



**COMMUNICATION GUIDELINES for
PERFORMANCE & COMPETITIVE SWIMMERS, PARENTS and CARERS**

High-performance Athletes

In all sports, physical training can only take you so far. The difference between a 'good' performance and a 'great' one is not about physical training and conditioning, it's all about mental skills: how swimmers take responsibility for their actions/swimming journey and how they work with their coach and team members.







Three leading factors for top performances are:



1. Strong coach-athlete relationship
2. Athlete taking responsibility for their swimming journey
3. Athlete self-awareness

At Portsmouth Northsea we strive to build responsible athletes that:





- **Communicate directly with their group coach**
- **Take charge of their choices**
- **Make helpful vs. unhelpful choices**
- **Discipline and organise themselves so others don't have to**
- **Control the controllables**
- **Own and learn from their mistakes**
- **Follow through and finish the Job**

We have developed the following guide to explain how communication plays a key role in developing the above characteristics and creating a strong relationship between the Coach and the Athlete.

<p>Swimmer</p> 	<p>Coach</p> 	<p>Swimmers are encouraged to take ownership and discuss the following things directly with their coaches:</p> <ul style="list-style-type: none"> ● Training attendance ● Training timetable ● Training structure ● Training feedback ● Training lane allocation ● Exam periods ● Technique ● Individual 1:1 meetings / cycle objectives ● Welfare concerns (if appropriate, if not welfare officer) ● Medical issues ● Competition calendar -select target meets ● Selection of events for open meets/competitions ● Withdrawal of events ● Post race feedback ● Team events/ relay selection ● Squad criteria <p>Please note that coaches will never discuss details, attendance or performance of other athletes.</p>
<p>Parents / Carers</p> 	<p>Squad Rep</p> 	<ul style="list-style-type: none"> ● Day to day queries of competition entries, timetable changes, etc. ● The squad rep will create a WhatsApp group per squad to disseminate relevant information for parents and will have an email for any personal queries.
<p>Parents / Carers</p>  <p>Referred by Squad Rep</p>	<p>Coach</p> 	<ul style="list-style-type: none"> ● It is anticipated that most issues can be appropriately, effectively and quickly dealt with through normal and informal intervention, interaction and discussion with the Squad Coach in coordination with the Squad Rep. <p>Parents are encouraged to discuss with coaches:</p> <ul style="list-style-type: none"> ● Confirmation of swimmers needing to leave training early

		<ul style="list-style-type: none"> • Confirmation of medical issues, updates and guidelines of the medical profession (including the creation of individual care plans) • Attend Squad Cycle meetings • How to support athlete and coaches <p>If swimmers are under 18, individual meetings with coaches can be arranged by email in advance to discuss progress, any home/ school issues that may be impacting the swimmer, etc.</p> <p>Parents are encouraged to contact the squad rep by email if they want to communicate with the squad coach, rather than using their personal phones. Phone calls or text messages should only be used in an emergency situation.</p>
Parents / Carers/ 	CLUB MANAGER	Parents and swimmers can contact the Club Manager directly to discuss issues such as: <ul style="list-style-type: none"> • How to volunteer • Payments • Training camps and courses organisation • Membership queries and changes
Parents / Carers 	MEET COORDINATOR	Parents and swimmers can contact the Meet Coordinator directly to discuss issues such as: <ul style="list-style-type: none"> • Issues with entering meets • Timetable • Results

Escalations

Parents / Carers/ 	Squad Rep 	Parents and carers if they feel that a problem is unresolved, they can email the squad rep, who will assess the need of escalation to the Head Coach, Club Manager, Welfare, etc.
Parents / Carers  Referred by Squad Rep	Head Coach/ Welfare/ Club Manager 	Parents and carers if they feel that a problem is unresolved, they can email the squad rep, who will assess the need for further escalation to the Director of Swimming or Club Chair.
		Please be mindful that the Director of Swimming or the Club Chair should not be the first point of contact for any issues.