



# Hockey Canada

## Checklist for Enhancing TEAM

- ☑ Connect with each player as a person.
  - Use meal and snack times as opportunities to connect.
  - Schedule Ice Breakers and team building activities.
  - PARTICIPATE in team activities; let them see your human side.
- ☑ Literally *connect*.
  - High fives, pats on the back fist pound, hand on the shoulder. Athletes tend to be very kinesthetic; don't underestimate the power of touch.
- ☑ Be mindful of body language; it speaks as loudly as your words, whether you're aware of it or not.
  - Eye contact is a powerful connective tool.
  - Your tone is as important as the words you choose.
- ☑ Meet with each player when they arrive.
  - Ask them how they see themselves as players.
  - Ask them what their expectations of themselves are.
  - Ask them how you can get the most out of them.
- ☑ Connect regularly with your leadership group.
  - They can be a valuable resource in messaging.
  - This can send a message of partnership and collaboration.
  - They are a valuable 'pulse' on the team as a whole.
- ☑ Take note of how you feel about each player.
  - This will enhance your awareness of tone, body language, and the way you're responding to each player.
  - If you find you don't like or feel connected to a player, take extra time to get to know them and at least understand them better. This will also positively impact *how* they respond to *you*.
- ☑ Separate human side and performance side.
  - Business like and focused in the hockey bubble can be balanced well by genuine and personal in between times.
  - This will make it harder for them to personalize 'charged' exchanges and feedback.
- ☑ Keep asking the question, "What do they need from me right now?"
  - If they are feeling fearful and overwhelmed, they need something very different from when they're being lazy, complacent, or selfish. Read the need.



- ☑ Foster the embracing of roles.
  - Be explicit about what the team needs from each of them; reward it when you see it.
  - Acknowledge role-related efforts privately AND publicly.
  - Use video to reinforce role and system adherence. Make a big deal out of it; it's a big deal.
- ☑ Take the player's perspective. He wants to know what you want and what's in it for him.
  - Have kids changed or has their environment intensified? (regular kids, extraordinary pressure)
  - Link your reaction back to their behavior. "When you do that, I have to respond this way."
- ☑ Model the behaviors you want from them. The way you dress, how you carry yourself, punctuality, professionalism, diet, and recovery; they're watching all of it. Your example will impact the importance that **they** are willing to place on it.
- ☑ Expect and Embrace Adversity.
  - Prepare the players for adversity by discussing how we will respond to it. *We stick together; we stay positive; we maintain our composure and resolve; and we face the challenge courageously.* This is the centerpiece of the Team Canada Identity.