

WhatsApp & Social media.

Best Practices for WhatsApp Group Administration

1. Set Clear Group Rules

- Define the purpose of the group (e.g., match updates, training info, social events).
- Outline acceptable behaviour (e.g., no spam, respectful language).
- Pin the rules or send them periodically as reminders.

2. Use Multiple Admins Wisely

- Assign admins based on roles (e.g., team captain, coach, social secretary).
- Ensure admins are active and understand their responsibilities.
- Avoid admin overload—too many can lead to confusion.

3. Keep Communication Relevant

- Use the group for essential updates only.
- Create separate groups for social chat or sub-teams if needed.
- Use broadcast lists for one-way communication when appropriate.

4. Respect Privacy

- Avoid sharing personal information without consent.
- Don't add people without asking first.
- Allow members to mute or leave without pressure.

5. Be Inclusive

- Make sure all relevant members are added.
- Use language that everyone understands.
- Avoid cliques or inside jokes that exclude others.

6. Manage Conflicts Calmly

- Address issues privately when possible.
- Use admin tools (e.g., message deletion, member removal) sparingly and fairly.
- Encourage open but respectful dialogue.

7. Keep It Organised

- Use emojis or tags to highlight key messages (e.g., 📅 for events).
- Pin important messages (if using WhatsApp Communities).
- Avoid flooding the group with too many messages at once.

Specifically, benefits of multiple admins:

- Crisis Management: If one admin is unavailable, others can step in to handle urgent issues.
- Removing Spam or Inappropriate Content: More eyes mean quicker action.
- Avoiding Single Point of Failure: If one admin leaves or loses access or loses their phone, others can maintain the group without having to shut the group down & start again.

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