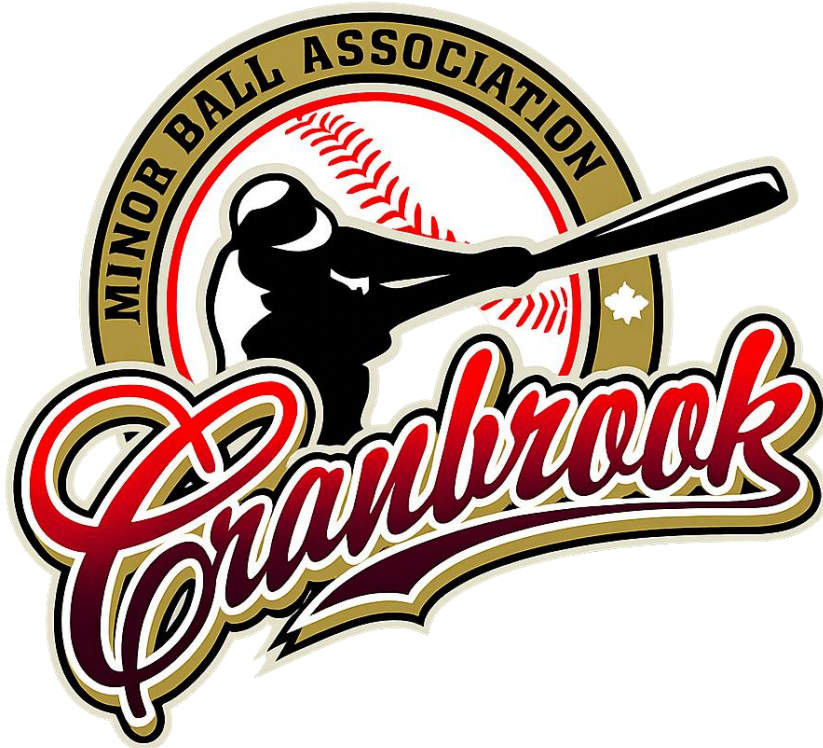




ALL STAR MANAGERS HANDBOOK

Version 2027.01

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Leading Behind the Scenes

"Supporting Coaches. Organizing Teams. Creating Great Experiences."

Foreword

Every successful All-Star team has athletes who work hard, coaches who teach, and parents who cheer from the stands.

Behind every successful team, however, is someone quietly ensuring that everything else happens.

That person is the Team Manager.

You may never throw a pitch, score a run, or make a game-winning play, but your organization, leadership, and commitment create the environment that allows everyone else to succeed.

This handbook was written specifically for you.

Whether you have years of experience or this is your very first season, the purpose of this handbook is to guide you through every stage of the All-Star experience—from the day you are appointed until the last piece of equipment is returned.

It is not intended to overwhelm you with rules or policies. Those documents already exist within the Cranbrook Minor Ball Association's governance system.

Instead, this handbook explains the role of the Team Manager in practical, straightforward language. It shares proven practices, common challenges, and practical advice to help you succeed.

Throughout these pages, you will find checklists, examples, timelines, communication tips, and real-world scenarios that have been developed from the experiences of volunteers who have managed youth sports teams.

Remember one important thing:

You are not expected to do everything alone.

CMBA is committed to supporting every Team Manager through the Administrator, the Board of Directors, and the coaching staff. Questions are encouraged. Mistakes become learning opportunities. Every season provides an opportunity to improve.

Most importantly, never lose sight of why you volunteered.

Every email you send, every hotel you book, every practice schedule you organize, and every tournament you help coordinate creates memories for young athletes that may last a lifetime.

Thank you for accepting this important responsibility.

Welcome to the CMBA All-Star Program.

Chapter 1

Becoming a Team Manager

"More Than a Volunteer"

Imagine this.

It's a Tuesday evening in early May.

The All-Star evaluations have just finished.

The coaching staff has finalized the roster.

Parents are eagerly waiting for phone calls.

Players are hoping their names are on the list.

The Board has approved the teams.

The Head Coach receives a phone call.

"We've approved your team."

A few minutes later, another call is made.

"We'd like you to be the Team Manager."

At that moment, most people have one thought.

"I've never done this before...what exactly does a Team Manager do?"

If that sounds familiar, you are not alone.

Almost every experienced Team Manager started exactly where you are today.

They loved baseball or softball.

They wanted to help.

They believed in supporting young athletes.

But they weren't entirely sure what they had agreed to.

The good news is this:

You do not need to know everything on your first day.

No one expects you to.

Being a successful Team Manager is not about knowing every answer. It is about being organized, communicating well, asking questions when you need help, and caring about the experience of the players and families on your team.

Those are skills that anyone can develop.

Why Team Managers Matter

When people think about successful teams, they often think about talented athletes or knowledgeable coaches.

Very few people notice the work happening behind the scenes.

Yet that work is often what allows the team to succeed.

Think about everything that has to happen before the first pitch of a tournament.

The tournament registration has to be submitted.

The hotel has to be booked.

Families need travel information.

Medical forms need to be collected.

Emergency contacts need to be verified.

Uniforms have to arrive.

Equipment must be packed.

Schedules need to be distributed.

Volunteers have to know where to be.

Receipts need to be saved.

Questions need answers.

Someone coordinates all of those details.

That someone is usually the Team Manager.

When everything runs smoothly, few people notice.

When something is forgotten, everyone notices.

That is why your role is so important.

You're Not Just Organizing Games

Many new Team Managers believe their job is to organize practices and tournaments.

While those tasks are certainly important, your role goes much deeper.

You are helping create an environment where athletes can thrive.

When communication is clear, families feel informed.

When travel is well organized, stress is reduced.

When volunteers understand their responsibilities, everyone contributes.

When coaches are free to focus on coaching, athletes receive better instruction.

Every organizational task you complete supports someone else's success.

In many ways, your work removes obstacles so that others can focus on what matters most.

The Heart of the Job

If someone asked you to describe your role in one sentence, it would be this:

The Team Manager creates the conditions that allow coaches to coach, athletes to compete, and families to enjoy the All-Star experience.

Everything else is simply part of achieving that goal.

Some days you'll answer emails.

Some days you'll organize volunteers.

Some days you'll book hotels.

Some days you'll solve unexpected problems.

Some days you'll simply cheer from the stands.

Every one of those tasks matters.

A Story Worth Remembering

Years from now, very few players will remember the score of every game they played.

They probably won't remember every tournament schedule or every practice plan.

But they will remember how they felt.

They'll remember road trips with teammates.

Team dinners after a hard-fought game.

Laughing in the hotel lobby.

Winning.

Losing.

Learning.

Growing.

Making lifelong friends.

The Team Manager has a hand in creating every one of those memories.

That is a tremendous responsibility—but it is also a tremendous privilege.

Before You Read the Rest of This Handbook

Take a moment to remember why you accepted this role.

Perhaps your child loves the game.

Perhaps someone once volunteered for your family.

Perhaps you simply wanted to give back to your community.

Whatever your reason, keep it in mind throughout the season.

There will be busy days.

Unexpected challenges.

Late-night emails.

Schedule changes.

Rain delays.

Tournament adjustments.

Like every volunteer role, there will be moments that test your patience.

When those moments come, remember why you started.

Because somewhere nearby is a young athlete who simply wants the chance to put on a CMBA jersey and represent their community.

Helping make that experience possible is what this role is truly about.

Chapter Reflection

Before moving to the next chapter, ask yourself:

- Why did I volunteer to become a Team Manager?
- What strengths do I bring to this role?
- What skills would I like to develop this season?
- Who can I rely on when I need support?

- How can I help create a positive experience for every player and family?
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Looking Ahead

In the next chapter, we'll explore what a Team Manager actually does—breaking down the role into practical responsibilities, explaining how to work effectively with coaches, parents, volunteers, and the CMBA Board, and showing how each part contributes to a successful season.

Chapter 2

Understanding Your Role

"A great Team Manager doesn't make every decision—they make it easier for everyone else to succeed."

2.1 The Team Manager's Role

Congratulations—you've accepted one of the most important volunteer positions within the CMBA All-Star Program.

At first, the list of responsibilities may seem overwhelming. You may wonder if you'll remember everything or whether you'll have enough experience to handle the role successfully.

The good news is that no one expects you to know everything on day one.

The role of a Team Manager is learned through preparation, organization, communication, and experience. This handbook is designed to help you develop those skills throughout the season.

The Team Manager is the organizational leader of the team. While the Head Coach leads the athletes on the field, the Team Manager leads the team's administrative and logistical operations behind the scenes.

Your work allows coaches to focus on coaching, athletes to focus on playing, and parents to enjoy supporting their children.

Simply put:

The Team Manager keeps the team running smoothly so everyone else can focus on what they do best.

2.2 Your Primary Responsibilities

Although every season is different, the Team Manager's responsibilities generally fall into eight key areas.

Communication

Communication is the foundation of a successful season.

Parents should never be left wondering:

- When is practice?
- What hotel are we staying at?
- What time are we leaving?
- What do we need to bring?

- Has the game been cancelled?

Timely, accurate, and consistent communication builds confidence and reduces misunderstandings.

Your goal is not to send more messages—it is to send the right information at the right time.

Organization

Organization is one of the greatest strengths a Team Manager can develop.

Successful Team Managers rarely appear rushed because they prepare in advance.

Simple habits make a significant difference:

- Keep calendars updated.
- Use checklists.
- Track deadlines.
- Organize digital files.
- Keep copies of important documents.
- Confirm details before sharing information.

Being organized today often prevents problems tomorrow.

Administration

Every All-Star team generates paperwork.

Although forms may not be the most exciting part of the role, they protect the athletes, coaches, and Association.

Examples include:

- Medical forms
- Emergency contacts
- Travel authorizations
- Team rosters
- Equipment records
- Financial documentation
- Tournament registrations

Maintaining accurate records ensures the team is prepared for both routine operations and unexpected situations.

Supporting the Coaching Staff

One of the greatest contributions a Team Manager can make is allowing the coaching staff to focus on coaching.

Imagine a coach trying to:

- answer parent emails,
- organize volunteers,
- collect receipts,
- book hotels,
- manage tournament registrations,
- and prepare for the next opponent.

It would be nearly impossible.

When administrative responsibilities are handled efficiently, coaches can devote their attention to player development, practice planning, and game strategy.

Supporting Families

Parents are an essential part of the All-Star experience.

Many are participating for the first time and may be unfamiliar with tournament travel, expectations, or CMBA procedures.

The Team Manager serves as a reliable point of contact for administrative questions and helps families navigate the season with confidence.

Coordinating Volunteers

A successful team depends on volunteers.

Rather than trying to complete every task yourself, identify opportunities for parents to contribute.

Examples include:

- Team meals
- Scorekeeping

- Pitch counting
- Fundraising
- Team photography
- Equipment assistance
- Social activities
- Travel coordination

Delegating responsibilities not only reduces your workload but also helps families feel connected to the team.

Financial Administration

Although the Team Manager is not responsible for CMBA's accounting, they often coordinate the team's financial activities.

This may include:

- Collecting receipts
- Monitoring team expenses
- Tracking approved fundraising
- Coordinating reimbursements through CMBA
- Maintaining budget records
- Providing financial updates to families

Remember that all team funds are administered in accordance with CMBA financial policies. Transparency and accurate record-keeping are essential.

Creating Positive Experiences

Perhaps the most important responsibility cannot be found on a checklist.

The Team Manager helps shape the experience families will remember.

Your attitude influences the atmosphere around the team.

When you remain calm during challenges, communicate respectfully, and celebrate the efforts of athletes and volunteers, you help create an environment where everyone can enjoy the season.

2.3 What a Team Manager Is Not Responsible For

Understanding your responsibilities is important.

Understanding your limits is equally important.

One of the biggest mistakes made by new Team Managers is feeling responsible for every aspect of the team.

You are not.

The Team Manager supports the coaching staff but does not replace them.

Generally, the Team Manager should **not**:

- Select players.
- Determine playing time.
- Coach from the bench unless serving in an approved coaching role.
- Make strategic game decisions.
- Discipline athletes for on-field performance.
- Override coaching decisions.
- Interpret playing rules during games.
- Commit CMBA to financial decisions without approval.
- Make policy decisions on behalf of the Association.

Knowing where your responsibilities end helps maintain healthy working relationships and allows each volunteer to focus on their own role.

2.4 Working as One Team

An All-Star team succeeds because many people contribute in different ways.

Think of your team as a partnership rather than a hierarchy.

The Board of Directors

Provides governance, oversight, policies, and overall direction for the All-Star Program.

CMBA Administrator

Provides administrative support, guidance, resources, forms, registrations, and communication with the Association.

Head Coach

Leads player development, practices, game strategy, team culture, and coaching staff.

Assistant Coaches

Support the Head Coach in delivering practices, games, and athlete development.

Team Manager

Coordinates administration, communication, travel, volunteers, documentation, and logistics.

Parents & Guardians

Support their athletes, volunteer when able, and contribute to creating a positive team environment.

Athletes

Commit to learning, teamwork, respect, sportsmanship, and representing CMBA with pride.

When everyone understands their role and works together, the team is better equipped to provide an exceptional experience for every player.

2.5 Qualities of an Exceptional Team Manager

You do not need to know every answer.

The most successful Team Managers share a number of common qualities:

They communicate clearly.

They stay organized.

They remain calm under pressure.

They ask for help when needed.

They treat everyone with respect.

They solve problems rather than assign blame.

They recognize volunteers.

