

5 C'S TABLE: MUST, SHOULD, COULD

There are foundational behaviors you must use as a coach when implementing the 5C's. As you continue to develop as a coach, there are other methods you will learn that you can begin to implement to develop the 5C's further.

Review the table below and identify the behaviors you currently use in your coaching and which behaviors you need to continue to learn about.

You can use it to reflect on videos throughout all USTA Coaching modules.

CONNECTION

Must (Foundational behaviors)

Make eye contact, smile, and be in proximity relative to players.

Know and use players' names.

Use of open questions.

Should (Collaborative engagement)

Use active listening and engage in individual check-ins.

Facilitate group interactions for team bonding.

Could (Encouraged autonomy)

Celebrate personal milestones and send follow-up messages after lessons.

Incorporate humor or storytelling to build rapport.

CONFIDENCE

Must (Foundational behaviors)

Display positive energy and use voice tone to create presence.

Highlight incremental progress.

Should (Collaborative engagement)

Provide consistent effort-based feedback, and reinforce small wins.

Demonstrate confidence and resilience when working with players of different skill levels.

Could (Encouraged autonomy)

Encourage players to set personal challenges to stretch their comfort zones.

Organize opportunities for players to lead warm-ups or discussions.

Contd.

COMPETENCE

Must (Foundational behaviors)

- Ensure a safe and structured environment.
- Offer encouraging feedback.

Should (Collaborative engagement)

- Stop, Show, Go into goal-oriented feedback.
- Promote self-reflection.
- Use progress tracking tools (charts or apps).

Could (Encouraged autonomy)

- Stop, Show, Go to incorporate self, coach, and peer feedback for skill development.
- Customize activities to align with individual learning needs.
- Player-led discussions with the coach.

CREATIVITY

Must (Foundational behaviors)

- Be goal-oriented and give players choices.
- Integrate playful activities to inspire experimentation.

Should (Collaborative engagement)

- Collaboratively design and/or modify a new activity.
- Provide tools or props to stimulate out-of-the-box thinking.

Could (Encouraged autonomy)

- Encourage players to explore multiple solutions to a challenge.
- Encourage players to develop team-based problem-solving exercises.

CHARACTER

Must (Foundational behaviors)

- Be professional: be on time for lessons and for set-up, and maintain a professional appearance.
- Encourage respectful communication.

Should (Collaborative engagement)

- Model ethical behavior, such as sportsmanship and respect for others.
- Provide opportunities for athletes to mentor younger or less experienced players.

Could (Encouraged autonomy)

- Encourage players to engage in discussions about sportsmanship and values.
- Lead community outreach or volunteer programs to instill broader social responsibility.