

*Captivation Dance by Kaleigh*

# Communication 101



## **Communication is key to a successful relationship!**

I firmly believe that communication is the foundation of successful relationships, even at dance. I want to have an open door policy on communication in my studio. An open door policy to me means that I will always hear what you (student and parent) have to say and respond in a timely manner. I too, have some expectations that I am implementing as far as what I need from you for us to have productive communication.

Over the past few years I have created some not so good habits of texting, taking calls, and speaking with families and students at the studio during non appointment times. This year I am implementing a communication plan that I will strictly adhere to for several reasons.

- I am a teacher during the times that I am at the studio. I want your child to get the most out of their times at the studio with as few disruptions as possible.
- We all benefit from breaks and time to enjoy family and friends while we are not working.

I would like to inform you about what you can expect from me and my staff as far as communication and what we will expect from you in return.

## How to contact Kaleigh or her staff?

- **Email is the preferred method of contact for our studio.** All communication is preferred through email in order to minimize interruptions in class and personal time of our staff.
- If you need to call the studio you will be expected to leave a message and one of our staff members will get back to you during regular office hours.

## How to NOT contact Kaleigh or her staff? (students and parents)

- **In person:** we ask that you not communicate with our staff in person without an appointment. Appointments assure that our staff are not interrupting class or perchildal time. You are expected to use our studio email to arrange an appointment if you need to meet with our staff.
- **Text:** Kaleigh will no longer respond to text messages, especially those that come after regular studio hours.
- **Facebook** or other means of social media. Messages sent via social media will not be responded to. Please use the studio email.

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## PARENT/COACH COMMUNICATION PLAN

Parents and coaches have extremely important and difficult roles in helping to shape student athletes into responsible and contributing members of their team. When parents and coaches understand each other's positions and expectations, they are able to work more cohesively and support the student's learning experience at Captivation Dance.

### GENERAL COMMUNICATION PARENTS SHOULD EXPECT FROM COACHES

- The expectations placed upon their child (attendance, out-of-class conditioning, special equipment, and other class/team requirements).
- Locations and times of all practices and events.
- Disciplinary actions that may result in the denial of a student's participation in practice or events.

### GENERAL COMMUNICATION COACHES SHOULD EXPECT FROM PARENTS

- Advance notice of any situation that may interfere with participation in practices and/or performances.
- Appropriate concerns expressed directly to the coach concerning individual injury or discipline problems.

## **OTHER COMMUNICATION**

As your child becomes involved at Captivation Dance, they will hopefully experience some of the most rewarding times of their life. It is important to understand that there may also be times when things do not go the way you or your child expected. At these times, discussion with the coach is encouraged by studio email.

## **APPROPRIATE CONCERNS TO DISCUSS WITH COACHES**

- The treatment of your child
- Improving your child's athletic performance

At times it may be difficult to accept our child's limited opportunities. Please remember that coaches are professionals. They make decisions based on what they believe to be the best for ALL students involved. As noted above, certain things can and should be discussed with your child's coach. Other things, noted below, should and WILL NOT be discussed. If you do however find it necessary to discuss a concern, you will be expected to email the concern directly to Kaleigh.

## **ISSUES NOT TO BE DISCUSSED WITH COACHES**

- Stage placement
- Team strategy
- Coach's philosophy
- Other student-athletes

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## **Administrative Assistant**

In order for me to focus more attention to teaching, I will be using an administrative assistant. You can expect some of the following from our administrative assistant:

- Receive and respond to initial emails.
- Schedule appointments and meetings for Kaleigh (via email).
- Accept payments, post charges, and send related correspondences.

I appreciate your understanding of our studio communication policies and look forward to a successful season of dance!

*Thank you for choosing Captivation Dance by Kaleigh!*