They think ahead.

They protect confidential information.

They keep the athletes at the centre of every decision.

None of these qualities require previous experience. They can all be developed through practice and a willingness to learn.

2.6 A Final Thought

As you continue reading this handbook, remember that your role is not about being perfect.

Schedules will change.

Games will be rained out.

Hotels may make mistakes.

Equipment may be forgotten.

Unexpected situations are a normal part of every season.

What defines an outstanding Team Manager is not the absence of challenges—it is the ability to respond with professionalism, flexibility, and a focus on solutions.

If you approach each day with preparation, patience, and a commitment to supporting the athletes and your fellow volunteers, you will already be succeeding in one of the most important roles within the CMBA All-Star Program.

Chapter Reflection

Before moving to the next chapter, consider the following questions:

- What responsibilities excite you the most?
- Which responsibilities make you feel least confident?
- Who are the people you can turn to for support during the season?
- What organizational systems (calendar, binder, digital folders, checklists) will help you stay on top of your responsibilities?
- How will you contribute to creating a positive experience for every athlete and family?

Key Takeaways

By the end of this chapter, you should understand that:

- The Team Manager is the organizational leader of the team.
- Your role is to support—not replace—the coaching staff.
- Strong communication and organization are the foundation of a successful season.
- Delegating responsibilities strengthens the team and reduces stress.
- Every decision should support a positive, safe, and enjoyable experience for the athletes.

Chapter 3

Your First 30 Days

Starting the Season with Confidence

"Success doesn't begin on Opening Day—it begins with good preparation."

3.1 The First Phone Call

For many Team Managers, the journey begins with a phone call from the Head Coach or the CMBA Administrator.

The conversation is often exciting—but it can also feel overwhelming.

You may hear things like:

- "Congratulations, we'd like you to manage our team."
- "The roster has been approved."
- "We have our first tournament in three weeks."
- "We need to organize a parent meeting."

Your first reaction might be excitement.

Your second reaction might be wondering where to begin.

Don't worry—that feeling is completely normal.

The first few days are about gathering information, asking questions, and becoming familiar with your team. You are not expected to have every answer immediately.

3.2 Your First Priority

Your first responsibility is **not** booking hotels or organizing volunteers.

Your first responsibility is understanding your team.

Before taking any action, make sure you know:

- Who your Head Coach is.
- Who the Assistant Coaches are.
- Who your CMBA Administrator is.
- Which division you are managing.
- The anticipated tournament schedule.

- The expected practice schedule.
- Key deadlines established by CMBA.

The more clearly you understand the season ahead, the easier every other task becomes.

Manager's Tip

Don't be afraid to ask questions.

Experienced coaches and CMBA volunteers would much rather answer questions early than solve problems later. There is no expectation that a first-year Team Manager knows every procedure.

3.3 Meet with the Head Coach

Before contacting families, arrange a meeting with the Head Coach.

This meeting establishes the working relationship that will guide the entire season.

Suggested discussion topics include:

- Coaching philosophy
- Team expectations
- Communication preferences
- Tournament goals
- Practice schedule
- Parent involvement
- Volunteer requirements
- Budget considerations
- Equipment needs
- Team culture

Remember that you and the Head Coach are partners. Open communication and mutual respect are essential to a successful season.

3.4 Meet Your CMBA Support Team

One of the greatest strengths of CMBA is that Team Managers are supported by experienced volunteers and Association leadership.

Take time to introduce yourself to:

- CMBA Administrator
- Director of All-Star Teams (or designated Board representative)
- Equipment Director
- Treasurer (if required)
- Division Director (if applicable)

These individuals are valuable resources throughout the season. Building relationships early makes it easier to ask for guidance when questions arise.

3.5 Organize Your Workspace

A Team Manager quickly accumulates schedules, receipts, forms, emails, and tournament information.

Develop an organizational system before the season becomes busy.

Many managers find it helpful to create:

A Digital Folder

Examples:

- Team Roster
- Medical Forms
- Tournament Information
- Budgets
- Receipts
- Communications
- Travel Information
- Equipment

A Paper Binder

Include:

- Practice schedules
- Tournament schedules
- Emergency contacts
- Team roster

- Medical information (secured)
- Score sheets
- Blank forms
- Volunteer lists

Choose the system that works best for you, but keep it organized and secure.

Manager's Tip

Back up important documents electronically whenever possible. A lost binder can often be replaced if digital copies have been maintained.

3.6 Build Your Team Contact List

Accurate contact information is essential.

Verify that you have:

- Parent or guardian names
- Email addresses
- Mobile phone numbers
- Emergency contacts
- Coaching staff contact information

Avoid relying on outdated registration information. Confirm details before distributing your first communication.

3.7 Send Your First Welcome Message

Your first email sets the tone for the season.

Families should immediately feel welcomed, informed, and excited.

A good welcome message should include:

- Congratulations to the athletes.
- Introduction of the coaching staff.
- Introduction of yourself.
- Expected communication methods.

- Date of the parent meeting.
- Initial practice information.
- Reminder regarding required forms.
- Contact information.

Keep the message positive and avoid overwhelming families with too much information at once.

Common Mistake

New Team Managers often try to answer every possible question in their first email.

Instead, focus on providing the information families need immediately. Additional details can be shared as the season progresses.

3.8 Schedule the Parent Meeting

The parent meeting is one of the most important events of the season.

It establishes expectations, answers questions, and builds relationships.

Try to hold the meeting before the team's first tournament whenever possible.

Topics typically include:

- Coaching introductions
- Team expectations
- Practice schedule
- Tournament schedule
- Communication
- Volunteer opportunities
- Team finances
- Travel expectations
- Required documentation
- Questions

Chapter 4 of this handbook will provide a detailed guide for planning and conducting an effective parent meeting.

3.9 Begin Collecting Required Documentation

As early as possible, begin collecting and reviewing required forms.

These may include:

- Athlete Information Forms
- Medical Information Forms
- Emergency Contacts
- Travel Consents
- Media Consents
- Uniform Information
- Coach Certifications
- Volunteer Information

Waiting until the first tournament often creates unnecessary stress. Encourage families to submit documentation promptly.

3.10 Start Looking Ahead

One of the habits that separates experienced Team Managers from new ones is planning ahead.

Rather than focusing only on the next practice, successful managers are already thinking about:

- Next week's schedule
- Upcoming tournaments
- Hotel reservations
- Volunteer assignments
- Equipment needs
- Budget requirements
- Transportation
- Team meals
- Deadlines

Good planning creates flexibility when unexpected changes occur.

A Real-World Example

Imagine your team has been invited to a tournament six weeks from now.

A reactive Team Manager might wait until the week before to begin making arrangements.

An organized Team Manager begins immediately by:

- Confirming attendance.
- Reserving accommodations.
- Reviewing travel requirements.
- Communicating dates to families.
- Identifying volunteer needs.
- Preparing a preliminary itinerary.

The tournament weekend becomes far less stressful because the planning was completed well in advance.

Your First 30-Day Checklist

By the end of your first month, you should have:

- ☐ Met with the Head Coach.
 - ☐ Introduced yourself to CMBA support personnel.
 - ☐ Created your organizational system.
 - ☐ Verified player and family contact information.
 - ☐ Sent a welcome message.
 - ☐ Scheduled and held the parent meeting.
 - ☐ Begun collecting required forms.
 - ☐ Reviewed the tournament schedule.
 - ☐ Identified volunteer opportunities.
 - ☐ Started planning beyond the next practice.
-

Chapter Reflection

Take a few moments to consider the following:

- Do I have a clear understanding of the season ahead?
- Have I established positive relationships with the coaching staff and CMBA leadership?

- Is my organizational system ready for a busy season?
- Have I communicated clearly with families?
- Am I planning ahead rather than simply reacting to events?

Remember, every experienced Team Manager was once in your position. The first month is about building a strong foundation. With preparation, communication, and organization, you'll be well equipped to support your team throughout the All-Star season.

Looking Ahead

In **Chapter 4 – Building Your Team Community**, we'll move beyond logistics and focus on people. You'll learn how to conduct a successful parent meeting, foster a positive team culture, encourage meaningful volunteer involvement, and establish relationships that support athletes throughout the season. A well-connected team off the field often performs better on the field, and it all begins with creating a welcoming and collaborative environment from day one.

Chapter 4

Building Your Team Community

Creating a Positive Experience for Every Athlete and Family

"A successful All-Star season is measured not only by wins and losses, but by the relationships built along the way."

4.1 More Than a Baseball or Softball Team

When an athlete is selected to represent CMBA, they become part of something bigger than themselves.

An All-Star team is not simply a group of players wearing the same jersey. It is a community of athletes, coaches, parents, guardians, siblings, volunteers, and supporters working together toward a common goal.

As Team Manager, you have a unique opportunity to influence the culture of that community.

While coaches focus on developing athletes on the field, you help develop the environment around them.

Your leadership helps create a season where:

- Athletes feel welcomed and supported.
- Parents understand expectations.
- Volunteers feel appreciated.
- Coaches can focus on teaching.
- Families enjoy spending time together.
- Everyone takes pride in representing CMBA.

A positive team culture rarely happens by accident—it is created intentionally through communication, organization, and mutual respect.

4.2 Setting the Tone Early

The first few weeks of the season establish the culture that will carry the team through tournaments, challenges, and successes.

Families often decide very quickly whether the season feels organized, welcoming, and enjoyable.

Simple actions can have a significant impact.

Introduce yourself personally whenever possible.

Learn players' names.

Welcome new families.

Encourage parents to meet one another.

Respond to questions respectfully.

Celebrate small successes.

Maintain a positive attitude even when plans change.

People remember how they were treated long after they forget individual games.

Manager's Tip

Smile often.

A calm and approachable Team Manager helps families feel comfortable asking questions before small concerns become larger problems.

4.3 Your First Parent Meeting

The first parent meeting is one of the most important events of the season.

Its purpose is not simply to share information.

Its purpose is to begin building trust.

Families should leave the meeting knowing:

- Who the coaches are.
- Who the Team Manager is.
- What to expect during the season.
- How communication will work.
- What volunteer opportunities exist.
- Where to go with questions.
- What the team's goals are.
- How they can help create a positive environment.

Consider providing each family with:

- Season calendar
- Tournament schedule

- Communication expectations
- Volunteer opportunities
- Required forms checklist
- Team contact list
- CMBA policies and handbook references

Allow plenty of time for questions. Parents who feel heard are more likely to become engaged and supportive members of the team community.

4.4 Creating Clear Expectations

Unclear expectations often lead to misunderstandings.

One of the Team Manager's most important responsibilities is ensuring everyone understands how the team will operate.

Topics to discuss early include:

- Communication methods
- Practice attendance expectations
- Tournament attendance
- Travel arrangements
- Volunteer responsibilities
- Financial expectations
- Hotel expectations
- Curfews (if applicable)
- Team meals
- Sportsmanship
- Social media expectations

When expectations are communicated early, everyone begins the season on the same page.

4.5 Building Positive Relationships

Every family joins the team with different experiences, expectations, and personalities.

Some families have participated in All-Star programs for years.

Others may be experiencing tournament baseball or softball for the first time.

Treat every family with patience and respect.

Take time to:

- Learn names.
- Recognize contributions.
- Celebrate birthdays when appropriate.
- Welcome new volunteers.
- Encourage conversations between families.
- Include everyone whenever possible.

Small gestures often create lasting relationships.

A Real-World Example

At one tournament, a family arrived knowing no one.

Rather than leaving them to find their own place, the Team Manager introduced them to several other parents during breakfast before the first game.

By the end of the weekend, they were sharing meals, volunteering together, and cheering side by side.

That simple introduction helped transform strangers into teammates.

Often, creating community begins with one thoughtful conversation.

4.6 Encouraging Volunteer Participation

One of the biggest misconceptions among new Team Managers is believing they need to do everything themselves.

You don't.

In fact, trying to manage every task alone often leads to unnecessary stress and volunteer burnout.

Instead, invite families to contribute in ways that match their interests and availability.

Examples include:

- Team meals
- Photography
- Scorekeeping

- Pitch counting
- Fundraising
- Team social activities
- Equipment assistance
- Travel coordination
- Tournament snacks
- End-of-season celebration

People are generally willing to help when they know exactly what is needed.

Manager's Tip

Instead of asking, "Can anyone help?"

Try asking,

"Would someone be willing to coordinate our Saturday team lunch?"

Specific requests are much more likely to receive positive responses.

4.7 Supporting the Coaching Staff

The strongest teams are built on a partnership between the coaching staff and the Team Manager.

Your role is not to supervise the coaches.

Your role is to support them.

Communicate regularly.

Share important information promptly.

Confirm schedules together before distributing them.

Discuss parent concerns privately.

Present a united and respectful approach to families.

Even when you disagree on an issue, those discussions should happen privately—not in front of athletes or parents.

Mutual respect builds confidence throughout the team.

4.8 Managing Difficult Conversations

No season is without challenges.

Questions may arise about:

- Playing time
- Tournament travel
- Scheduling
- Volunteer expectations
- Team finances
- Communication
- Athlete behaviour

When concerns arise:

Listen first.

Allow the individual to explain their concern without interruption.

Remain calm and professional.

Focus on finding solutions rather than assigning blame.

Know when an issue should be referred to the Head Coach, the CMBA Administrator, or the Board.

Not every concern needs an immediate answer, but every concern deserves to be acknowledged respectfully.

4.9 Celebrating Success

Team culture grows stronger when achievements are recognized.

Celebrate more than victories.

