

EFFECTIVE COMMUNICATION DURING CONFLICT

AOA Presentation

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AS AN OFFICIAL, CONFLICT OCCURS
CONTINUOUSLY.....

Fans

Coaches

Players

Scorer's Table

Game Administration

Travel Conditions

Everyday job

Weather

Family

Partners

Internal

Game conditions

CONFLICT

Different Types Of Conflicts Happen Throughout Our Contests

As Long As You Are Dealing With People And Making Decisions In A Contest, You Will Have Conflict

How You React And Handle These Conflicts Are Keys To A Successful Game

One of the most important will be the way in which you communicate throughout.



SCENARIO #1

You arrive to your contest and are shown to your locker room.

You quickly learn that the locker room is also being used by the local youth swim team that has practice at the school pool that evening.

- Talk with a neighbor. Where does the conflict exist? How will you communicate and handle this situation?

CONFLICT RESOLUTION

Approach the Conflict Collaboratively and with Flexibility

Work With Coaches and/or Your Partner(s)

Simple Communication is at the Heart of Conflict Resolution



COMMUNICATION

LISTENING

Maintain Eye Contact

Do Not Interrupt - Let Them Finish

Good Posture - Maintain A Non-Threatening Position

Mentally Rehearse Situations in which You Might
Become Emotional

Facial Expressions and Gestures



COMMUNICATION

Collaborative and Flexible

Be Able To Adjust To Any Situation

Do Not Try To Handle the Situation Alone -Use Your Partner(s)

Understand You Are Not Going to Please Everyone - Agree To Disagree - This is a Two-Way Street, But the Official Has the Final Say



COMMUNICATION

Willingness to Change

Work With Coaches and Partners

Get the Call Right - Use Your Partner(s)

If Change is Necessary - Make the Change

Support Your Partner(s) - You Are A **Team**

Understand the Psychology of Coaches and What Motivates Them - Communicate With Them - Know Your Coach



SCENARIO #2

During pre-game warm-ups, your crew notices that the home team is wearing illegal uniforms. As the crew goes over for the captain's meeting, the referee notifies the head coach of the home team that their jerseys are illegal.

Before the referee can continue, the coach becomes quite upset and states that the team has been wearing those uniforms all season and have never been told they are illegal.

Talk with your neighbor. How will you handle this situation? What would be the approach you would take in communicating with the coach to handle the conflict?



INFORMAL CONFLICTS

Normal Contest Situations Will Not Be Stopped

Use Visual Acknowledgment with Coach or Participants

Direct Eye Contact or Use Caution Sign

Use Humor Only When Appropriate - Timing is of the Utmost Importance with Humor

Most of All - Know Your Audience

INFORMAL CONFLICT

Use Short Verbal Explanation

“I Hear You, I Will Watch For That”

“I Saw It Differently Than That”

Calm tone

Speak so that you may be heard

Move on



FORMAL CONFLICT

- Contest Will Temporarily Be Stopped
- You Will Be Directly Confronted By the Coach. You Must Evaluate Coach's Degree of Intensity. Listen, Be Flexible, Evaluate the Situation and Make Change If Necessary
- Help Your Partner With Positive Information - Let Partner Make the Call
- Defuse the Situation - Get Everyone Calmed Down If Possible
- Establish Your Comfort Zone



FORMAL CONFLICT

- Do Not Lose Your Composure - This is Inexcusable. If You Become Emotional, Good Chance Coaches and Players Will Do the Same
- Always Display Proper Physical Demeanor
- Good Eye Contact
- Proper Posture
- Listen Rather Than Challenge
- Give Quick Precise Explanation and Move Forward

FORMAL CONFLICT

- You Can Use the Statement, “Coach, I Saw It Differently Than That”
- You Can Admit You Missed the Call
- “We Need to Get Back to the Contest”
- Remember Listen and Defuse
- If Conflict Continues, Administer the Appropriate Penalty and Restart the Contest As Soon As Possible

SCENARIO #3

At half-time, your partner proclaims the following...

Well, I have some unwritten rules of officiating. I don't call 3 seconds. I won't be doing that tonight. I don't respond to coaches when they ask me questions. I am there to officiate the game. And that no-call I had in the first quarter? That player was under the basket. I am not going to call a charge there.

How do you respond to your partner?

THANK YOU