

## Voice of the Participant - Discussion Topics.

### Topic 1: Coaching

One of the strongest pieces of feedback from the VoP data is that members, particularly those in the U6 and 7-14 age groups, would most like to see improvements in the area of coaching and skill development (even if they need to pay more for it).

In your group brainstorm what your club could do to improve these factors and build better coaching and skills development opportunities into your club night.

- We need to be able to involve parents in coaching without scaring them off – perhaps a change in the title away from ‘coach’
- Parents are prepared to pay more for quality coaching – where can a club find these coaches?
- Perhaps clubs could have a separate day/night for coaching – user pays
- Offer parents coach development workshops
- Offer a clear pathways for volunteer coaches to inspire to.
- Look at using senior or youth athletes. Link with local High Schools with the Growing Coaches programme.
- Setting expectations around coaching, learning outcomes and parent help at the start of the season is really important
- Define and communicate coaching – What is it? What does it mean?
- Need contacts to qualified coaches – for the 11+ age groups.
- How do we reach rural clubs?
- Allocate a coach/volunteer coordinator to lead and manage a club coaching programme.
- It’s important to have the right people in the right roles. Not everyone is comfortable in front of a group of 7 year olds.

### Topic 2: The Joining Process

What can your club do to improve the joining process to ensure members feel welcome, are introduced to the right people and know all the information they need to know?

- Keep things simple (clear website, easy payment options and make it clear who the best contact person is)
- Be positive and welcoming – allocate a person or people to induct and help new members.
- Strong and up-to-date presence on social media
- The online membership system can reduce ‘face to face’ experience during the registration process. Clubs need to think about ways to incentivise ‘face to face’ interactions.
- Club School links – know who your local schools are and who to contact.
- Try things like social gatherings or bring a friend days to help create a social environment.
- Make sure all parents and volunteers are inducted and given appropriate information e.g. a Club Information Booklet
- Consideration for a change to a rolling year membership or half year membership.
- Resources and member benefits should be available in each members ‘Membership Portal’.

### **Topic 3: Member Needs**

**Does the make-up of your committee accurately reflect the makeup of your 1.) Membership 2.) Community**

**How can your club engage a more diverse volunteer base or other practices to ensure the voice, and therefore**

- Ask members what they want (Competitive vs Participation)
- The quality of coaching is important for most members – and most are prepared to pay more for this.
- Need to achieve a good ratio of volunteers/coaches to participants to better cater to the needs of the members. Set this expectation with parents.
- Committees are aging. The committee needs to reflect the community (ethnicity, age and gender)