



Dealing with Disgruntled Parents!

Almost 70% of parents admit that they have been angry at least once during their child's sports event.





Introductions

- Ice Breaker – Provide Facts

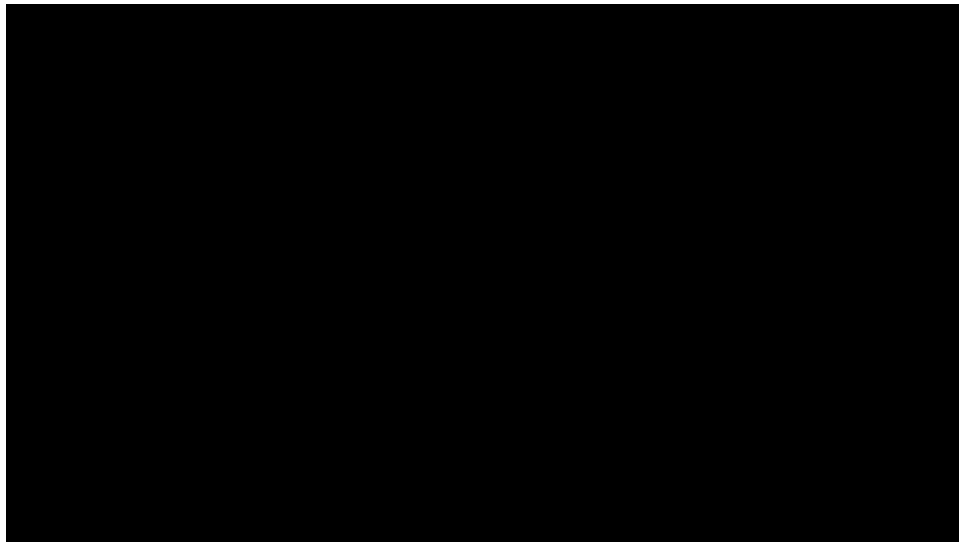
The 3 P's:

- Personal
- Professional
- Peculiar





Crazy Parents Are Ruining Sports For
EVERYONE
By: TYT Sports





Parent Triggers at a Sports Game

Oml and **LaVoi** asked more than 700 sports parents why they get angry at their kids' sports events. They found that parents got upset the most when:

- Referees made bad calls.
- Athletes were not sportsmanlike to the opposing team.
- Coaches did not give equal playing time to their kids, favored certain players, made inconsistent decisions, or encouraged kids to “play rough” or illegally.
- The coach made bad decisions in the game that led to the team losing the game.
- Other parents were disrespectful to the opposing team.



Sideline Rage

Anger is a completely normal human emotion.

- But, when it gets out of control , it can turn into destructive forms of behavior like aggression and violence. We have seen many parents erupting at sport events on YouTube. It is known as Sideline Rage.***
- 340 soccer moms and dads , Jay Goldstein reported 53% of them got angry during the game due to the referee or the way their child's team was performing.***



Coaches and parents throw punches at youth football game

By: ABC News





How do you deal with Sideline Parents?

- The best way to handle it is to privately pull the parent aside when it isn't game time. Let the parent know the effect the sideline coaching has on all the children on the team — and ask (Yes, again!) for additional cooperation.
- Please remember for parents their child playing sports is an **EMOTIONAL INVESTMENT!**
- Remove Sideline Rage is to coach the parents up on the benefits of athletics with their child.





5 Tips for Dealing with Parents in Youth Sports

- Hold a Parent Meeting at the Start of the Season
- Communicate Often to Keep Families Involved
- Give Parents Positive Opportunities for Involvement
- Listen to Parents Who Voice Concerns
- Manage Parent Tensions with Care
- Discuss the expectations of the program
- Sign a Zero-Tolerance Contract





Reminders of Meeting with Disgruntled Parents

- Gather Yourself. Before speaking or meeting with angry parents, it's important to gather yourself.
- Listen First. ...
- Remain Calm. ... No raised voice/Keep your cool
- Set Time Limits and Boundaries. ...
- Verify Their Concerns. ...
- Stick to Facts. ...
- Documentation. ...
- Reconvene (If Needed)
- Body Language is key!
- Have someone sit in your meeting
- Empathize
- Categorize
- Emphasize the importance of educational based athletics.
- Discuss their Role as a Parent





How Athletics Enhances the Educational Process:

Importance of Educational Based Athletics:

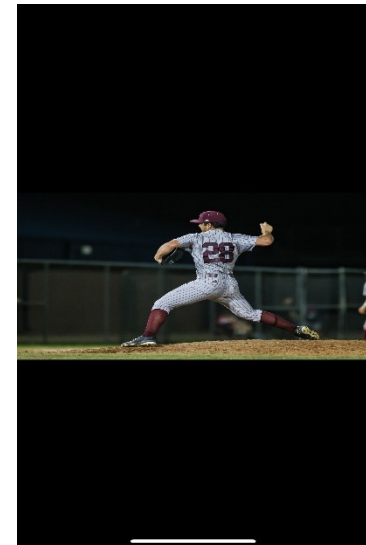
- Encourage all student-athletes to represent their school with dignity and respect
- Allows student-athletes opportunities to give back to the community
- Instills commitment and a positive work-ethic & time management
- Teach how to become effective decision-makers
- Provides a sense of acceptance/belonging to a group
- Provides opportunities to develop leadership skills
- Instills discipline



What are the four roles played by a responsible parent?

These include:

- to protect your child from harm.
- to provide your child with food, clothing and a place to live.
- to financially support your child.
- to provide safety, supervision and control.
- to provide medical care.
- to provide an education.





Parental Misguidance

- Dealing with unruly parents at middle school and high school athletic events starts with understanding of anger and (ideally) ends with four magic words. “Can I help you?”
- Jay Hammes, CMAA safesportzoe@gmail.com



Value of The Athletics in Education...

Sports play a large role in our culture because they teach people so many skills and values: the importance of teamwork, the value of hard work and practice, the thrill of victory, and how to cope with defeat. These values play an important role in achieving our goals in work, academia, and personal relationships.

By Rebekah Richards



Value of The Athletics in the Everyday Walk of Life...



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Thank you!

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