

# TMEC Communication Policy

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At the Temecula Triton Swim Club (TMEC), courtesy, tact and consideration should guide each member in relationships with fellow members, coaches, board members and officials. It is mandatory that each member in this organization show maximum respect to every other person in the organization and other contacts in a business context. The purpose of communication should be to help others and to make our club run as effectively as possible, thereby gaining the respect of our membership because nice matters.

- Courtesy, friendliness, and a spirit of helpfulness are important and guide the club's dealings with membership
- Differences of opinion should be handled privately and discreetly. Gossip and backbiting are to be avoided. Communicate directly with the person or persons involved to resolve differences
- Conservative criticism -- that which will improve the club by clarifying or instructing -- should be welcomed when delivered with respect and tact. Destructive criticism -- that which is designed to harm club or another person -- is not to be practiced
- Members should strive to maintain a civil work atmosphere at all times and refrain from shouting, yelling, using vulgarities or swearing at fellow members, coaches, board members and officials.
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The standard of TMEC is an environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance and other non-club related matters. Each member has the responsibility to foster an understanding of others' differences in order to create an environment where those differences contribute to a better organization

Inappropriate remarks based on any of the following; race, religion, ethnic origin, physical attributes, mental or physical disability, color, ancestry, marital status, pregnancy, medical condition, citizenship and/or age are not tolerated and such behavior will result in some form of corrective action.

Inappropriate remarks also include those that treat a group of people in a uniform way, assign a behavior in a disparaging way, imply inferiority of a group, are supposedly funny at someone else's expense, and/or cause embarrassment or distress to others based on comments about a particular group of people.

## Parent Liaison

A central point of communication between the Board of Directors and Group Parents to and from the members is to:

1. Provide accurate information for concerned parents
2. Be one of the many ways to communicate between the Board and Parents
3. Be the ears and voice for the Board

## Coach Liaison

A central point of communication between the Coaches and Board of Directors:

1. Flow of communication for all coaches

2. Most pool side dialog flows as high as the Head Coach before flowing back down.
3. If coach communication needs to be elevated to the Board of Directors it's by the Liaison.

### The E-News Letter

The one managing the E-News Letter will also be a liaison however, their function is more to gather and relay newsworthy information:

1. Fundraising events
2. Social gatherings
3. Birthdays
4. Board Agenda
5. General information shared during open session Member meetings
6. Accomplishments (Meet School, etc.)
7. Information as passed on by the Board
8. Information covered in open Board meetings

### Communication is:

1. Downward - From high levels, provide information; communicate the clubs mission and vision to the membership, highlight areas of attention.
2. Upward – Lower levels have a chance to raise and speak dissatisfaction issues to the higher levels, ability to get to know the memberships feelings towards the club in general. Board Members and Coaching Staff can thus accordingly take actions for improving things.
3. Lateral - among peers, is time saving, provides emotional and social assistance to club members, solves various organizational problems, means of information sharing
4. Diagonal - Not shown on the chart but communication between the Board, Coaches, Liaisons, or Group Parents among each other. Any member can communicate with any liaison, coach or Board member however; the desire flow of communication for current and accurate information is to follow the communication chart.
5. External - Generally speaking with the public