Recognize:

- Great teamwork
- Volunteer contributions
- Sportsmanship
- Positive attitudes
- Acts of kindness
- Personal improvement
- Community involvement

A simple "thank you" often means more than people realize.

Never underestimate the value of recognizing the efforts of those who quietly contribute behind the scenes.

4.10 Remember Why We're Here

Throughout the season there will be long weekends, early mornings, schedule changes, and moments of frustration.

During those times, remember the purpose of the All-Star Program.

It is not simply about championships.

It is about helping young athletes grow.

It is about teaching teamwork, resilience, responsibility, and respect.

It is about creating memories that will last long after the final game has been played.

As Team Manager, you play an important role in creating those memories.

Every family deserves to leave the season feeling welcomed, respected, and proud to have represented CMBA.

That is one of the greatest successes a Team Manager can achieve.

Chapter Reflection

Before continuing, ask yourself:

- Have I created an environment where every family feels welcome?
 - Do parents know what is expected of them?
 - Have I encouraged volunteers to become involved?
 - Am I supporting the coaching staff in a positive and respectful manner?
 - What can I do to strengthen the sense of community within our team?
-

Key Takeaways

By the end of this chapter, you should understand that:

- A Team Manager helps build a community, not just organize a team.
- Strong communication creates trust.
- Clear expectations prevent misunderstandings.

- Volunteers are partners in the team's success.
 - Positive relationships strengthen the experience for everyone.
 - Recognition and appreciation help create lasting memories.
 - Every decision should contribute to a safe, welcoming, and enjoyable environment for athletes and families.
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Looking Ahead

In **Chapter 5 – Communication: The Key to a Successful Season**, we'll explore one of the most important responsibilities of a Team Manager. You'll learn how to communicate effectively with coaches, parents, athletes, volunteers, and CMBA, establish consistent communication practices, manage difficult conversations, and use communication as a tool to build trust, reduce conflict, and keep the entire team informed throughout the All-Star season.

Chapter 5

Communication – The Key to a Successful Season

"Good communication keeps a team informed. Great communication builds trust."

5.1 Why Communication Matters

Think back to a time when you didn't know what was happening.

Perhaps you arrived at a meeting only to discover it had been cancelled. Maybe you drove to a field that had been changed at the last minute. Or perhaps you waited for information that never arrived.

Those situations are frustrating—not because of the change itself, but because of the uncertainty.

As Team Manager, one of your most important responsibilities is reducing that uncertainty for your families.

Parents don't expect perfection. Schedules will change, weather will interfere, and tournaments may adjust their plans. What families do expect is timely, accurate, and honest communication.

When families know what is happening, they can plan accordingly. They feel informed, respected, and connected to the team.

Communication is not simply about sharing information. It is about building confidence and trust.

5.2 The Team Manager as the Communication Hub

Throughout the season, information will come from many different sources:

- The Head Coach
- CMBA Administrator
- Tournament organizers
- Opposing associations
- Hotels
- BC Minor Baseball or Softball BC
- Parents
- Volunteers

One of your responsibilities is to gather that information, verify it, and communicate it clearly to the appropriate people.

Whenever possible, avoid forwarding messages exactly as you receive them.

Instead:

- Read the information carefully.
- Confirm that it applies to your team.
- Remove unnecessary details.
- Highlight the important points.
- Present the information in a clear and organized format.

Families appreciate communication that is concise and easy to understand.

Manager's Tip

Before sending any message, ask yourself:

"If I were a parent receiving this, would I immediately understand what I need to know?"

If the answer is no, revise the message.

5.3 Choosing the Right Communication Method

Not every message should be sent the same way.

Using the appropriate communication method helps ensure information reaches families effectively.

Email

Best used for:

- Weekly updates
 - Tournament itineraries
 - Parent meeting information
 - Financial updates
 - Volunteer schedules
 - Documents and attachments
-

RAMP Team App

The RAMP Team App is CMBA's primary team communication platform and should be used whenever possible for schedules, announcements, availability, and team updates.

Managers should encourage all families to install the app and enable notifications before the season begins.

Text Messaging

Reserve text messages for urgent or time-sensitive updates, such as:

- Last-minute field changes
- Weather delays
- Departure time adjustments
- Emergency notifications

Avoid lengthy conversations through text whenever possible.

Phone Calls

Although less common today, phone calls remain appropriate when discussing sensitive or complex matters.

Examples include:

- Athlete injuries
 - Family emergencies
 - Significant schedule changes
 - Matters requiring immediate clarification
-

5.4 Establishing Communication Expectations

One of the best ways to reduce confusion is to explain early how communication will work.

During the parent meeting, discuss:

- Which communication platform will be used.
- Who sends official team information.
- Typical response times.
- How urgent messages will be handled.
- Appropriate times to contact coaches.
- Who parents should contact with different types of questions.

When everyone understands the communication process, misunderstandings become much less common.

A Real-World Example

A parent sends a text to the Head Coach late one evening asking about hotel reservations.

The Head Coach assumes the Team Manager has already answered the question.

The Team Manager assumes the Head Coach has replied.

The parent receives no response and becomes frustrated.

A simple communication expectation—"Travel and logistics questions should be directed to the Team Manager"—would have prevented the confusion.

5.5 Communicating with Families

Parents appreciate communication that is:

- Timely
- Clear
- Consistent
- Respectful
- Accurate

Whenever possible, include the answers to the five basic questions:

- What?
- When?
- Where?
- Who?
- What do I need to do?

For example, rather than writing:

Practice changed.

Write:

Practice has been moved to Confederation Park on Tuesday, May 12, from 6:00 p.m. to 8:00 p.m. Please arrive by 5:45 p.m. wearing full practice gear.

The second message leaves very little room for confusion.

5.6 Communicating with the Coaching Staff

The Team Manager and Head Coach should communicate regularly.

Many successful teams establish a routine, such as:

- Weekly planning conversations
- Brief discussions before and after practices
- Regular tournament planning meetings

Topics often include:

- Attendance
- Practice schedules
- Tournament logistics
- Volunteer assignments
- Parent concerns
- Equipment needs
- Upcoming deadlines

Open communication helps ensure everyone is working toward the same goals.

5.7 Difficult Conversations

Not every conversation will be easy.

You may occasionally receive questions about:

- Playing time
- Team selection
- Tournament schedules
- Volunteer expectations
- Travel arrangements
- Team finances

When these conversations occur:

Listen first.

Allow the individual to explain their concern.

Avoid becoming defensive.

Remain calm and respectful.

If the issue falls outside your role, direct the individual to the appropriate person, such as the Head Coach or the CMBA Administrator.

Remember, you do not need to have every answer immediately.

Sometimes the best response is:

"Thank you for bringing this to my attention. I'd like to discuss this with the coaching staff before providing an answer."

Common Mistake

Responding emotionally to an emotional message.

Whenever possible, pause before replying.

Read the message again.

Seek clarification if necessary.

Respond professionally rather than react emotionally.

A thoughtful response often resolves concerns more effectively than an immediate one.

5.8 Confidentiality and Privacy

As Team Manager, you may have access to sensitive information, including:

- Medical information
- Emergency contacts
- Financial information
- Personal contact information
- Family circumstances

This information must be treated with care and shared only with those who require it to perform their responsibilities.

Never discuss confidential matters in public settings, on social media, or with individuals who are not authorized to receive the information.

Protecting privacy is both a legal responsibility and an important part of maintaining trust within the team.

5.9 Social Media

Social media can be an excellent way to celebrate achievements and share positive moments from the season.

However, it should never replace official team communication.

Before posting:

- Confirm that appropriate media consent has been obtained.
- Respect the privacy of athletes and families.
- Avoid sharing schedules that could compromise athlete safety.
- Never post confidential or sensitive information.
- Ensure all posts reflect positively on CMBA.

When in doubt, choose not to post until clarification has been obtained.

5.10 Communication During Challenging Situations

Unexpected situations may arise during the season, including:

- Weather delays
- Schedule changes
- Tournament cancellations
- Travel disruptions
- Medical emergencies

During these situations:

Communicate quickly.

Share confirmed facts only.

Avoid speculation.

Provide updates as new information becomes available.

If you do not yet have all the answers, it is acceptable to say:

"We are waiting for confirmation from the tournament organizers and will provide an update as soon as additional information becomes available."

Families appreciate honest communication, even when complete information is not yet available.

The Golden Rule of Communication

Before sending any message, ask yourself these five questions:

1. Is it accurate?
2. Is it necessary?
3. Is it respectful?
4. Is it clear?
5. Would I be comfortable receiving this message?

If the answer to all five questions is **yes**, you are likely ready to send it.

Chapter Reflection

Take a moment to consider:

- How do I prefer to communicate?
- Will that approach work for every family on the team?
- Have I established clear communication expectations?
- Do my messages answer the questions families are likely to have?
- How will I handle difficult conversations professionally and respectfully?

Remember, communication is one of the most visible parts of your role. Every message you send shapes the confidence families have in the team and in CMBA.

Key Takeaways

By the end of this chapter, you should understand that:

- Effective communication builds trust and reduces confusion.
- The Team Manager serves as the central communication coordinator for administrative matters.
- Different situations require different communication methods.
- Clear expectations help prevent misunderstandings.
- Difficult conversations should be handled with professionalism and empathy.
- Confidentiality and privacy must always be respected.

- Honest, timely communication strengthens the relationship between families, coaches, and CMBA.
-

Looking Ahead

In **Chapter 6 – Organization and Team Administration**, we'll explore the systems that keep a team running efficiently. From managing forms and maintaining records to creating calendars, organizing travel information, and staying ahead of deadlines, you'll learn practical strategies for staying organized throughout the season. By developing good administrative habits early, you'll spend less time reacting to problems and more time enjoying the All-Star experience alongside your team.

Chapter 6

Organization & Team Administration

Staying One Step Ahead

"Organization isn't about being perfect—it's about being prepared."

6.1 Why Organization Matters

If there is one skill that consistently defines successful Team Managers, it is organization.

Every All-Star season is busy. Practices, tournaments, travel, volunteers, equipment, forms, finances, weather changes, and family schedules all compete for your attention. Trying to keep everything in your head simply isn't realistic.

The good news is that you don't need an extraordinary memory—you need a reliable system.

Being organized doesn't mean everything will always go according to plan. Schedules will change, weather will interfere, and unexpected situations will arise. The benefit of good organization is that when changes occur, you already know where your information is, who needs to be contacted, and what needs to happen next.

Good organization reduces stress for you, the coaching staff, and the families you support.

6.2 Creating Your Team Management System

One of the first tasks every Team Manager should complete is creating a system that works for them.

Some managers prefer paper binders.

Others work almost entirely from a laptop or tablet.

Many use a combination of both.

There is no single correct method. The best system is the one you will consistently use.

A recommended filing system includes:

Team Information

- Team roster
- Contact information
- Coach contacts
- Volunteer contacts

Administration

- Required CMBA forms
- Medical information (secured)
- Emergency contacts
- Consent forms

Financial Records

- Budget
- Receipts
- Reimbursements
- Sponsorship information
- Fundraising records

Tournaments

- Registration confirmations
- Schedules
- Hotel information
- Maps
- Field locations
- Tournament contacts

Communications

- Parent emails
- Team announcements
- Meeting notes
- Volunteer schedules

Keeping information organized from the beginning saves countless hours later in the season.

Manager's Tip

Choose file names that are easy to find later.

For example:

2026_U13_AllStars_Tournament_Schedule.pdf

is much easier to locate than:

Schedule_Final_v3.pdf

6.3 Managing Team Records

Throughout the season you will become the custodian of many important records.

These records are more than paperwork—they support athlete safety, financial accountability, and the efficient operation of the team.

Examples include:

- Athlete information
- Emergency contacts
- Medical information
- Uniform records
- Equipment issue records
- Volunteer lists
- Team meeting notes
- Tournament registrations
- Financial records
- Incident reports

Always ensure records are accurate, current, and stored securely.

6.4 Protecting Personal Information

As Team Manager, you are entrusted with personal information belonging to athletes, families, and volunteers.

This trust carries responsibility.

Medical forms, emergency contacts, phone numbers, email addresses, and other personal information must only be accessed by individuals who require it to perform their duties.

Good practices include:

- Keeping paper records in a secure location.
- Password protecting electronic files where practical.
- Avoiding the unnecessary sharing of personal information.

- Destroying records securely when they are no longer required under CMBA's records retention policy.
- Never leaving confidential documents unattended at fields, hotels, or tournament venues.

Families should feel confident that their information is treated with care and respect.

6.5 Managing Your Calendar

One calendar should become your best friend.

Whether you use a paper planner, a digital calendar, or the RAMP Team App, keep all important dates in one place.

Include:

- Practices
- Games
- Tournaments
- Parent meetings
- Registration deadlines
- Hotel booking deadlines
- Equipment pickup and return
- Financial reporting dates
- Volunteer schedules
- CMBA meetings (where applicable)

Review your calendar regularly. Looking two or three weeks ahead allows you to prepare before deadlines become urgent.

A Real-World Example

An experienced Team Manager checks the calendar every Sunday evening.

During one review, they notice that tournament registration closes in ten days. Because they spotted the deadline early, they confirm the roster, submit the registration, reserve accommodations, and notify families well before the deadline.

Without that routine review, the registration could easily have been missed.

A simple weekly habit prevented a significant problem.

6.6 Creating Checklists

Pilots use checklists.

Surgeons use checklists.

Emergency responders use checklists.

