

## COMMUNICATION WITH COACHES

### “DOs & DON'Ts”

#### Be Clear & Concise when Communicating

#### Be Calm when Communicating.

#### Not too much Emotion!!!!

#### Things to say to coaches to enhance communication and understanding:

- “Here’s what I heard you say.” (Recount it so you have it right or try to understand it.)
- “I see your point.”
- “I’ll find out for you.”
- “I hear you!”
- “We’ll have to talk at halftime coach.”
- “I’ll relay that to my partners.”
- “I see what you mean.”

#### Things to NOT say to coaches to enhance communication and understanding:

- “Calm down.”
- “Because that’s the rule!”
- “I know how you feel!”
- “She’s bad, right!?”
- “I’m not going to say this again.”
- “I don’t want to hear another word.”
- “If you say one more thing you’re going to get a card!”
- “I don’t know” .... Rather say “I’ll find out & get back to you”

#### When communicating with coaches:

- Be professional, approachable, confident, and use good judgment.
- Don’t be cocky or angry when speaking.
- Use the language of the rules and reference the rule book.
- Be firm, but relaxed and listen to the coach.
- Diffuse the situation; remain calm in the face of emotion
- Even if you know a coach personally and the interaction is friendly, always address him or her as “Coach” (rather than by name) at games.
- Answer reasonable questions, even if they are not expressed in a reasonable way. Just because coaches don’t always act in a professional manner does not mean that umpires should lower their professional standards.
- Understand that both coaches are privy to all discussions about the game, so it is appropriate to invite a coach from the opposing team into any discussions involving rules/judgment/rulings during the game. When invited, an opposing team can decline to participate.

- Admit when you were wrong – it builds credibility with coaches.
- Understand the difference between judgment (which is the umpires' job and in which grey areas may exist) and application (which is also the umpires' job, but is 'black and white').