

# PROFESSIONAL STANDARDS FOR MANAGERS AT LFCIA WASHINGTON

What is Professionalism in the workplace? This document is a guide to the standards of professionalism required here at LFCIA Washington.



## **Managerial Professionalism Standards at LFCIA Washington**

### **Professionalism**

Professional standards for managers and supervisors in their interactions with direct reports are crucial for fostering a healthy and productive work environment. Here are some key standards:

#### **Open Communication**

Encourage an environment where open, honest, and transparent communication is valued.

Managers should actively listen to their direct reports, provide constructive feedback, and be approachable for discussions.

#### **Respect and Dignity**

Uphold respect and dignity in all interactions. Treat every team member with fairness, courtesy, and without discrimination or favoritism.

#### **Clear Expectations**

Clearly communicate job expectations, goals, and performance standards. Regularly review and provide feedback on progress towards these objectives.

#### **Empowerment and Support**

Empower direct reports by providing them with the necessary tools, resources, and support to succeed in their roles. Encourage professional development and provide opportunities for growth.



## **Conflict Resolution**

Establish effective conflict resolution mechanisms. Managers should address conflicts promptly and impartially, striving to find amicable solutions while ensuring a respectful and inclusive environment.

## **Recognition and Appreciation**

Acknowledge and appreciate the contributions of direct reports. Regularly recognize achievements and milestones, fostering a culture of appreciation.

## **Ethical Conduct**

Lead by example in ethical behavior and integrity. Uphold and reinforce company values, policies, and ethical standards.

## **Feedback and Coaching**

Provide regular and constructive feedback. Offer guidance and coaching to help employees improve performance and develop professionally.

## **Balance and Well-being**

Encourage a healthy work-life balance. Respect personal boundaries and promote well-being by supporting time off, breaks, and reasonable work hours.

## **Accountability**

Hold oneself and direct reports accountable for their actions and responsibilities. Set an example by taking ownership of mistakes and learning from them.



## **Adaptability and Flexibility**

Remain adaptable and flexible in managing different personalities, work styles, and situations.

Embrace diversity and inclusivity.

## **Continuous Improvement**

Foster a culture of continuous learning and improvement. Encourage feedback from direct reports and implement necessary changes to enhance team dynamics and productivity.

## **Conclusion**

Implementing and upholding these standards can significantly contribute to a positive and thriving work environment, improving employee satisfaction, productivity, and retention.

## **Procedures for Supervising**

Incorporating specific procedures for supervising can further solidify the implementation of professional standards. Here are some procedural guidelines for effective supervision:

### **Regular Check-ins**

Schedule regular one-on-one meetings to discuss progress, address concerns, and provide support. These sessions should be consistent and focused on both work-related matters and the individual's development.

### **Goal Setting and Monitoring**

Establish clear and achievable goals aligned with the organization's objectives. Regularly review progress towards these goals, adjusting strategies as needed.



## **Performance Reviews**

Conduct periodic performance evaluations using established metrics and criteria. Provide comprehensive feedback and set actionable plans for improvement or growth.

## **Training and Development Plans**

Create personalized development plans for each direct report, identifying skills gaps and opportunities for growth. Provide access to training, mentorship, or resources to support their professional development.

## **Delegation and Empowerment**

Delegate tasks appropriately, considering the strengths and capabilities of each team member. Empower individuals by assigning responsibilities that encourage growth while providing necessary guidance and support.

## **Problem-Solving Protocols**

Establish protocols for handling challenges or conflicts. Encourage direct reports to propose solutions and facilitate discussions to resolve issues effectively.

## **Documentation and Record-Keeping**

Maintain accurate and updated records of discussions, performance evaluations, and development plans. This documentation can serve as a reference for future evaluations and support decision-making processes.



## **Recognition and Rewards System**

Implement a fair and transparent system for recognizing exceptional performance. This could include acknowledgment in meetings, awards, bonuses, or other incentives based on achievements.

