

# Communication Flow

## Parent

During the season, parents will have many questions. Parents should develop a communication channel with the manager of their player's team. When questions come up, reach out to the manager and he or she can help get answers.

- Where can I find the schedule?
- When will I get my uniform?
- Who do I give my tournament team application to?
- Are we playing today? It is supposed to rain.
- When is Opening Day?

## Team Manager

Team managers are responsible for disseminating information to parents. Managers should develop a communication channel with their division director. If the manager does not know the answer to a parent's question or the manager needs more information, the division director should be able to help get answers.

- When will uniforms be delivered?
- I need a rule book
- When can I pick up equipment?
- What do I do if a player is not showing up to practice?
- When will the schedule be posted?
- When does my team have concession stand duty?

## Division Director

Division directors help filter communication to the board so that board members are not overwhelmed with questions from all over the league. If a division director does not know the answer to a manager's question, they can ask a board member and relay the information back to the manager.

- What dates can managers pick up equipment?
- When will the concession stand schedule be available?
- When will the game schedule be available?
- How does a manager file an injury report?
- When will uniforms be delivered?

## Board Members

Each board member responsible for different aspects of the league should be able to provide division directors with the information they need to help answer questions for the managers.

Questions about:

Players - Player Agent  
Equipment - Equipment Manager  
Schedule - President  
Uniforms - Equipment Manager  
Maintenance - Facility Director  
Injuries - Safety Officer