Not because they lack experience—but because experience has taught them that important details can be forgotten.

Team Managers are no different.

Develop checklists for recurring activities such as:

Practice Day

- Equipment packed
- Medical kit available
- Attendance confirmed
- Coaches notified of absences
- Field confirmed

Tournament Departure

- Roster
- Equipment
- Medical forms
- Uniforms
- Hotel confirmations
- Emergency contacts
- Volunteer schedule
- Receipts folder

Season Close-Out

- Equipment returned
- Financial report submitted
- Forms archived
- Volunteer recognition completed

- Team photos shared

Checklists reduce stress and improve consistency.

6.7 Staying Ahead of Deadlines

The busiest Team Managers are often the ones who wait until the last minute.

Whenever possible:

- Book hotels early.
- Register tournaments promptly.
- Collect forms well before they're needed.
- Request volunteers in advance.
- Submit reimbursements regularly.
- Confirm schedules several days before events.

Working ahead creates flexibility when unexpected changes occur.

Common Mistake

Waiting until the week before a tournament to begin planning.

Tournament weekends involve dozens of small details. Planning over several weeks allows you to identify problems while there is still time to solve them.

6.8 Working with the Forms Manual

One of the greatest resources available to you is the **CMBA All-Star Program Forms & Operational Templates Manual**.

Rather than creating your own documents, use the standardized CMBA forms whenever possible.

These forms have been developed to:

- Promote consistency.
- Reduce administrative errors.
- Ensure important information is captured.
- Support Board oversight.
- Meet CMBA operational standards.

Familiarize yourself with the forms before the season begins. Knowing what is available will save time throughout the year.

6.9 Expect the Unexpected

Even the best plans occasionally change.

Fields become unavailable.

Weather affects schedules.

Families experience emergencies.

Vehicles break down.

Hotels make booking errors.

Successful Team Managers remain flexible.

Instead of asking,

"Why did this happen?"

ask,

"What do we need to do next?"

The ability to adapt calmly is one of the most valuable qualities a Team Manager can develop.

6.10 Organization Creates Confidence

Families often judge how organized a team is based on small details.

Did the schedule arrive on time?

Were tournament details clear?

Did volunteers know their responsibilities?

Were questions answered promptly?

When these things happen consistently, families gain confidence in the team and in CMBA.

That confidence allows everyone to focus on what matters most—the athletes.

Chapter Reflection

Take a few moments to reflect on your own organizational style.

Ask yourself:

- What organizational system works best for me?
- Do I prefer digital records, paper records, or both?
- Have I created a reliable calendar system?
- What recurring tasks would benefit from a checklist?
- Am I planning ahead, or am I reacting to events as they happen?

Remember, organization is not about perfection. It is about creating systems that help you support your team with confidence and consistency.

Key Takeaways

By the end of this chapter, you should understand that:

- Good organization reduces stress for everyone involved.
 - A consistent filing system makes information easy to find.
 - Personal information must be handled securely and respectfully.
 - Calendars and checklists are valuable tools for staying ahead of deadlines.
 - CMBA's standardized forms simplify administration and promote consistency.
 - Planning ahead provides flexibility when unexpected situations arise.
 - Organized Team Managers create confidence for athletes, coaches, and families alike.
-

Looking Ahead

In **Chapter 7 – Team Meetings and Parent Engagement**, we'll focus on one of the Team Manager's most important leadership responsibilities: bringing people together. You'll learn how to plan effective parent meetings, keep families informed throughout the season, encourage meaningful volunteer participation, and create an environment where everyone feels valued and connected to the team's success.

Chapter 7

Team Meetings & Parent Engagement

Building Trust Through Communication and Collaboration

"The strongest teams are built long before the first tournament. They are built when families understand the vision, share the expectations, and work together toward a common goal."

7.1 Bringing Everyone Together

The beginning of every All-Star season is exciting.

Athletes are eager to begin practicing.

Parents are excited to watch their children compete.

Coaches are preparing their plans for the season.

As Team Manager, you have the opportunity to bring all of those people together and establish the foundation for a successful season.

One of the most effective ways to do that is through a well-organized parent meeting.

A parent meeting is much more than a chance to distribute schedules. It is your opportunity to introduce the coaching staff, explain how the team will operate, answer questions, and build relationships before the season becomes busy.

Families who understand the team's expectations are far more likely to support those expectations throughout the season.

7.2 Planning Your First Parent Meeting

The first parent meeting should take place as soon as practical after the team has been announced and before the team's first tournament.

Choose a location that is comfortable, quiet, and large enough for all families to attend. Meeting rooms, clubhouses, community centres, or even the ballpark after practice can work well.

Provide several days' notice and encourage every family to attend. If a parent or guardian cannot attend, arrange a way for them to receive the information afterward.

Prepare an agenda in advance and provide copies if possible. A structured meeting helps everyone stay focused and ensures important topics are not overlooked.

Manager's Tip

Whenever possible, have both the Head Coach and Team Manager lead the meeting together. Families quickly recognize that you are working as a team, which builds confidence in the leadership of the program.

7.3 Suggested Parent Meeting Agenda

Although every team is unique, most first meetings should include the following topics:

Welcome and Introductions

Introduce:

- Head Coach
- Assistant Coaches
- Team Manager
- Other Team Officials

Share a little about each person's background and what they hope to bring to the team.

The Purpose of the All-Star Program

Help families understand that the All-Star Program is about more than winning games.

Discuss:

- Player development
- Sportsmanship
- Teamwork
- Leadership
- Respect
- Representing CMBA with pride

Establishing these values early helps guide decision-making throughout the season.

Season Overview

Review:

- Practice schedule
- Tournament schedule

- Expected travel
- Team events
- Important dates
- Provincial goals (if applicable)

Remind families that schedules may change and that updates will be communicated promptly.

Communication

Explain:

- How information will be shared
- Which platform will be used
- Expected response times
- Who to contact with different questions
- Emergency communication procedures

Clear communication expectations reduce confusion later in the season.

Volunteer Opportunities

Every successful All-Star team relies on volunteers.

Explain the importance of parent involvement and outline the volunteer opportunities available throughout the season.

Examples include:

- Scorekeeping
- Pitch counting
- Team meals
- Photography
- Equipment support
- Fundraising
- Tournament assistance
- Team celebrations

When families understand that everyone contributes, volunteer participation often increases.

Team Finances

Provide a clear overview of any anticipated team expenses, approved fundraising initiatives, and reimbursement procedures.

Transparency is essential. Families appreciate understanding how funds will be managed and what expenses they may be responsible for during the season.

Questions and Discussion

Allow plenty of time for questions.

Parents who feel heard are much more likely to support the team throughout the season.

7.4 Creating a Positive Parent Culture

Every parent wants the best for their child.

Most concerns arise not from disagreement, but from uncertainty.

One of your responsibilities is to create an environment where parents feel comfortable asking questions and sharing concerns respectfully.

Encourage parents to:

- Support every athlete.
- Respect coaches and officials.
- Celebrate effort as much as results.
- Volunteer whenever possible.
- Communicate respectfully.
- Model good sportsmanship.

Positive behaviour from parents creates a positive experience for athletes.

A Real-World Example

During one tournament, a parent noticed another family struggling to carry equipment from the parking lot.

Without being asked, they offered to help.

That small act led to conversations, friendships, and greater volunteer involvement throughout the season.

Strong team cultures are often built through simple acts of kindness.

7.5 Engaging Volunteers

Many new Team Managers believe they need to recruit volunteers for every task.

In reality, most people are willing to help—they simply need to know what is needed.

Instead of asking:

"Can anyone help?"

Try asking:

"We're looking for one parent to organize Saturday's team lunch and another to help with scorekeeping during our first tournament. Would anyone be interested?"

Specific requests are easier for people to respond to.

Recognize volunteer contributions regularly.

A sincere thank-you at the end of a tournament or a brief acknowledgment during a parent meeting reinforces that every contribution matters.

7.6 Building Relationships Throughout the Season

The parent meeting is only the beginning.

Strong teams continue building relationships throughout the season.

Simple ideas include:

- Team barbecues
- Shared meals during tournaments
- Team photo nights
- Birthday recognition
- Volunteer appreciation
- End-of-season celebrations

These activities strengthen relationships between families and create lasting memories for athletes.

Remember that not every family will participate in every activity. Be welcoming, inclusive, and respectful of everyone's schedules and circumstances.

7.7 Handling Parent Concerns

No matter how positive the season, questions and concerns will arise.

When they do:

Listen carefully.

Avoid interrupting.

Thank the parent for bringing the matter forward.

Clarify the concern before responding.

If the issue relates to coaching decisions, respectfully direct the parent to follow CMBA's communication procedures, including the 24-Hour Rule where applicable.

If the issue is administrative, work toward a timely resolution.

Never discuss one family with another.

Confidentiality builds trust.

Common Mistake

Trying to solve every concern immediately.

It is perfectly acceptable to say:

"Thank you for bringing this to my attention. I'd like to speak with the Head Coach (or CMBA Administrator) before I respond. I'll get back to you tomorrow."

Thoughtful responses are almost always better than rushed ones.

7.8 Celebrating the Team

Success should never be measured only by tournament results.

Celebrate:

- Teamwork
- Leadership
- Volunteerism
- Personal improvement

- Sportsmanship
- Community involvement

Take time to recognize achievements both large and small.

Athletes remember how they were encouraged just as much as they remember the games they played.

7.9 Your Role as a Leader

Leadership does not require a title.

As Team Manager, people will often look to you during uncertain moments.

Your attitude influences the team.

If you remain calm during schedule changes, families are more likely to remain calm.

If you communicate respectfully, others often follow your example.

If you celebrate effort and teamwork, those values become part of the team's culture.

Leadership is demonstrated every day through your actions, not just your words.

Chapter Reflection

Before moving on, consider the following:

- Have I created opportunities for families to get to know one another?
- Do parents understand the team's expectations?
- Have I clearly explained volunteer opportunities?
- How can I better recognize the efforts of volunteers throughout the season?
- Am I creating an environment where families feel comfortable asking questions and sharing concerns?

Remember, a Team Manager is not simply organizing a baseball or softball season. You are helping create a community that supports young athletes, encourages positive relationships, and represents the values of the Cranbrook Minor Ball Association.

Key Takeaways

By the end of this chapter, you should understand that:

- A well-planned parent meeting sets the tone for the season.

- Clear expectations build trust and reduce misunderstandings.
 - Volunteers are essential partners in the team's success.
 - Strong relationships contribute to a positive team culture.
 - Parent concerns should be handled respectfully, professionally, and confidentially.
 - Leadership is demonstrated through consistency, communication, and example.
-

Looking Ahead

In **Chapter 8 – Financial Management and Team Budgeting**, we'll explore one of the areas that often causes the most uncertainty for new Team Managers. You'll learn how CMBA manages team finances, the importance of transparency and accountability, how to coordinate reimbursements and fundraising, and the financial practices that help ensure every dollar is managed responsibly in support of the athletes and the Association.

Chapter 8

Financial Management & Team Budgeting

Managing Team Finances with Integrity and Transparency

"Every dollar entrusted to the team represents the confidence families and supporters place in CMBA. Managing those funds responsibly is one of the Team Manager's most important responsibilities."

8.1 Understanding Your Role

Many new Team Managers feel nervous when finances become part of the conversation.

Questions like:

- "Who collects the money?"
- "Can we reimburse this expense?"
- "Who keeps the receipts?"
- "Can parents pay cash?"
- "How do sponsors contribute?"

are common.

Fortunately, the answer is simple.

The Team Manager is **not** responsible for independently managing team funds.

Instead, your role is to coordinate financial information, maintain accurate records, and ensure all financial activities follow CMBA's established financial policies.

By following the Association's procedures, you help protect yourself, your coaches, your families, and CMBA.

8.2 CMBA Financial Principles

Every financial decision should be guided by the following principles:

Accountability

All money collected or spent on behalf of the team must be accounted for.

Every transaction should be supported by appropriate documentation.

Transparency

Families should understand:

- Why funds are being collected.
- How funds will be used.
- What fundraising activities are taking place.
- How team expenses are managed.

Transparency builds trust.

Consistency

Every All-Star team should follow the same financial procedures.

Consistent practices help ensure fairness and simplify financial reporting.

Stewardship

Remember that you are managing resources entrusted to the team.

Every purchasing decision should support the athletes and the objectives of the All-Star Program.

8.3 Developing a Team Budget

One of the first administrative tasks after the team is formed is preparing a preliminary budget.

The budget helps everyone understand the expected costs of the season and provides a framework for planning.

Typical expenses may include:

- Tournament registration fees
- Hotel accommodations (where applicable)
- Team meals
- Additional apparel
- Equipment or supplies
- Team-building activities
- Coach travel support (if approved by CMBA policy)
- End-of-season recognition

Every team will have different needs, but having a written budget prevents surprises and allows families to plan accordingly.

Manager's Tip

Review the preliminary budget with the Head Coach and the CMBA Administrator before sharing it with families. A second set of eyes often catches details that may have been overlooked.

8.4 Team Fundraising

Fundraising can help offset the costs of an All-Star season and make participation more affordable for families.

Before beginning any fundraising activity, ensure it has been approved in accordance with CMBA policies.

Examples of fundraising initiatives may include:

- Bottle drives
- Community barbecues
- Sponsorships
- Raffles (where permitted and licensed)
- Team merchandise
- Community events

Every fundraising activity should have:

- A clear purpose.
- An approved budget.
- Assigned volunteers.
- Accurate financial records.
- A summary of funds raised and how they were used.

