

COMMUNICATION & LEADERSHIP TOOL KIT



Version 7.5

INSTRUCTOR COURSE RESOURCES

COMMUNICATION

*Communicating clearly and effectively is critical in order to set-up an environment where players will experience **enjoyment** and **improvement**.*

Leadership and Professionalism are also required to maintain good time management and control of a group.



COMMUNICATION

There are 3 main characteristics of good instructor communication:

- ▶ A) Motivating
 - Body language
 - Tone
 - Volume
- ▶ B) Positive
 - Friendly (names/smile)
 - Praise correct performance
 - Encourage incorrect performance
- ▶ C) Professional
 - Attention control/discipline
 - Clear (visual/verbal)
 - Professional image



A) MOTIVATING

Effective Instructors communicate in a way that encourages players to engage in the activity with effort and focus. The elements that promote motivation are:

- **Body Language:** Move with enthusiasm.
- **Tone:** Vary the tone of voice to make instructions more interesting.
- **Volume:** Speak with more voice projection (or go quieter) to capture attention.

B) POSITIVE

Effective Instructors use positive communication to produce more lasting results and build confidence. Negative communication hinders learning and creates a poor environment.

Be a “success seeker” not a “fault finder”

- **Friendly (names/smile):** A friendly Instructor creates a much more ‘emotionally safe’ learning environment. Friendliness is conveyed by smiling and using players’ names to build rapport.
- **Praise correct performance:** Positively reinforcing a player will help good actions continue.
- **Encourage incorrect performance:** Letting players know what they need to do things right is more effective than telling them what they are doing wrong.

C) PROFESSIONAL

The journey towards Instructor Professionalism begins in the course. Here are the behaviors reinforced during the course:

- Display an open, engaged and positive attitude in all course activities
- Treat all participants and Course Facilitators with respect/dignity
- Present a professional image (attire/grooming/body language)
- Be punctual & on-time for all course modules and assignment deadlines
- Give and receive feedback in a positive & constructive manner
- Lead groups with confidence and clear communication

C) PROFESSIONAL

For their players, effective Instructors communicate, lead and look professional. This includes:

- ▶ **Attention Control/Discipline:** To maximize activity time, Instructors must manage the behaviour of the group effectively. Make sure that when getting their attention (e.g. “Stop”) all players make eye contact with you, and “*Hug & Hide*” (‘hug’ their racquets and hide any ball they may have). Keep reminding them of this behaviour every time you pass instructions.
- ▶ **Clear (visual/verbal):** The instructor must be clearly understood by players.
- ▶ **Professional image:** Look the part to help players accept your role and to always give a great impression.

C) PROFESSIONAL

Discipline:

Sometimes, children or teens may choose to not cooperate. The first step is to ensure the activity is engaging and challenging. Misbehaviour often happens because the activity is actually boring. If the environment is appropriate and the player still does not cooperate, here is a sample 3 step process:

- ▶ **“Warning”/Clarify behaviours:** Ask the player if they are aware of what they are supposed to be doing and the contrast with what they are doing (do it privately not in front of the group). Let them know they have a warning for the unacceptable behaviour and the next step will be to sit off.
- ▶ **“Benched”:** Direct them to sit on the side of the court. This can be for a specific time (e.g. 2 minutes) or simply when they are ready to return with appropriate behaviour.
- ▶ **“Expelled”:** They are directed to sit off the remainder of the lesson and you must talk to their parents after class.

Remember, the goal is to discipline the *behaviour*, NOT the player!