

THE TEAM MANAGER

When you take on the role of a team manager, you become an example of how to live the clubs values.

You can choose how this power will impact people - for good or for bad.

Team managers enable good working relationships between the club, coach, players and parents. In a club aspiring to be a place of respect, this role is integral. You have a unique vantage point, positioned to notice the attitudes and behaviours of parents, spectators, and officials.

You're entrusted to look after their well-being and provide honest and accurate feedback on behaviours that do not align with your club's values and code of conduct.

Team managers are the go-to for players, the coach and committees in understanding the health of a team.

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A

Alignment of Values

It's not just the coach that needs to live the club and teams values. The trust and openness displayed by the team manager reinforces the club values and the messaging from the coach.

- Be aware, and totally comfortable with, your club's values and expectations.
- Clearly communicate these standards, as the chief go-to person.
- Make it clear that the club means business when it comes to practising these values and enforcing the Code of Conduct

W

Working Well With Others

The most important quality in determining the relationship between you and the coach is trust. Be honest, open, direct, supportive and respectful.

- Create opportunities for parents and supporters to give you feedback and raise any concerns.
- Listen carefully; absorb messages and undertake to resolve them in a timely way.
- Be sensitive to players' emotional needs as well as their physical ones.
- Remain as neutral as possible. There's no need to become involved in player/coach disputes unless you're explicitly asked to, or if you feel that people's well-being or safety is at risk.

E

Effective Communication

You and the team coach need to have a united voice. Yet, your communication needs to be central in all of your actions in the club.

- Strive to be a measured voice.
- Remain calm and clear-sighted in the face of crisis.
- Be the person people can rely on to interpret club policy and procedures.
- Be someone people trust when they want to raise issues and concerns.

S

Success Judged (the right way)

Always be on the look-out for simple and practical ways to translate your clubs values and success measures into reality.

- Be aware of what your team needs from the club committee and be ready to speak on their behalf.
- Understand what the club committee wants to share with your team and why.
- Be approachable to parents and supporters.
- Be approachable to match officials.

O

Ownership

You represent each and every one of your players, at all times.

- Listen to as many diverse viewpoints as possible and help them to resolve their issues, which you'll often see arising before anyone else.
- We're in this together. If a player or the coach makes a mistake you need to be there to identify the issue and work with the team to empower everyone to a higher learning.

M

Modelling Respect

You need to be placing importance on your language, attitudes and actions. If you don't, it is hard to ask others to do so.

- Be authentic, don't just act it.
- Have integrity. If you say you'll do something, then do it.
- Make sure it is always a safe environment for your team.
- Show your interest in communicating positively with the opposition team.
- Show your team that making connections with people outside of your team and club are important.

E

Equality and Fairness

Translate club aspirations around equality and fairness with care and imagination. You know things about players and families that others haven't necessarily picked up on.

- Know when families can't afford the playing kit for their kids.
- Support players and the club in a no fuss way (e.g. create 'bins for boots' and other gear).
- Observe and lead conversations about how the boys and girls teams are treated or about speaking respectfully about immigrant communities.