Families are more likely to support fundraising efforts when they understand the goal and receive updates on the results.

8.5 Sponsorships

Many local businesses generously support youth sports.

When approaching potential sponsors, remember that you are representing the Cranbrook Minor Ball Association.

Professionalism matters.

Sponsors should receive:

- Clear information about the opportunity.
- Appropriate recognition.
- Timely communication.
- A sincere thank-you at the conclusion of the season.

Work closely with CMBA to ensure sponsorships align with Association policies and existing sponsorship agreements.

8.6 Receipts and Reimbursements

One of the most important financial habits you can develop is keeping complete records.

As a general rule:

If there is no receipt, there should be no reimbursement.

When expenses are incurred:

- Request original receipts whenever possible.
- Record the purpose of the expense.
- Confirm that the expense was approved.
- Submit reimbursement requests promptly.
- Keep copies for your records until reimbursement has been completed.

Delaying reimbursement requests often creates unnecessary confusion at the end of the season.

A Real-World Example

A volunteer purchases ice and bottled water during a tournament but forgets to request reimbursement until two months later.

Unfortunately, the receipt has been misplaced.

Without supporting documentation, the reimbursement cannot be processed.

A simple habit of submitting receipts immediately after each tournament prevents situations like this.

8.7 Team Expenses

Every purchase should answer one simple question:

"Does this directly support the team and its athletes?"

Before making any purchase, consider:

- Is the expense necessary?
- Has it been approved?
- Is it included in the budget?
- Is there a more economical option?
- Will a receipt be available?

Responsible spending ensures that resources remain available for the priorities of the season.

8.8 Financial Communication with Families

Money can sometimes be an uncomfortable topic.

Clear communication helps avoid misunderstandings.

Families should know:

- Expected costs.
- Payment deadlines.
- Approved fundraising opportunities.
- Reimbursement procedures (where applicable).
- Any significant changes to the team budget.

Avoid financial surprises whenever possible.

The earlier families receive information, the easier it is for them to plan.

8.9 End-of-Season Financial Review

As the season concludes, take time to ensure all financial matters have been completed.

Review:

- Outstanding receipts.
- Pending reimbursements.

- Fundraising summaries.
- Sponsorship recognition.
- Final team expenses.
- Budget versus actual costs.

Completing these tasks before the season officially ends prevents unfinished business from carrying into the following year.

Common Mistake

Waiting until the final tournament to organize receipts.

By the end of the season, paperwork can easily become misplaced or forgotten.

Instead, make reviewing receipts and expenses part of your routine after every tournament and major team activity.

8.10 Integrity Above All

Good financial management is not simply about numbers.

It is about trust.

Parents trust that contributions will be managed responsibly.

Sponsors trust that their support benefits young athletes.

CMBA trusts its volunteers to follow established financial procedures.

Protecting that trust should guide every financial decision you make.

When you are uncertain, ask questions before proceeding.

There is never anything wrong with seeking clarification.

Chapter Reflection

Before moving on, consider the following:

- Do I understand CMBA's financial procedures?
- Have I developed a realistic team budget?
- Am I keeping accurate financial records?
- Are families receiving clear financial information?

- What systems will help me stay organized throughout the season?

Remember, good financial management protects both the Association and the volunteers who serve it. Transparency, documentation, and consistency are the foundations of every successful financial process.

Key Takeaways

By the end of this chapter, you should understand that:

- The Team Manager coordinates team finances rather than independently managing funds.
 - Budgets help families and coaches plan for the season.
 - Fundraising should always support the athletes and follow CMBA policies.
 - Accurate records and receipts are essential for accountability.
 - Financial transparency builds trust with families and sponsors.
 - Responsible stewardship ensures resources are used effectively.
-

Looking Ahead

In **Chapter 9 – Tournament & Travel Management**, we'll move into one of the most rewarding parts of the All-Star season. You'll learn how to prepare for tournaments, coordinate travel, organize accommodations, communicate itineraries, manage team logistics, and create a positive travel experience for athletes and families. With good planning, tournament weekends become memorable experiences focused on teamwork, competition, and representing CMBA with pride.

Chapter 9

Tournament & Travel Management

Preparing for Success Beyond the Home Field

"Tournament weekends are where memories are made. Careful planning allows athletes and coaches to focus on competing while families enjoy the experience."

9.1 More Than Just a Tournament

For many athletes, tournaments are the highlight of the All-Star season.

They provide opportunities to compete against new opponents, build friendships, represent CMBA, and experience the excitement of travel and team camaraderie.

Behind every successful tournament, however, is careful preparation.

As Team Manager, your role is to coordinate the logistics that allow the weekend to run smoothly. While coaches prepare lineups and game strategies, you are ensuring everyone knows where to be, when to be there, and what they need to bring.

Good tournament planning reduces stress, minimizes confusion, and allows everyone to focus on creating a positive experience for the athletes.

9.2 Planning Begins Early

The most successful tournament weekends begin weeks before the first pitch.

As soon as your team commits to attending a tournament, begin gathering the information you'll need.

This may include:

- Tournament registration confirmation
- Tournament rules
- Contact information for tournament organizers
- Field locations
- Accommodation options
- Team travel plans
- Opening ceremonies (if applicable)
- Coaches' meetings

- Special event schedules

Rather than waiting until the week of the tournament, develop a timeline that allows you to complete tasks gradually.

Planning ahead provides time to solve problems before they become emergencies.

Manager's Tip

Create a dedicated folder—either electronic or paper—for every tournament. Keeping all confirmations, schedules, maps, contact information, and receipts together makes information easy to find when you need it.

9.3 Registering the Team

Tournament registrations often include deadlines, roster requirements, insurance confirmations, and payment instructions.

Work closely with the Head Coach and CMBA Administrator to ensure:

- Registration is submitted on time.
- The official team roster is accurate.
- Required documentation has been provided.
- Tournament fees have been processed according to CMBA procedures.

After registration has been accepted, save the confirmation for your records.

A simple registration confirmation can quickly answer questions later if there is any uncertainty about entry or payment.

9.4 Coordinating Travel

Every family's travel arrangements may be slightly different, but everyone should receive the same information.

Provide families with a clear travel itinerary that includes:

- Departure recommendations
- Tournament location
- Accommodation details
- Check-in information
- Parking information

- Team meeting times
- Game schedule
- Coach contact information
- Emergency contact information

Sharing this information well in advance allows families to prepare and reduces last-minute questions.

A Real-World Example

A team travelling to a Friday evening tournament sent families a complete itinerary ten days before departure.

Because everyone knew the hotel location, check-in procedures, and first team meeting time, families arrived prepared and relaxed.

Instead of spending the evening answering dozens of questions, the Team Manager was able to welcome families and help the athletes settle in before the first game.

Preparation created confidence.

9.5 Booking Accommodations

If accommodations are required, begin exploring options as early as possible.

When selecting accommodations, consider:

- Distance to playing fields
- Safety
- Parking availability
- Group booking options
- Breakfast availability
- Cancellation policies
- Accessibility requirements

Once accommodations have been confirmed, provide families with:

- Hotel name and address
- Reservation details
- Booking deadlines

- Room rates
- Check-in and check-out times
- Any team expectations while staying at the hotel

Encourage families to complete their reservations before the booking deadline to avoid losing access to the team rate or block of rooms.

9.6 Preparing Families

Families appreciate knowing what to expect before they arrive.

Consider sending a tournament information package that includes:

- Tournament schedule
- Venue maps
- Parking information
- Weather forecast
- Team meeting times
- Uniform schedule
- Team meal plans
- Local amenities
- Emergency contacts

Providing complete information in one package reduces confusion and demonstrates professionalism.

9.7 Managing the Tournament Schedule

Tournament schedules often change.

Weather delays, extra innings, field conditions, and scheduling adjustments can all affect game times.

Monitor official tournament communications regularly and verify any changes before sharing them with families.

Whenever a schedule changes:

- Confirm the information with tournament officials.
- Inform the Head Coach.

- Communicate the update to families promptly.
- Confirm that everyone has received the information.

Accurate communication is more important than fast communication. Always verify changes before distributing them.

Common Mistake

Forwarding an unofficial schedule from another parent or social media post before confirming it with tournament officials.

Doing so can create unnecessary confusion and may result in families arriving at the wrong location or time.

Always rely on official tournament information.

9.8 Team Meals and Downtime

Tournament weekends often involve long days at the ballpark.

Helping families prepare for meals and downtime contributes to a more enjoyable experience.

Some teams organize:

- Team breakfasts
- Shared lunches
- Team dinners
- Post-game gatherings

These activities provide opportunities for athletes and families to connect outside of competition.

Participation should always be encouraged rather than expected. Be mindful that families may have different schedules, budgets, and commitments.

The goal is to foster inclusion, not obligation.

9.9 Representing CMBA Away from Home

When your team travels, you are representing more than yourselves—you are representing the Cranbrook Minor Ball Association and the community of Cranbrook.

Encourage athletes, coaches, and families to:

- Demonstrate good sportsmanship.

- Respect tournament volunteers and officials.
- Care for hotel and facility property.
- Support teammates and opponents.
- Follow tournament rules and local regulations.

The way a team conducts itself away from the field often leaves a lasting impression on tournament hosts and other associations.

Professionalism and respect reflect positively on everyone involved.

9.10 Returning Home

Once the tournament concludes, take a few moments to wrap up the weekend.

Consider:

- Thanking tournament organizers and volunteers.
- Recognizing parents who assisted throughout the weekend.
- Confirming all equipment has been collected.
- Organizing receipts and financial records.
- Sharing photos and highlights with families, where appropriate.
- Noting any lessons learned that may improve future tournaments.

A short post-tournament review helps build better habits and makes each subsequent tournament easier to manage.

Chapter Reflection

Think about the next tournament your team will attend.

Ask yourself:

- Have I started planning early enough?
- Do families have all the information they need?
- Have accommodations and travel been confirmed?
- What contingency plans do I have if schedules change?
- How can I make the experience enjoyable for everyone, not just the athletes?

Tournament weekends can be busy and demanding, but they also create some of the most cherished memories of an All-Star season. Careful planning allows those moments to be enjoyed rather than overshadowed by unnecessary stress.

Key Takeaways

By the end of this chapter, you should understand that:

- Successful tournaments begin with early planning.
 - Clear travel itineraries and communication reduce stress for families.
 - Accommodations and transportation should be coordinated well in advance.
 - Official tournament information should always be verified before being shared.
 - Team meals and social activities strengthen team relationships while remaining inclusive and optional.
 - Every tournament is an opportunity to proudly represent CMBA through sportsmanship, respect, and professionalism.
 - A brief post-tournament review helps improve future events and preserves important records.
-

Looking Ahead

In **Chapter 10 – Managing Practices & Game Days**, we'll focus on the day-to-day rhythm of the All-Star season. You'll learn how to prepare for practices and games, coordinate volunteers, support the coaching staff, manage schedules, respond to weather changes, and ensure every event is organized so athletes can focus on learning, competing, and enjoying the game.

Chapter 10

Managing Practices & Game Days

Creating a Smooth Experience On and Off the Field

"Successful practices and game days don't happen by chance—they happen because someone has prepared for them."

10.1 Every Day Matters

When people think of the All-Star season, they often remember exciting tournaments, close championship games, or memorable road trips.

However, championships are built during the ordinary days.

Practices develop skills.

League and exhibition games build confidence.

Every time the team gathers is another opportunity to learn, improve, and grow together.

As Team Manager, your role is not to coach the players. Your role is to make sure every practice and every game begins with the organization already taken care of.

When the administrative details are handled well, coaches can teach, athletes can compete, and families can enjoy the experience.

10.2 Preparing for the Week

A successful week usually begins several days before the first practice.

Take time each week to review the team's schedule.

Confirm:

- Practice dates and times
- Game schedule
- Field locations
- Opposing teams
- Volunteer assignments
- Special events
- Equipment needs
- Weather forecast

Looking ahead allows you to identify potential conflicts before they become problems.

A few minutes of planning each week can save hours of unnecessary stress later.

Manager's Tip

Choose one day each week—perhaps Sunday evening—to review the upcoming schedule. Make it part of your routine. Consistency helps ensure nothing important is overlooked.

10.3 Preparing for Practice

Practices may seem less formal than games, but they still require preparation.

Before each practice, confirm:

- The practice has not been cancelled or relocated.
- Coaches have the latest schedule.
- Families have been reminded of the practice.
- Equipment will be available.
- Volunteers know their responsibilities, if applicable.
- Any special activities have been communicated.

Athletes arrive ready to learn when everyone already knows what to expect.

10.4 Attendance and Availability

Knowing who will be present helps coaches prepare effective practice plans.

Encourage families to update player availability through the team's communication platform as early as possible.

Monitor responses and provide the Head Coach with attendance updates before practices and games.

Early notice allows coaches to adjust drills, lineups, or game plans if necessary.

Consistent attendance reporting also helps identify situations where additional communication or support may be needed.

10.5 Preparing for Game Day

Game day preparation begins long before the first pitch.

A simple pre-game checklist may include:

- Confirm game time.
- Confirm field location.
- Check for schedule updates.
- Monitor weather conditions.
- Ensure families have arrival times.
- Confirm volunteer assignments.
- Ensure scorekeeping and pitch count responsibilities are covered.
- Confirm equipment has been packed.
- Verify uniforms have been communicated.

Preparing early allows everyone to arrive focused and ready.

A Real-World Example

An evening game was scheduled to begin at 6:00 p.m.

