

## **Dolphin Team Communication**

Communication is the key to success in any organization or team.

The Dolphin swim team has an open policy about communication. We want to keep everyone informed about the Vision, Core Values and the many other details with regard to the team and the swimmers. However, there needs to be some structure about how we communicate with one another to prevent confusion and misinformation.

The Team Unify website has a great deal of information on it about upcoming meets, practice schedules as well as swimmer and parent updates and billing information. Many of your questions about day to day things can be answered by reviewing the website.

The Coaching staff will periodically send emails out to the parents and swimmers to update them as needed for events etc.

There will be a minimum of a monthly email from the Coaches to the team. This email will outline the type of training the kids have been doing and the types of training to expect over the course of the next month. This email will reinforce the strategy behind the training and the expected results from these efforts. While this email will be general in nature, each coach will be happy to speak with any swimmer or their parent about the goals for that swimmer. Swimmers may engage in this conversation whenever they are talking with their coach. Parents must refrain from speaking with the coaches during practice and should email or phone the coach outside of practice to speak with them about their swimmer.

Each swimmer has a Primary coach. Any questions by the swimmer or parent should begin with that coach. If it is in email format, please copy the Head Coach of the Dolphins on every email so that he or she is in the loop with regard to the questions being asked about each swimmer.

If the primary coach is unable to answer or resolve the issue, you may then contact then coach directly. Since the head coach was copied on the earlier emails, he will be somewhat familiar with the situation and should be able to handle it promptly.

If the Primary coach and the Head coach are both unable to provide the necessary information, you may then contact Frank Lawrence, who is the CEO of the entire Athletic Club organization. Frank will engage with the coaching staff to ensure the appropriate information is provided. Should Frank feel that he needs the input of ownership, he will initiate that contact. Frank is the final contact person for all parents, swimmers and coaches.

While the ownership of the Dolphin team is made up of many former Dolphin swimmers that are committed to the success of the team, they are not involved in the day-to-day decisions that coaches make with regard to the team. Nor are they involved in the many daily details overseen by Frank in his role as CEO of the entire organization. For this reason, attempts to contact ownership about day-to-day operations will go unanswered. Not out of a lack of concern or interest, but rather because they too must honor the Dolphin Core Values. Specifically, the core values of Communication and Respect as it pertains to the role of the Coaches and the CEO in the day-to-day operations of the Dolphin Swim Team.