## **Feedback Mechanisms**

Encourage a culture of feedback by soliciting input from direct reports on supervisory practices. Create avenues for anonymous feedback to ensure openness and honesty.

## **Adaptability and Improvement**

Continuously evaluate supervisory methods and adapt them as necessary. Stay open to feedback and implement changes that enhance the supervisory process for better outcomes.

## **Conflict Resolution Procedures**

Develop a structured approach for addressing conflicts or disagreements. Ensure supervisors have the necessary training to handle conflicts professionally and impartially.

## **Succession Planning**

Identify and nurture potential leaders within the team. Develop plans for succession to ensure continuity and preparedness for future roles.

## **Conclusion**

By integrating these supervisory procedures into daily operations, managers can ensure consistent and effective leadership, fostering growth and success among their direct reports.



## **Conflict Resolution Procedures**

Conflict resolution within a youth soccer organization is crucial for maintaining a positive and supportive environment. Here are structured procedures for addressing conflicts:

### **Establish Clear Policies and Guidelines**

Develop and communicate clear policies regarding behavior, conflict resolution, and the code of conduct expected from coaches and staff involved in the organization.

### **Designate a Point of Contact**

Appoint or identify a specific individual or committee responsible for managing and resolving conflicts. This could be a conflict resolution team, a designated coordinator, or the organization's director.

### **Encourage Open Communication**

Encourage an environment where concerns can be openly addressed. Coaches and staff should feel comfortable expressing their grievances or concerns without fear of retaliation.

### **Structured Reporting System**

Implement a structured reporting system for conflicts. Provide clear instructions on how to report issues—whether through designated forms, emails, or direct communication with the designated point of contact.



### **Active Listening and Mediation**

When conflicts arise, ensure a neutral mediator listens to all parties involved. This should involve the designated point of contact.

### **Conflict Resolution Meetings**

Arrange formal meetings, if necessary, to discuss conflicts. All parties involved should be given an opportunity to express their perspectives and proposed solutions in a respectful manner.

### **Objective Evaluation**

Assess the situation objectively, considering all perspectives and any evidence available. Focus on understanding the underlying causes and finding a mutually agreeable resolution where possible.

### **Solution-Focused Approach**

Encourage a focus on finding solutions rather than assigning blame. Work together to identify common ground and develop actionable steps to resolve the conflict.

### **Follow-Up and Monitoring**

After a resolution is reached, follow up to ensure that the agreed-upon solutions are implemented and effective. Monitor the situation to prevent the conflict from reemerging.

### **Training and Education**

Provide conflict resolution training for coaches, staff, and even players, emphasizing the importance of respectful communication and peaceful conflict resolution strategies.





## **Documentation and Records:**

Maintain records of all reported conflicts, including the steps taken for resolution. This documentation can serve as a reference in case of recurring issues or for future conflict resolution efforts.

## **Investigations**

When conducting workplace investigations, it's crucial to follow established rules and procedures to ensure fairness, thoroughness, and confidentiality. Here are rules to guide a workplace investigation:

### **Impartiality and Objectivity**

Investigators must maintain impartiality and objectivity throughout the investigation process. They should approach the investigation without bias or preconceptions.

### **Confidentiality**

Ensure confidentiality throughout the investigation. Only disclose information on a need-to-know basis to maintain the privacy of those involved and protect sensitive information.

### **Timeliness**

Conduct investigations promptly to gather relevant information while details are fresh, and witnesses' memories are accurate. However, balance this with thoroughness to ensure a comprehensive inquiry.



## **Documentation**

Document all aspects of the investigation thoroughly, including interviews, evidence, findings, and conclusions. Keep detailed records to support the investigation's outcomes.

## **Legal Compliance**

Adhere to all relevant laws, regulations, and company policies during the investigation. Ensure that the investigation process respects the rights of all parties involved.

## **Interview Protocols**

Conduct interviews in a neutral setting, allowing all parties involved to present their perspectives. Use open-ended questions to gather information and avoid leading questions that may bias responses.