The Team Manager reminded families the day before, confirmed volunteer assignments that morning, checked field conditions after heavy rain, and communicated a revised arrival time after speaking with the league scheduler.

When the team arrived, everyone knew exactly where to be and what to expect.

Instead of confusion, there was confidence.

10.6 Supporting Volunteers on Game Day

Many important game-day responsibilities are performed by volunteers.

Depending on the level of play, these responsibilities may include:

- Scorekeeping
- Pitch counting
- GameChanger scoring
- Field preparation
- Dugout assistance
- Team photography

- Snack coordination

Ensure volunteers understand:

- Their responsibilities
- Where they should report
- When they are needed
- Who to ask if they have questions

A volunteer who feels prepared is much more likely to enjoy the experience and volunteer again.

10.7 Weather and Schedule Changes

Weather is one of the few things no Team Manager can control.

Rain, smoke, extreme heat, poor air quality, or unsafe field conditions may result in changes.

When weather affects the schedule:

Remain calm.

Verify information through official sources before communicating changes.

Provide families with updated information as quickly as practical.

Avoid making assumptions before decisions have been confirmed by league officials, tournament organizers, or CMBA.

Families appreciate timely communication, even if the update is simply:

"We are awaiting confirmation and will provide another update as soon as information becomes available."

Common Mistake

Cancelling plans based on weather forecasts rather than official decisions.

Forecasts can change quickly.

Always wait for confirmation before announcing cancellations or field closures.

10.8 Supporting the Coaches

Game day belongs to the athletes and coaches.

Whenever possible, remove administrative distractions from the coaching staff.

Examples include:

- Answering routine parent questions.
- Confirming volunteer assignments.
- Managing schedules.
- Communicating field changes.
- Coordinating team arrivals.
- Handling administrative paperwork.

Every task you manage allows the coaches to spend more time teaching and supporting the players.

A strong partnership between the Team Manager and coaching staff contributes to a positive environment for everyone.

10.9 Creating a Positive Game Day Experience

Not every game will end in victory.

However, every game can be a positive experience.

Encourage families to:

- Cheer respectfully.
- Support every athlete.
- Respect officials.
- Demonstrate good sportsmanship.
- Celebrate effort and improvement.

Remember that younger athletes often remember how adults behaved more clearly than the final score.

By modeling positivity and respect, you help create an environment where athletes feel supported regardless of the outcome.

10.10 Wrapping Up After Each Event

The work of the Team Manager does not end when the final out is recorded.

After practices and games, take a few minutes to ensure everything has been completed.

Review:

- Equipment has been collected.
- Dugout has been cleaned.
- Volunteers have been thanked.
- Coaches have any required information.
- Schedule updates have been communicated.
- Receipts have been stored if purchases were made.
- Notes have been made regarding upcoming events.

A brief review after each event prevents small tasks from becoming larger problems later in the season.

Building Good Habits

Experienced Team Managers often follow the same routine after every practice and game.

Ask yourself:

- Is everyone safely on their way home?
- Does anyone need follow-up information?
- Is the next event already organized?
- Did any issues arise that should be addressed before the next practice?

Developing consistent habits creates confidence and helps ensure nothing important is forgotten.

Chapter Reflection

Take a moment to reflect on your approach to practices and game days.

Ask yourself:

- Am I planning ahead or reacting at the last minute?
- Have I communicated clearly with families?
- Do volunteers know their responsibilities?
- Have I reduced administrative distractions for the coaches?
- What small improvements could make the next practice or game even more organized?

Remember, successful Team Managers are rarely the busiest people at the field. They are the ones whose preparation allows everyone else to focus on enjoying the game.

Key Takeaways

By the end of this chapter, you should understand that:

- Consistent preparation creates smoother practices and game days.
- Weekly planning helps prevent last-minute challenges.
- Attendance updates allow coaches to prepare effectively.
- Volunteers should receive clear direction and support.
- Official information should always be verified before communicating schedule changes.
- Supporting the coaching staff allows them to focus on athlete development.
- Every practice and game is an opportunity to create a positive experience for athletes and families.

Looking Ahead

In **Chapter 11 – Equipment, Uniforms & Team Resources**, you'll learn how to manage one of the Team Manager's most valuable responsibilities: caring for the equipment and resources entrusted to your team. From issuing uniforms and tracking equipment to preparing for tournaments and returning Association property at season's end, you'll discover practical systems that protect CMBA assets while ensuring athletes have everything they need to succeed.

Chapter 11

Equipment, Uniforms & Team Resources

Protecting the Resources That Support Our Athletes

"The equipment entrusted to your team belongs to every player who has come before you and every player who will follow. Caring for it is part of representing CMBA with pride."

11.1 A Shared Responsibility

Every season, CMBA invests thousands of dollars in equipment, uniforms, training aids, and team resources.

These items allow athletes to practice, compete, and develop in a safe and enjoyable environment.

As Team Manager, you become one of the custodians of these resources.

Your responsibility is not simply to hand out equipment—it is to help ensure that CMBA's property is used responsibly, cared for properly, and returned in good condition for future players.

When equipment is managed well, the Association can invest more resources into player development instead of replacing lost or damaged items.

11.2 Understanding CMBA Equipment

Depending on the age division and team, equipment may include:

- Team jerseys
- Hats or visors
- Catcher's equipment
- Practice baseballs or softballs
- Bat bags
- Equipment bags
- Training aids
- First aid kits
- Scorebooks
- Lineup cards
- Pitch count books
- Team banners

- Portable pitching rubbers or bases
- Team coolers
- Safety equipment

Some items are issued to individual athletes, while others remain as team equipment throughout the season.

Knowing what has been issued to your team is the first step toward effective management.

Manager's Tip

When receiving equipment from CMBA, take a few minutes to inspect everything before leaving.

Count the items.

Note any damage.

Report missing equipment immediately.

Starting with an accurate inventory makes the rest of the season much easier.

11.3 Issuing Uniforms

For many athletes, receiving their All-Star uniform is one of the most exciting moments of the season.

Take the time to make it a positive experience.

When uniforms are distributed:

- Verify each athlete receives the correct size.
- Record jersey numbers.
- Note any additional issued items.
- Explain that uniforms remain the property of CMBA unless otherwise specified.
- Review expectations for caring for the uniform.

Encourage athletes to take pride in wearing the CMBA logo.

A clean, well-maintained uniform reflects pride in both the team and the Association.

11.4 Caring for Uniforms

Uniforms represent both the individual athlete and CMBA.

Encourage families to:

- Wash uniforms according to the manufacturer's instructions.
- Avoid unnecessary alterations.
- Store uniforms properly between games.
- Report damage promptly.
- Keep jerseys together with belts, socks, and hats when possible.

Small habits help uniforms last for many seasons.

If a jersey becomes damaged beyond normal wear, notify the Equipment Director or CMBA Administrator as soon as possible.

11.5 Managing Team Equipment

Team equipment often travels to every practice and game.

Develop a routine for ensuring equipment is always ready.

Before leaving for an event, confirm that:

- Equipment bags are packed.
- Catcher's gear is complete.
- Practice balls are available.
- First aid kit is stocked.
- Lineup cards are packed.
- Scorebook or electronic scoring equipment is available.
- Pitch count records are ready, where applicable.
- Water coolers or hydration supplies have been arranged if required.

Consistency prevents last-minute scrambling at the field.

A Real-World Example

A Team Manager developed a habit of checking the equipment bag immediately after every game instead of before the next one.

One evening, they noticed that a catcher's helmet was missing.

By contacting the host association that same night, the helmet was quickly located before another team claimed it.

That five-minute check saved CMBA the cost of replacing expensive equipment.

11.6 The Team First Aid Kit

Every team should have access to a properly stocked first aid kit.

Although Team Managers are not expected to provide medical care beyond their training, they should know:

- Where the first aid kit is located.
- Who is responsible for bringing it to practices and games.
- How to replace used supplies.
- Who to contact if supplies need replenishment.

Review the contents periodically throughout the season.

A well-stocked first aid kit contributes to athlete safety and demonstrates good preparation.

11.7 Equipment During Tournaments

Tournament weekends require additional preparation.

Before departing, confirm that all necessary equipment has been packed.

Consider using a tournament equipment checklist that includes:

- Uniforms
- Catcher's equipment
- Practice balls
- Game balls (if required)
- Batting helmets
- First aid kit
- Lineup cards
- Scorebook
- Team banner
- Water cooler
- Training aids
- Sunscreen and insect repellent (where appropriate)

Packing the day before departure reduces the likelihood of forgotten equipment.

Common Mistake

Assuming someone else packed the equipment.

Always verify before leaving.

Taking a few minutes to confirm the contents of the equipment bag is much easier than trying to replace forgotten equipment hundreds of kilometres from home.

11.8 Reporting Lost or Damaged Equipment

Despite everyone's best efforts, equipment will occasionally become damaged or misplaced.

When this occurs:

- Report the issue promptly.
- Record what happened.
- Identify whether repair or replacement is required.
- Inform the Equipment Director or CMBA Administrator.

Prompt reporting helps CMBA maintain accurate inventories and ensures replacement equipment can be arranged when necessary.

Remember that honest reporting is always preferable to hoping the problem goes unnoticed.

11.9 End-of-Season Equipment Return

Returning equipment is one of the final responsibilities of the season.

Develop a return plan before the final tournament.

Consider:

- Scheduling a return date.
- Checking each athlete's issued equipment.
- Inspecting uniforms for damage.
- Collecting hats, jerseys, and other issued items.
- Confirming all team equipment has been accounted for.
- Cleaning equipment before returning it where appropriate.

Completing equipment returns promptly helps prepare CMBA for the next season.

Manager's Tip

Use an inventory checklist during equipment return.

Checking items off as they are received prevents confusion and ensures nothing is overlooked.

11.10 Stewardship and Pride

Every piece of equipment tells a story.

The catcher's gear may have protected dozens of athletes over several seasons.

The practice balls have helped hundreds of young players improve their skills.

The team banner has travelled to tournaments across the province.

These resources represent years of community support, fundraising, sponsorship, and volunteer effort.

By caring for them properly, you help ensure that future generations of CMBA athletes enjoy the same opportunities.

Good stewardship is one of the quiet but important ways a Team Manager demonstrates leadership.

Chapter Reflection

Take a moment to consider your approach to managing equipment.

Ask yourself:

- Do I know exactly what equipment has been issued to my team?
- Have I created a reliable inventory system?
- Are athletes and families aware of their responsibilities for uniforms?
- Is our equipment organized and ready for every practice, game, and tournament?
- How can I help protect CMBA's resources for future seasons?

Remember, equipment management is not simply about keeping track of items. It is about respecting the investment made by CMBA, its volunteers, sponsors, and families, and ensuring those resources continue to support athletes for years to come.

Key Takeaways

By the end of this chapter, you should understand that:

- CMBA equipment is a shared resource that must be managed responsibly.
 - Accurate inventories help prevent loss and simplify equipment management.
 - Uniforms should be issued, cared for, and returned according to CMBA procedures.
 - Regular equipment checks reduce the risk of forgotten or missing items.
 - First aid kits and safety equipment should always be available and maintained.
 - Lost or damaged equipment should be reported promptly.
 - Proper end-of-season equipment returns help prepare CMBA for the next generation of athletes.
-

Looking Ahead

In **Chapter 12 – Working with CMBA, Coaches & Officials**, you'll explore the partnerships that make an All-Star team successful. You'll learn how to work effectively with the CMBA Board, Administrator, Division Directors, Equipment Director, coaching staff, umpires, tournament officials, and volunteers. By understanding each person's role and maintaining professional, respectful relationships, you'll help create a positive environment where everyone is working toward the same goal: providing an outstanding experience for CMBA athletes and their families.

Chapter 12

Working with CMBA, Coaches & Officials

Building Strong Partnerships for Team Success

"The best Team Managers know they don't have all the answers—they know where to find them."

12.1 You're Part of Something Bigger

When you become an All-Star Team Manager, you become part of a much larger organization.

Behind every practice, tournament, uniform, field booking, and registration is a network of volunteers and leaders working together to provide opportunities for young athletes.

No one person runs the All-Star Program.

It succeeds because people work together.

Understanding who is responsible for different areas of the Association helps you know where to seek guidance, where to direct questions, and how to support those around you.

The stronger these relationships become, the smoother your season will be.

12.2 Working with the Head Coach

The Head Coach is your closest partner throughout the season.

Although your responsibilities are different, your objective is the same—to provide the best possible experience for the athletes.

A successful relationship is built on communication, trust, and mutual respect.

Meet regularly with the Head Coach to discuss:

- Upcoming practices and games
- Tournament planning
- Travel arrangements
- Parent communications
- Volunteer assignments
- Equipment needs
- Team concerns
- Upcoming deadlines

Whenever possible, present a united approach to families.

If differences of opinion arise, discuss them privately.

Parents and athletes should always see a leadership team that is working together.

Manager's Tip

Schedule a short conversation with the Head Coach each week.

Even a 15-minute check-in can prevent misunderstandings and keep everyone moving in the same direction.

12.3 Supporting the Assistant Coaches

Assistant Coaches contribute significantly to athlete development.

While your primary communication is usually with the Head Coach, remember that Assistant Coaches also appreciate receiving important team information.

Ensure they receive:

- Practice schedules
- Tournament itineraries
- Travel information
- Volunteer updates
- Team announcements

Keeping the entire coaching staff informed promotes consistency throughout the program.

