

NON-VERBAL MESSAGES

- WHEN WE...
 - Jog rather than sprint,
- THEY SEE...
 - Can't keep up...game has passed you by.

- WHEN WE...
 - Saunter rather than walk with a purpose,
- THEY SEE...
 - An attitude; we don't want to be there.

NON-VERBAL MESSAGES

- WHEN WE...
 - Smile too much,
- THEY SEE...
 - We don't take this seriously.

- WHEN WE...
 - Never smile,
- THEY SEE...
 - Irritable; too serious; no personality.

NON-VERBAL MESSAGE

- WHEN WE...
 - Have overly dramatic or emphatic signals,
- THEY SEE...
 - You are the show and want everyone to look at you.
- THE KEY – FIND A BALANCE BETWEEN FRIENDLY AND AUTHORITATIVE.

EFFECTIVELY COMMUNICATING WITH OTHERS

- Always be professional.
- Don't be OVERLY friendly.
- Don't be high maintenance.
- Make requests...not demands. This is crucial to positive game management.
- Everybody's job is important.
- Keep your personal life to yourself.

DIFFICULT SITUATIONS

- As the mediating force during a contest, difficult situations require you to take control to maintain the safety of everyone involved.
- If something occurs, take a deep breath and think about what you are going to do; then act.
 1. Identify the problem and who is involved.
 2. Address the situation; assert yourself and take responsibility for what you are saying.
 3. Support your message with facts and then state what will happen.

You must always be in control of your voice presence, body language and the situation. When you remain calm, the chances of getting others calmed down are greatly increased.

RESOLVING CONFLICT

- Listen before speaking. What they say is important to them; respect that opportunity.
- Only talk about the immediate issue – don't bring up past plays or behaviors.
- Address the appropriate time to talk – Don't be overly demonstrative; you are easy to see in your actions.
- Avoid personal or team insults.
- Communicate when things are going well, not just when there is an issue.

CONVERSATION WITH COACHES

- Coaches won't always react to your communications – they may not have heard you, or they may be trying to spark a reaction from their team.
- When talking to a coach, try to say things like:
 - “I saw the play this way...”
 - “I didn't see the play you were talking about, I was watching this match-up.”
 - “Tell me what you are seeing that you think I am missing.”
 - “Coach, I need you to stay in your box tonight. This is your one warning...stay in there for me.”

EFFECTIVELY COMMUNICATING WITH PARTNERS

- INSTEAD OF SAYING...
 - “You missed that call.”
- TRY SAYING...
 - “Let’s talk about that last play. Tell me what you saw.”

- INSTEAD OF SAYING...
 - “You are not calling the same game as the rest of us.”
- TRY SAYING...
 - “We as a crew don’t appear to be on the same page; how can we fix that?”

EFFECTIVELY COMMUNICATING WITH PARTNERS

- **INSTEAD OF SAYING...**
 - “You are talking way to much to the coaches.”
- **TRY SAYING...**
 - “We need to be mindful of how much we talk to coaches; our actions might be misinterpreted.”
- Mentor young officials with the same patience and understanding you wanted early in your career.