy for parents to ignore the email and hope that if they do so long enough, someone else will sign up and they won't have to do anything.

Instead of email, consider having a preseason team BBQ or picnic and have your list ready! This actually serves two purposes: you let parents and players get acquainted (or reacquainted) in a fun setting off the field *and* you can make sure every volunteer job is filled before the end of the event.

Be prepared. Yes, being a great team manager is somewhat like being a Boy Scout. Always being prepared for the unexpected. One of the most important things you can do as a team manager is create a team roster with everyone's contact information, especially cell phone numbers. While it's a good idea to distribute this to every parent on the team, no one needs it more than you do. Make sure a copy of the roster is in your car or your team manager binder (if you have one) at all times. That way, if you're at a field and two players are late, you can call the parents and find out where they are and when they'll be at the field — while the coach is getting the rest of the team ready to play.

Other smaller crises can be averted by thinking of the little things. Have an extra pair of socks and shinguards in your bag for the player who ran out of the door without them. For girls teams, buy a package of hair ties and keep them in your bag too. And I never go to a game without a few small plastic baggies in which to put a player's earrings or watch. Oh, and always, always carry a Sharpie.

Let technology make your job easier. Thankfully, most people are now comfortable with email as the primary method of communication for team info, so you don't have to call everyone anymore. However, there are other ways to make your job as team manager easier too. Online team management software, such as [TeamSnap](#), let you know who will and won't be at a specific game, who's bringing snack, and who's paid their registration fees. You can even customize it to keep track of uniform sizes and more!

Have fun! Finally, being a great team manager is about keeping the team running smoothly so the kids can have fun! And that's really what it's all about.

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Five Important Tips for Effective Team Communication

By Michael Rogers

<https://www.teamworkandleadership.com/2012/02/five-important-tips-for-effective-team-communication-1.html>



I have found in my consulting career that one of the biggest obstacles to teamwork is effective team communication. Solid team communication skills are usually lacking for a variety of reasons. I am outlining what I call my five B's to effective team communication. If every team could master these five B's a lot of problems could be avoided, especially in regards to work team communication.

Note: The Five B's of effective team communication below can be used as rules of engagement that the team agrees to abide by.

- ★ **Be Clear.** When members of a team are unclear on the goals of the team and their individual responsibilities, team motivation and morale can suffer. The expectation must be set that if any team member is not clear, they have an obligation to ask. One simple trick to help team leaders overcome this barrier is to check for understanding at the end of each meeting.
- ★ **Be Present.** When team members communicate with one another, each team member must make a commitment to really listen, seek to understand one another, use appropriate body language and ask clarifying questions.
- ★ **Be Courteous.** Probably one of the most overlooked B's to effective team communication is the lack of good old fashion politeness. Not being courteous in communication can result in hard feelings towards team members and the potential for individuals on the team to put up walls. Cutting people off when they are talking, not saying "thank you" "excuse me" and "please," personally attacking team members and being condescending are all examples of poor team manners that can result in poor work communication on teams.
- ★ **Be Flexible.** There are going to be times when not everyone on the team is going to agree with an opinion or on a decision that has been made. Team members need to be flexible enough to support decisions contrary to their own desires, given that their opinions have been shared and adequately heard. Supporting the decision doesn't mean that everyone has to agree, but they must be willing to help make whatever has been decided a success.
- ★ **Be Kind.** Team members must be careful to never talk bad about each other. If you can't say something nice, don't say anything at all. Or, if you aren't willing to address a problem with the person there, then don't. Refrain from gossip, it erodes the trust of those you are gossiping to and takes big chunks out of team morale.