

# Dealing with inappropriate behaviour from parents/spectators



Prevention is better than cure.

Try to use these tips to help prevent poor behaviour from the sidelines on matchdays.

**1**

- Set expectations of behaviour from the start.
- Send all parents/guardians a message outlining what you expect of them on matchdays.
- Involve parents/guardians in your training sessions.



**2**

Develop a rapport and understanding with them. This will reduce the likelihood of bad behaviour on matchday.



**3**

Set up a designated spectator area, using a Respect barrier, on the opposite side of the pitch to the coaches. Aim for this to be at least two metres from the touchline



**4**

Help parents/guardians understand how mixed messages from the sidelines can confuse players.



**5**

On matchdays, have a chat with the opposing spectators. Introduce yourself, welcome them, and create a friendly environment.



**6**

Share what you've been working on in training with parents/guardians, and ask them to support it. For example, ask them not to shout instructions that contradict what you've been working on.





## Types of poor behaviour you might witness from spectators:

Shouting at the referee

Arguing amongst themselves

Abusing the coach

Shouting at the players (or trying to coach them by shouting different instructions than the coach)

If you do come across poor behaviour from the sidelines, here are some tips for dealing with it:

- 1** Zero tolerance. Have a chat with the spectator and let them know it won't be accepted.
- 2** If it's coming from opposition spectators, ask the opposition coach to speak with them.
- 3** Ask other spectators to champion positive behaviour and challenge poor behaviour.
- 4** Don't turn a blind eye. Report it if it's inappropriate. You can report it to the match official, the club, or the welfare officer at the club. You can also report it to your County FA.



## Report it:

You must know who to report concerns to and how to do it.

Do you know your County FA?

Do you know who your club chairperson and welfare officer are?