

Coaches

Managing and Dealing with Coaches



Summary

- Coaches expectations on the Referee
- Referee expectation on the coaches
- Types of Communication
- Tips on dealing with coaches
- Confrontations
- Roadblocks to Communication
- Assistant Coaches



Expectations

Referees Expectations

- ▶ Team arrival at the Gym early and ready to go
- ▶ Has any issues taken care of prior to tip off
- ▶ Professional
- ▶ Approachable / Will listen / Wont Interrupt
- ▶ Calm / Collected / Relaxed
- ▶ Plays fair / Plays by the Rules

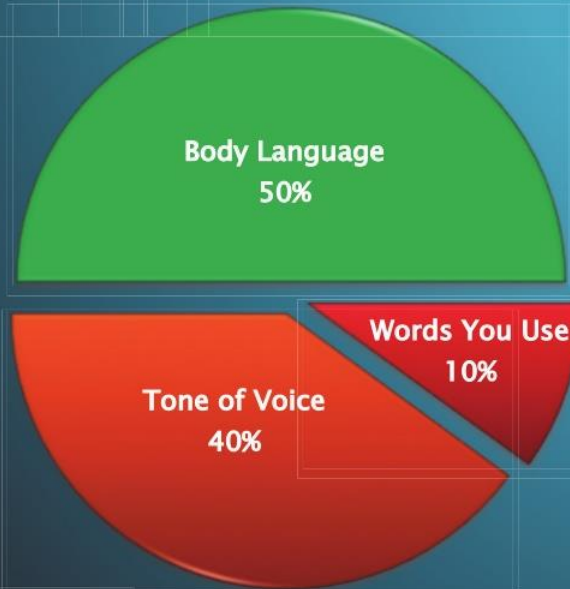
Coaches Expectations

- ▶ Referee arrival at the Gym early and ready to go
- ▶ Address any issues with teams early to give them a chance to fix issue
- ▶ Professional
- ▶ Approachable / Will listen / Wont Interrupt
- ▶ Calm / Collected / Relaxed
- ▶ Fair / Consistent / Knows the rules / Honest

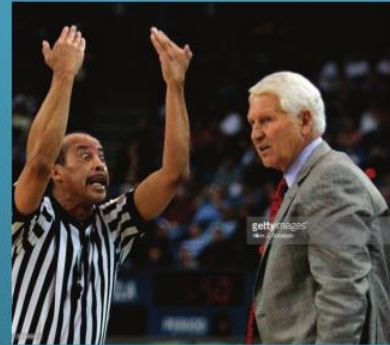


Types of Communication

Face-to-Face Communication



Body Language



A coach know the tone of the response even before you start speaking by observing your body language. Sometimes we lose them before we even say a word.

Tip on Building Relationship with Coaches

- ▶ Arrive early to the gym so the coach can see you; it generates respect.
- ▶ Connect with coaches in a friendly manner to show them you're human.
- ▶ Introduce yourself to coaches and their assistants.
- ▶ Offer assistance, if needed, to help the coach prepare the teams for the game or during the game and ask for their assistance from them when we need or bring something to their attention.
- ▶ The first time a coach shows dissent deal with it right away, set your expectations.
- ▶ It is important to acknowledge a coach's concern because sometimes they just want to be heard.
- ▶ A quick look at the coach with a nod or a brief word, "I got it coach. Thank you"
- ▶ If needed, at a stoppage during the game, talk to the coach. Remind him that your focus is on the the game and you need his/her assistance with communication at the appropriate times.



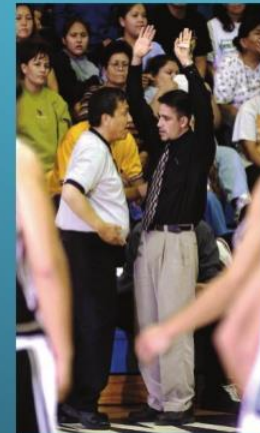
Dealing With Confrontation

- ▶ Be in control and speak in a calm, easy voice
- ▶ Make and keep good eye contact



Dealing With Confrontation

- ▶ Answer questions not statements
- ▶ 3 Seconds
- ▶ That's a Travel
- ▶ That's a Foul

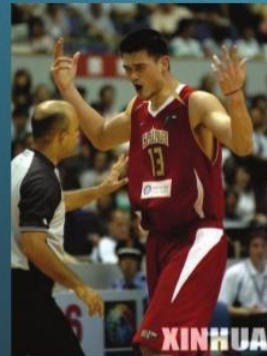


Dealing With Confrontation

- ▶ Be a responder not an initiator



- ▶ Deal with the behaviour before answering any questions



Roadblocks to Communication

- ▶ Ordering
- ▶ Directing
- ▶ Commanding
- ▶ Yelling



Roadblocks to Communication

Are we issuing a warning or threatening a coach

- ▶ Coach you are being warned for _____.
- ▶ Coach if you continue with _____ I will issue you a T!



Tips to Being a Good Listener

- ▶ Do not Interrupt the coach
- ▶ Try to be relaxed
- ▶ Keep good Eye contact



Tips to Being a Good Listener

When the referee is done listening and needs to respond.

- ▶ Avoid creating conflict or any additional conflict
- ▶ Address the problem only
- ▶ Don't be defensive, or try to justify your actions



Tips to Answer a Coach

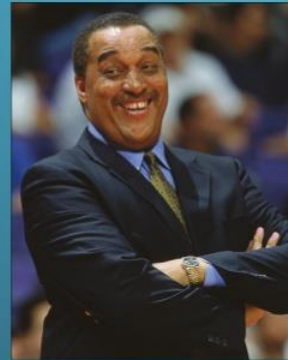
- ▶ Okay coach I hear you
- ▶ From my angle this is how I saw it, I do understand from you angle you may have seen it differently
- ▶ I will watch for that

It will never help matters if you tell the coach that its not happening



Tips to Answer a Coach

- ▶ I see your point or You have a good point
- ▶ I've heard you
- ▶ That's possible
- ▶ Coach I was WRONG!!!



By **listening first** and then responding to what they said, there may be some **closure** after your words

Assistant Coaches

- ▶ 7.4. The coach or the assistant coach may go to the scorer's table during the game to obtain statistical information only when the ball becomes dead and the game clock is stopped.
- ▶ 7.5. Either the coach or the assistant coach, but only one of them at any given time, is permitted to remain standing during the game. They may address the players verbally during the game provided they remain within their team bench area. The assistant coach shall not address the officials.
- ▶ 7.6. If there is an assistant coach his/her name must be entered on the scoresheet before the beginning of the game (his/her signature is not necessary). He/she shall assume all duties and powers of the coach if, for any reason, the coach is unable to continue.
- ▶ 18.3.1. Only a coach or assistant coach has the right to request a time-out. He/she shall establish visual contact with the scorer or he/she shall go to the scorer's table and ask clearly for a time-out, making the proper conventional sign with his/her hands.



QUESTIONS