12.4 Working with the CMBA Administrator

The CMBA Administrator is one of your most valuable resources.

The Administrator supports many of the operational aspects of the Association and can assist with questions regarding:

- Registration
- Rosters
- Insurance documentation
- Scheduling
- Forms

- Communications
- Policies
- Equipment coordination
- Financial procedures
- Tournament administration

Do not hesitate to ask questions.

The Administrator would much rather answer a question early than solve a problem later.

A Real-World Example

A Team Manager was unsure whether a late player addition could participate in an upcoming tournament.

Rather than making assumptions, they contacted the CMBA Administrator.

The Administrator confirmed the required paperwork, verified insurance coverage, and ensured the player was eligible before the tournament began.

One simple phone call prevented a potentially serious issue.

12.5 Working with the CMBA Board

The CMBA Board provides leadership and governance for the Association.

Board members establish policies, approve budgets, oversee programs, and support volunteers throughout the season.

Although Team Managers will not interact with the Board every day, understanding its role is important.

The Board exists to:

- Support volunteers.
- Protect the interests of athletes.
- Ensure fair and consistent decision-making.
- Maintain the long-term success of CMBA.

If an issue requires Board involvement, work through the appropriate CMBA communication channels rather than approaching individual Board members informally.

This helps ensure concerns are addressed fairly and consistently.

12.6 Working with Other Directors

Throughout the season you may work with several CMBA Directors depending on the needs of your team.

Examples include:

Equipment Director

For:

- Equipment distribution
- Equipment returns
- Damaged equipment
- Replacement requests

Director of Player & Coach Development

For:

- Player development initiatives
- Coaching support
- Educational resources

Division Directors

For:

- Division-specific scheduling
- League operations
- General division support

Every Director volunteers their time to support the Association.

Treat their time with the same respect you would expect from others.

12.7 Working with Umpires

Umpires play an essential role in every game.

Without officials, there is no competition.

Although Team Managers rarely interact extensively with umpires during games, they help establish the tone for respectful interactions.

Encourage everyone associated with your team to:

- Treat officials respectfully.
- Accept judgment calls professionally.
- Avoid confrontations.
- Demonstrate good sportsmanship.

If questions arise regarding rules or game administration, allow the Head Coach to address the umpire in accordance with the rules of the game.

Your role is to support a respectful environment.

Common Mistake

Attempting to become involved in rule discussions during the game.

Allow the coaching staff to manage on-field baseball or softball matters.

Your focus should remain on administration and supporting the overall game-day experience.

12.8 Working with Tournament Officials

Tournament organizers invest significant time planning successful events.

Help build positive relationships by:

- Responding promptly to requests.
- Meeting registration deadlines.
- Following tournament procedures.
- Respecting volunteer officials.
- Reporting concerns professionally.
- Thanking organizers after the event.

Positive relationships benefit not only your team but also CMBA's reputation throughout the baseball and softball community.

12.9 Working with Parents as Partners

Parents are not simply spectators.

They are essential members of your team community.

Treat them as partners.

Keep them informed.

Listen respectfully.

Recognize their contributions.

Express appreciation for their time and effort.

When families feel valued, they become some of your strongest supporters.

12.10 Asking for Help

One of the greatest strengths a Team Manager can develop is knowing when to ask for assistance.

You are not expected to know everything.

If you encounter a situation you have never experienced before:

Pause.

Gather the facts.

Contact the appropriate CMBA resource.

Seek guidance before making important decisions.

There is wisdom in asking questions.

Experienced volunteers continue learning every season.

12.11 Representing CMBA

Whether you are attending a Board meeting, communicating with another association, checking into a hotel, or standing at the ballpark, you are representing the Cranbrook Minor Ball Association.

Professionalism should always guide your actions.

This includes:

- Being courteous.
- Being prepared.
- Following through on commitments.
- Communicating respectfully.

- Treating everyone fairly.
- Demonstrating integrity.

People often remember how they were treated long after they forget the score of the game.

As Team Manager, you help shape CMBA's reputation throughout the province.

Leadership Through Relationships

The most successful Team Managers rarely accomplish everything themselves.

Instead, they build strong relationships with the people around them.

They know who to call.

They communicate openly.

They show appreciation.

They respect the expertise of others.

Most importantly, they remember that everyone involved is working toward the same goal:

Providing young athletes with an exceptional baseball and softball experience.

Chapter Reflection

Consider the relationships that will help you throughout the season.

Ask yourself:

- Do I understand the responsibilities of the Head Coach, CMBA Administrator, Board, and Directors?
- Am I communicating regularly with the coaching staff?
- Do I know who to contact when questions arise?
- Am I treating volunteers, officials, and families with professionalism and respect?
- How can I strengthen the partnerships that support my team?

Remember, successful Team Managers are not measured by how much they do alone. They are measured by how well they work with others to create an organized, respectful, and enjoyable experience for everyone involved.

Key Takeaways

By the end of this chapter, you should understand that:

- The Team Manager is part of a larger CMBA leadership team.
 - Strong partnerships with the Head Coach, Assistant Coaches, and CMBA Administrator are essential to a successful season.
 - The CMBA Board and Directors provide governance, oversight, and operational support.
 - Umpires, tournament officials, and volunteers deserve respect and professionalism at all times.
 - Parents are valuable partners who contribute to the success of the team.
 - Asking for guidance is a sign of good leadership, not weakness.
 - Every interaction is an opportunity to positively represent CMBA and uphold its values.
-

Looking Ahead

In **Chapter 13 – Handling Challenges & Conflict Resolution**, we'll explore one of the most challenging aspects of being a Team Manager. You'll learn how to respond professionally when disagreements arise, support the CMBA complaint and discipline process, manage difficult conversations with confidence, and maintain a positive team environment during stressful situations. By approaching conflict with fairness, respect, and integrity, you can help resolve issues while preserving relationships and keeping the focus where it belongs—on the athletes.

Chapter 13

Handling Challenges & Conflict Resolution

Responding with Professionalism, Fairness, and Respect

"Challenges are a natural part of every season. How we respond to them often defines the experience more than the challenge itself."

13.1 Challenges Are Part of Every Season

No matter how well a team is organized, challenges will arise.

Parents may disagree with decisions.

Schedules will change unexpectedly.

Volunteers may become frustrated.

Athletes may struggle with disappointment.

Coaches may face difficult decisions.

These situations are not signs that something has gone wrong—they are part of working with people in a competitive environment.

Your role as Team Manager is not to eliminate every challenge.

Your role is to help ensure that challenges are handled calmly, respectfully, and in accordance with CMBA's policies and values.

The way adults respond during difficult moments teaches athletes just as much as the game itself.

13.2 Staying Calm Under Pressure

When emotions are high, people often look to the Team Manager for reassurance.

Your response sets the tone.

If you remain calm, others are more likely to remain calm.

If you react emotionally, the situation often becomes more difficult.

When faced with a concern:

Pause before responding.

Listen carefully.

Gather the facts.

Avoid making assumptions.

Respond respectfully.

Sometimes the best response is simply:

"Thank you for bringing this to my attention. Let me gather the information and I'll get back to you."

There is rarely a need to solve a problem immediately.

Thoughtful responses are almost always better than rushed ones.

Manager's Tip

If you receive a difficult email or text message, avoid responding immediately.

Read it carefully.

Set it aside for a short period if necessary.

Review it again before replying.

A calm response protects both the relationship and the integrity of the conversation.

13.3 Understanding Your Role

One of the most important responsibilities of a Team Manager is knowing what falls within your role—and what does not.

You may assist with:

- Administrative concerns
- Team communication
- Scheduling questions
- Volunteer coordination
- Travel logistics
- General team operations

You should not independently decide matters involving:

- Player selection
- Playing time
- Coaching strategy
- Athlete discipline

- Formal complaints
- Policy interpretation
- Appeals

Those matters belong to the appropriate coaches or CMBA leadership in accordance with Association policy.

Knowing when to refer a matter is an important leadership skill.

13.4 Listening Before Solving

Many concerns simply begin because someone wants to feel heard.

Good listening includes:

Giving the person your full attention.

Allowing them to finish without interruption.

Asking respectful questions for clarification.

Avoiding assumptions.

Confirming that you understand their concern before discussing possible next steps.

People are far more likely to accept a decision when they believe they have been treated fairly and respectfully.

A Real-World Example

Following a close tournament game, a parent approached the Team Manager expressing frustration about their child's role on the team.

Rather than offering an opinion or defending the coaching staff, the Team Manager listened carefully, acknowledged the parent's concerns, and explained that playing time decisions were the responsibility of the Head Coach.

The parent was encouraged to follow CMBA's communication process and arrange an appropriate time to speak with the coach.

By remaining neutral and respectful, the Team Manager helped guide the conversation without creating additional conflict.

13.5 The Importance of the 24-Hour Rule

Emotions immediately following a game can be strong.

Disappointment, excitement, frustration, and fatigue often influence how people communicate.

For this reason, CMBA encourages families to respect the Association's **24-Hour Rule** before raising concerns related to games, coaching decisions, or playing time.

Allowing time for emotions to settle often leads to more productive conversations.

As Team Manager, you can gently remind families of this expectation and encourage respectful communication.

13.6 Following CMBA Procedures

When concerns cannot be resolved through respectful conversation, they should follow CMBA's established procedures.

Depending on the nature of the concern, this may involve:

- Speaking with the Head Coach.
- Contacting the CMBA Administrator.
- Referring the matter to the appropriate Director.
- Following the CMBA Complaint Policy.
- Participating in the CMBA Appeal Process, where applicable.

Avoid creating informal solutions that fall outside Association policy.

Following established procedures promotes fairness, consistency, and transparency for everyone involved.

13.7 Maintaining Confidentiality

Conflict often involves sensitive information.

As Team Manager, you may become aware of personal circumstances, complaints, or confidential discussions.

Protect that information.

Do not discuss concerns with other parents.

Do not speculate.

Do not share information on social media.

Only those directly involved in resolving the matter should have access to confidential information.

Respecting confidentiality protects everyone involved and reinforces trust within the team.

Common Mistake

Trying to explain another person's position without knowing all the facts.

For example:

"I'm sure the coach benched your child because..."

Avoid speculation.

If you do not know the answer, simply say:

"I'd rather not speculate. Let's make sure we get the correct information from the appropriate person."

13.8 Supporting the Coaches During Difficult Situations

Coaches often make decisions that are unpopular with some families.

While parents may approach you because they feel more comfortable speaking with the Team Manager, it is important not to undermine the coaching staff.

Support the process by:

- Listening respectfully.
- Remaining neutral.
- Directing coaching matters to the Head Coach.
- Encouraging respectful dialogue.
- Avoiding personal opinions.

Maintaining trust between the Team Manager and coaching staff is essential to the success of the team.

13.9 When Immediate Action Is Required

While many concerns can wait for appropriate discussion, some situations require immediate attention.

Examples may include:

- Safety concerns
- Medical emergencies
- Harassment or discrimination

- Threats of violence
- Suspected abuse
- Serious breaches of CMBA policies or the Code of Conduct

These situations should never be ignored or delayed.

Follow CMBA's reporting procedures immediately and notify the appropriate Association representative without hesitation.

Protecting the safety and well-being of athletes is always the highest priority.

13.10 Learning from Challenges

Every difficult situation provides an opportunity to improve.

After a concern has been resolved, take a few moments to reflect.

Ask yourself:

- Could communication have been clearer?
- Were expectations well understood?
- Did everyone feel respected?
- Is there anything we can improve for next season?

Some of the strongest teams are built because they learn from challenges rather than allowing those challenges to divide them.

Respect Is Always the Goal

Conflict resolution is not about proving someone right or wrong.

It is about preserving relationships while addressing concerns fairly.

As Team Manager, you help create an environment where:

- People feel heard.
- Policies are respected.
- Decisions follow established procedures.
- Athletes remain the focus.

Professionalism during difficult moments earns trust that lasts long after the issue has been resolved.

Chapter Reflection

Take a few moments to consider how you respond to conflict.

Ask yourself:

- Do I remain calm under pressure?
- Am I listening before trying to solve problems?
- Do I understand which issues fall within my role?
- Am I familiar with CMBA's complaint and appeal processes?
- How can I help ensure every concern is handled respectfully and fairly?

Remember, your goal is not to have every answer. Your goal is to ensure that concerns are addressed through the appropriate channels while maintaining respect for everyone involved.

Key Takeaways

By the end of this chapter, you should understand that:

- Challenges are a normal part of every All-Star season.
 - Remaining calm and listening carefully are among a Team Manager's most valuable skills.
 - Administrative matters can often be resolved by the Team Manager, while coaching and governance issues should be referred appropriately.
 - The 24-Hour Rule encourages respectful, productive conversations after games.
 - CMBA's complaint and appeal procedures promote fairness and consistency.
 - Confidentiality must always be maintained.
 - Serious safety, conduct, or welfare concerns require immediate reporting through CMBA's established procedures.
 - Every challenge is an opportunity to strengthen communication, improve processes, and reinforce the positive culture of the team.
-

Looking Ahead

In **Chapter 14 – Wrapping Up the Season**, we'll focus on bringing the All-Star season to a successful close. You'll learn how to organize equipment returns, complete financial reconciliations, recognize volunteers and sponsors, archive important records, and help athletes, families, and coaches celebrate the accomplishments of the season. A thoughtful conclusion leaves a lasting positive impression and prepares both the team and CMBA for future success.

