



Dealing with Difficult Conversations with Parents

It's important for parents to be engaged in their child's rugby experience. For the most part that will be positive.

However, on occasion emotions run high or you may have to talk to them about issues, concerns or selection decisions that may make them unhappy. As a coach how you deal with these can help to either heighten emotions or de-escalate the situation.



Actively listen to parents, so that they can express their thoughts & feelings



Be aware of your body language, be positive & approachable



Keep your cool, speak with authority in a low voice



Breathe slowly, remain calm & stay in control of your emotions



Be aware of your surroundings, should the conversation be moved?



Be well prepared if breaking news, communicate clearly



Acknowledge how the parent feels & seek to understand them



Don't be afraid to end the conversation if things are becoming confrontational



Get support from the club, talk to the Club Welfare Officer

All clubs offering rugby to children & young people have a responsibility to safeguard them against harm. Even when you are vigilant & the club operates to a high standard, situations can arise that cause concern. If you are worried about anything you can:



Talk to the Club Welfare Officer



Follow the Safeguarding Policy

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