



# COACH ASSISTANT AWARD

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## Health & Safety Skills Module

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# Communication Skills Module

## Welcome to the Communication Skills Module

As a Coach Assistant, your ability to communicate effectively is key to keeping sessions running smoothly. Good communication ensures that players understand instructions, stay engaged, and feel motivated throughout the session.

This module will teach you how to deliver clear instructions, use both verbal and non-verbal communication effectively, and develop confidence in addressing groups of players.

By improving your communication skills, you will become a more effective assistant, helping to create a positive and well-structured learning environment for all players.

### What you will learn

By the end of this module, you should be able to:

- \* Give clear and confident instructions to players.
- \* Use both verbal and non-verbal communication effectively.
- \* Understand how tone, volume, and body language impact communication.
- \* Adapt communication styles to suit different player needs and age groups.
- \* Support the coach by reinforcing key messages during drills and exercises.



### Before the session

Before assisting in a session, make sure you:

- \* Read this Communication Skills module in your Student Training Card.
- \* Observe how the coach communicates with players.
- \* Note any key phrases or instructions commonly used in sessions.
- \* Practise projecting your voice and using gestures for clarity.

# Key Skills

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## Giving Clear Instructions

- **Keep it Simple:** Use short, clear sentences when explaining tasks.
  - **Check for Understanding:** Ask players if they have any questions before starting.
  - **Give Demonstrations:** Show rather than just tell when possible.
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## Using Verbal and Non-Verbal Communication

- **Verbal:** Use clear speech, appropriate volume, and an enthusiastic tone.
  - **Non-Verbal:** Use gestures, pointing, and facial expressions to reinforce messages.
  - **Eye Contact:** Maintain good eye contact to engage players and hold their attention.
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## Adapting Communication for Different Players

- **Young Players:** Use simple language, enthusiasm, and lots of encouragement.
  - **Older or Advanced Players:** Be more direct and provide concise technical feedback.
  - **Shy or Quiet Players:** Encourage them with positive reinforcement and gentle prompts.
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## Projecting Your Voice and Controlling Tone

- **Volume Control:** Speak loudly enough for all players to hear but avoid shouting.
  - **Tone and Energy:** A confident and upbeat tone helps keep players engaged.
  - **Speaking to a Group vs. One-on-One:** Adjust your tone based on the situation.
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## Supporting the Coach Through Communication

- **Reinforce Coach's Instructions:** Echo key messages and keep players on task.
  - **Encourage Players:** Praise effort and give constructive feedback.
  - **Handle Minor Queries:** Answer basic questions so the coach can focus on the session.
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## Practical Task: Your Role in Communication

During the next session, you will:

- 1) Give at least one instruction to a group of players.
- 2) Use both verbal and non-verbal communication to engage players.
- 3) Adapt your communication style based on player age and ability.
- 4) Project your voice so that all players can hear you.
- 5) Reinforce key instructions from the coach to keep players on track.

## After the Session: Reflect and Improve

At the end of the session, take time to:

- 1) Discuss with the coach how well you communicated.
- 2) Reflect on whether your instructions were clear and effective.
- 3) Identify one area of communication to improve for the next session.
- 4) Get feedback from the coach and make sure they log your progress in the Student Training Card.

## How You Pass This Module

- You successfully give clear instructions to players during a session.
- You demonstrate good verbal and non-verbal communication skills.
- You adapt your communication style to suit different players and situations.
- The coach signs off your Communication Skills module in your Student Training Card.

## Final Thoughts

Good communication is a key skill for any Coach Assistant. When you communicate clearly and confidently, players feel more engaged, drills run smoothly, and sessions become more enjoyable for everyone.

By mastering different communication techniques, you will build confidence in working with groups and ensure that players receive the guidance they need to improve.

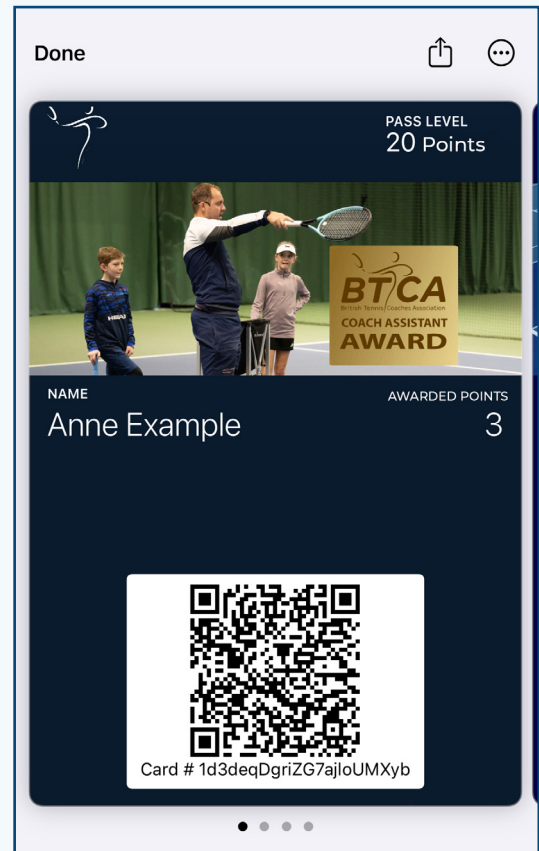
You're one step closer to becoming an excellent Coach Assistant!

# STUDENT TRAINING CARD

Your Student Training Card is a key component of the course, please ensure it is downloaded to the Wallet app of your phone (your coach can assist you if you're unsure how to do this).

Be sure to have your phone and your digital card available to be scanned at the end of each session. If you forget your phone, or your digital card is unavailable in the Wallet app of your phone, the coach can still sign off your volunteer hour attendance and any completed modules via their BTCA Dashboard, but it is an additional administration process for them, so having your digital Student Training Card available at the end of each session is important.

You will receive at least one point for each volunteer hour you undertake and a point for each module passed. When you have reached 20 points, you will have passed the course and your coach/mentor will pass on your certificate to you.



## A Summary Reminder

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Have your phone and digital Student Training Card available to be scanned at the end of each session (there'll be at least one point you gain from the volunteer hour). Don't be disheartened if the module isn't signed off at the end of the session as some modules are assessed over a number of weeks.

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Be sure to ask your coach for any feedback related to the session and ask what the module focus is for the following week.





  
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British Tennis Coaches Association  
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