Chapter 14

Wrapping Up the Season

Finishing Strong and Celebrating Success

"The final impression you leave with athletes and families is often the one they remember most. Finish the season with the same care and enthusiasm that you brought to the first day."

14.1 More Than the Final Game

Every All-Star season eventually comes to an end.

For some teams, it concludes after a local tournament.

For others, it may end at a Provincial Championship.

Regardless of where the journey finishes, the work of the Team Manager continues after the final out.

The closing days of the season provide an opportunity to celebrate accomplishments, recognize the contributions of volunteers, complete administrative responsibilities, and reflect on everything the team achieved together.

A thoughtful ending helps athletes and families leave with positive memories and reinforces the values of CMBA.

14.2 Planning the Final Weeks

The best season endings are planned before the final tournament arrives.

Several weeks before the season concludes, begin preparing a list of outstanding responsibilities.

Consider:

- Equipment return dates
- Uniform collection
- Outstanding receipts
- Financial reconciliation
- Volunteer recognition
- Sponsor acknowledgements
- Team celebration
- Final communications

- Record archiving

By spreading these tasks over several weeks, you avoid trying to complete everything after the final game.

Manager's Tip

Create an "End-of-Season Checklist" early and review it after each tournament during the final month of the season.

Completing one or two tasks each week makes the final days much less stressful.

14.3 Collecting Equipment and Uniforms

Equipment should be returned promptly after the season ends.

Schedule a specific return date and communicate it clearly to families.

When collecting equipment:

- Check jerseys for damage.
- Confirm all issued items have been returned.
- Inspect team equipment.
- Clean equipment where appropriate.
- Record missing or damaged items.
- Notify the Equipment Director of any concerns.

Using an inventory checklist helps ensure every item is accounted for before it is returned to CMBA.

Remember that future athletes will rely on the same equipment.

14.4 Completing Financial Responsibilities

Before considering the season complete, ensure all financial matters have been finalized.

Review:

- Outstanding receipts
- Pending reimbursements
- Approved expenses
- Fundraising summaries

- Sponsor commitments
- Budget reconciliation

Submit all required documentation to CMBA according to Association procedures.

Avoid carrying unfinished financial matters into the next season.

Good financial records protect both the Association and the volunteers who serve it.

14.5 Recognizing Volunteers

Every successful All-Star season is built on volunteer support.

Take time to recognize:

- Coaches
- Assistant Coaches
- Parent volunteers
- Scorekeepers
- Pitch counters
- Team photographers
- Equipment helpers
- Drivers
- Tournament volunteers

Recognition does not need to be expensive.

Often, a sincere thank-you is the most meaningful gesture.

People who feel appreciated are far more likely to volunteer again.

A Real-World Example

At the final team gathering, each athlete presented the coaches with a handwritten thank-you card.

Parents received a simple message recognizing their volunteer efforts throughout the season.

The celebration lasted less than an hour, yet many families later commented that it was one of their favourite moments of the season.

Sometimes appreciation matters more than elaborate celebrations.

14.6 Thanking Sponsors and Supporters

Community sponsors make many opportunities possible for CMBA athletes.

Take time to recognize those who supported your team.

Consider:

- Sending thank-you letters.
- Sharing team photos (where appropriate and with required permissions).
- Acknowledging sponsors during the season-ending celebration.
- Ensuring any sponsorship recognition promised during the season has been fulfilled.

Professional follow-up strengthens relationships and supports future sponsorship opportunities.

14.7 Celebrating the Athletes

The season should conclude by celebrating the athletes.

Focus on:

- Growth
- Teamwork
- Sportsmanship
- Leadership
- Perseverance
- Commitment
- Positive attitude

Not every athlete will remember the wins and losses.

They will remember how they felt being part of the team.

Celebrate individual improvement as much as competitive success.

Every athlete contributed to the team's journey.

14.8 Final Communication with Families

Before closing the season, send one final message to all families.

Consider including:

- A thank-you.

- Highlights from the season.
- Recognition of volunteers.
- Sponsor appreciation.
- Equipment return reminders.
- Any remaining administrative information.
- Encouragement for next season.

Your final communication becomes the lasting administrative record of the season.

Leave families feeling proud of everything the team accomplished together.

Common Mistake

Allowing communication to stop immediately after the final game.

Families often still have questions regarding equipment returns, finances, celebrations, or future opportunities.

A thoughtful closing message provides clarity while ending the season on a positive note.

14.9 Reflecting on the Season

Once everything has been completed, take time to reflect on your own experience.

Ask yourself:

- What worked well?
- What could be improved?
- Which organizational systems were most helpful?
- Which communication methods were most effective?
- What advice would I give next year's Team Manager?

Every season teaches valuable lessons.

Recording those lessons while they are still fresh will make future seasons even stronger.

14.10 Leaving the Team Better Than You Found It

One of the greatest measures of leadership is whether the organization is stronger because you served.

As Team Manager, your goal is not simply to complete a season.

Your goal is to leave behind:

- Better organization.
- Better records.
- Better communication.
- Better relationships.
- Better resources.
- Better experiences for future athletes.

Every checklist you improve, every procedure you document, and every volunteer you encourage strengthens CMBA for years to come.

That is your legacy.

A Season to Remember

When you accepted the role of Team Manager, you probably expected to organize schedules, collect forms, and coordinate volunteers.

You may not have realized that you would also become:

- A communicator.
- A planner.
- A problem solver.
- A mentor.
- A supporter.
- A leader.

Most importantly, you became someone who helped create unforgettable experiences for young athletes.

That is something worth celebrating.

Chapter Reflection

As your season comes to a close, ask yourself:

- Have I completed all outstanding administrative responsibilities?
- Have I thanked everyone who contributed to the team's success?

- Have I recognized the athletes for more than their athletic achievements?
- What have I learned that will make me an even better Team Manager in the future?
- How have I helped strengthen CMBA through my service?

Remember, the final weeks of the season are an opportunity to leave a lasting impression. Finishing with professionalism, gratitude, and pride ensures that athletes, families, coaches, and volunteers leave the season with memories they will carry for years to come.

Key Takeaways

By the end of this chapter, you should understand that:

- A successful season continues beyond the final game.
 - Early planning makes end-of-season responsibilities manageable.
 - Equipment, uniforms, and financial records should be completed promptly and accurately.
 - Volunteers, sponsors, and families deserve sincere recognition for their contributions.
 - Celebrating athletes should emphasize growth, teamwork, and character as much as results.
 - Reflection helps improve future seasons and strengthens CMBA.
 - Great Team Managers leave the Association better organized and better prepared for those who follow.
-

Looking Ahead

In the final chapter, **Chapter 15 – The Legacy of a Great Team Manager**, we'll step back from schedules, forms, and administration to reflect on the lasting impact of your volunteer service. We'll explore how Team Managers shape the culture of CMBA, influence the experiences of young athletes and families, and contribute to an organization that will continue serving the Cranbrook community for generations. It is a fitting conclusion to a handbook dedicated to those who lead quietly, serve selflessly, and make youth baseball and softball possible.

Chapter 15

The Legacy of a Great Team Manager

Leading Through Service

"The greatest legacy of a Team Manager is not found in trophies or championships. It is found in the confidence of young athletes, the friendships that were created, and the community that was strengthened because they chose to serve."

15.1 Looking Back on the Journey

When you accepted the role of Team Manager, you probably expected to organize schedules, send emails, book hotels, and collect paperwork.

Those responsibilities were certainly part of the journey.

But by now, you've likely discovered that the role is much bigger than administration.

Throughout the season you became the person who quietly held everything together.

You answered questions.

Solved problems.

Encouraged volunteers.

Supported coaches.

Welcomed new families.

Comforted disappointed athletes.

Celebrated victories.

Managed unexpected challenges.

And through it all, you helped create an environment where young athletes could simply enjoy the game.

Many of the things you accomplished may never appear in a season report.

Yet they mattered every single day.

15.2 Success Is Measured Differently

Youth sports often celebrate championships.

Banners are raised.

Medals are awarded.

Photographs capture the winning moments.

Those accomplishments are important, and every team should strive to compete at its highest level.

But the success of a Team Manager is measured differently.

Success is measured by:

The family who felt welcomed on their very first day.

The volunteer who offered to help because they felt appreciated.

The coach who was able to focus on teaching because the administration was organized.

The athlete who felt included, supported, and valued.

The friendships that continued long after the final game.

Those are the victories that rarely appear in the standings but often have the greatest impact.

15.3 The Memories That Last

Years from now, most athletes will not remember every score.

They may not remember every tournament or every inning.

What they will remember are the experiences.

The excitement of receiving their first All-Star jersey.

Travelling with teammates.

Laughing in the hotel after a long day at the ballpark.

The encouragement they received after making a mistake.

The adults who believed in them.

The friendships they built.

Those memories become part of their childhood.

As Team Manager, you helped make those memories possible.

That is an extraordinary contribution.

A Real-World Reflection

Imagine two athletes meeting years later.

They may struggle to remember the final score of a championship game.

But they'll instantly remember the road trips, the jokes in the dugout, the team dinners, the long drives home, and the people who made them feel like they belonged.

Those moments don't happen by accident.

They happen because dedicated volunteers created the opportunity for them.

15.4 The Quiet Leaders

Not every leader stands in front of the group.

Some lead quietly.

They arrive early.

Stay late.

Answer one more email.

Pack one more equipment bag.

Solve one more problem.

Thank one more volunteer.

Encourage one more family.

These acts may seem small on their own.

Together, they create an experience that athletes and families will never forget.

Leadership is often found in the ordinary moments.

15.5 Building the Future of CMBA

Every season is connected to the next.

The systems you improved...

The notes you left behind...

The procedures you documented...

The volunteers you encouraged...

The relationships you built...

All become part of the foundation for future Team Managers.

Strong organizations are not built in a single season.

They are built by generations of volunteers who leave things just a little better than they found them.

That is exactly what CMBA has been built upon.

Your contribution becomes part of that legacy.

15.6 Inspiring the Next Volunteer

One of the greatest ways to strengthen CMBA is to encourage others to become involved.

Throughout your season, someone was probably watching you.

A parent.

A grandparent.

A coach.

Another volunteer.

They saw your commitment.

They saw your organization.

They saw the positive impact you had on the team.

Never underestimate the influence of your example.

Sometimes the next great Team Manager volunteers simply because they saw someone else enjoying the role.

Leadership inspires leadership.

Manager's Tip

At the end of the season, if another parent expresses interest in becoming a Team Manager, encourage them.

Share your experiences honestly.

Offer your advice.

Support them as someone once supported you.

Strong volunteer organizations grow through mentorship.

15.7 Continuing to Learn

No Team Manager has a perfect season.

Every year presents new situations.

New challenges.

New lessons.

The best Team Managers remain learners.

They ask questions.

Seek advice.

Reflect on their experiences.

Share what they have learned.

Growth does not end with one season.

It continues every time you volunteer.

15.8 Thank You

On behalf of the Cranbrook Minor Ball Association:

Thank you.

Thank you for your time.

Thank you for your patience.

Thank you for your professionalism.

Thank you for your flexibility.

Thank you for your leadership.

Thank you for believing that young athletes deserve positive experiences.

Volunteers like you are the reason CMBA continues to thrive.

Every practice organized.

Every tournament planned.

Every family supported.

Every athlete encouraged.

Every challenge overcome.

Together, these efforts strengthen our Association and our community.

15.9 Your Legacy

At the conclusion of every season, there are uniforms to return, equipment to store, and reports to complete.

Those tasks eventually end.

Your legacy does not.

Somewhere, years from now...

A young athlete may decide to become a coach because of the experiences they had on your team.

A parent may volunteer because they appreciated the way they were welcomed.

A family may return to CMBA because they felt supported and included.

Those outcomes may never be directly connected to your name.

But they are connected to your service.

That is the lasting impact of great volunteers.

One Final Thought

If you remember only one idea from this handbook, let it be this:

Being a Team Manager has never been about schedules.

It has never been about forms.

It has never been about equipment.

Those things are important, but they are simply the tools.

The true purpose of a Team Manager is to help create an environment where young athletes can learn, compete, grow, build friendships, develop character, and create memories that will last a lifetime.

When you lead with kindness...

Communicate with respect...

Organize with care...

Support others with humility...

And always keep the athletes at the centre of every decision...

You have succeeded.

Regardless of the standings.

Regardless of the trophies.

Regardless of the scoreboard.

That is the legacy of a great Team Manager.

Final Reflection

As you close this handbook and begin—or continue—your journey as a CMBA Team Manager, take a moment to reflect.

Ask yourself:

- How do I want athletes and families to remember this season?
- What example will I set through my actions?
- Have I helped create an environment where every athlete feels welcome, respected, and valued?
- How have I contributed to the future of CMBA?
- What legacy do I hope to leave for the volunteers who follow me?

The answers to these questions will guide your decisions far more than any checklist ever could.

Final Thoughts

The Cranbrook Minor Ball Association is more than an organization. It is a community built by volunteers who believe in the value of youth baseball and softball.

Every practice organized, every tournament planned, every family welcomed, and every athlete encouraged contributes to that community.

As a Team Manager, you are one of the leaders who makes those experiences possible.

Thank you for choosing to serve.

Thank you for sharing your time and talents.

Most importantly, thank you for helping young athletes discover the joy of the game.

On behalf of the Board of Directors, coaches, volunteers, athletes, and families of the Cranbrook Minor Ball Association—

Thank you for being part of the CMBA team.

End of Handbook

"Volunteers are not paid—not because they are worthless, but because they are priceless." —

Sherry Anderson