## **Preservation of Evidence**

Safeguard all relevant evidence, including documents, emails, records, and physical evidence. Maintain the chain of custody for any physical evidence collected.

## **Witness Protection**

Protect witnesses from retaliation or harassment during and after the investigation. Assure them of confidentiality and non-retaliation for their cooperation.

## **Fairness and Due Process**

Provide all parties involved an opportunity to present their side of the story and respond to allegations. Ensure that the investigation process is fair and follows due process.



## **Avoiding Conflicts of Interest**

Investigators should not have conflicts of interest with any involved parties. If a conflict arises, steps should be taken to address it appropriately or assign a different investigator.

## **Analysis of Evidence**

Evaluate evidence objectively, considering its relevance, credibility, and consistency. Base findings on the preponderance of evidence rather than assumptions or personal opinions.

## **Report and Conclusion**

Prepare a comprehensive report summarizing the investigation process, findings, and conclusions. Include recommendations for actions to be taken based on the investigation's outcomes.

## **Examples of Situations that Need Conflict Resolution**

### **Personality Clashes**

When individuals with different personalities or working styles clash, it can lead to conflicts, especially if they're required to collaborate on projects or tasks.

### **Miscommunication**

Instances where misinterpretation of communication occurs, leading to misunderstandings, confusion, or even resentment among team members.



## **Workload Distribution**

Disputes may arise when there's a perceived unfair distribution of work among team members, leading to feelings of resentment or imbalance.

## **Leadership Styles**

Conflicts may emerge due to disagreements with a manager's leadership style, decision-making process, or approach to handling tasks and team management.

## **Resource Allocation**

Disputes related to the allocation of resources, such as budget, equipment, or personnel, can lead to conflicts among departments or individuals.

## **Performance Issues**

Conflicts might arise if there are discrepancies in performance expectations, evaluations, or recognition among team members or between a manager and their subordinates.

## **Ethical Dilemmas**

Situations where ethical standards or values clash within the workplace, potentially leading to conflicts among employees or with management.

## **Policy Violations**

Instances where policies or procedures are violated, leading to disagreements or conflicts regarding the appropriate course of action or consequences.



### **Competition or Credit for Success**

Conflicts may arise when individuals or teams compete for recognition or credit for success, leading to tensions and disputes over achievements.

### **Change Management**

Conflicts might occur during times of change, or changes in procedures, due to resistance or differing opinions on the proposed changes.

**Harassment or Discrimination:** Instances involving harassment, discrimination, or inappropriate behavior can lead to conflicts requiring immediate resolution.

## **Conflict Resolution Pathway**

**Coach:**





**Age Group Director:**



**Technical Director / Director of Soccer:**

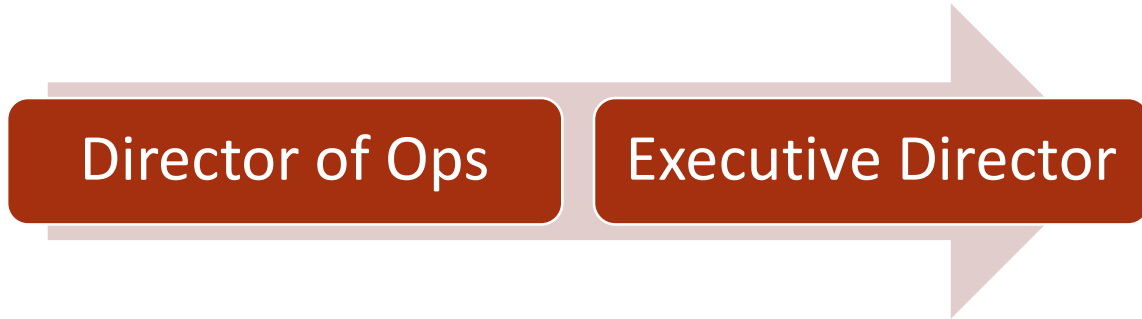


**Director of Operations:**





**Others:**



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**For Complaints About Executive Director**

