

**GIVE**  
**RESPECT**  
**GET**  
**RESPECT**

**Our games. Our choice.**

# Decision Making, Communication & Respect

Irish Hockey Umpires Training Day – Sunday, January 22nd, 2017  
David Gough

# Aims

- You will be able to **recognise** and **apply** good communication/decision making techniques and skills.
- You will be able to **identify** and **describe** good examples of Respect and Sportsmanship.
- You will be able to **relate** key messages to your own behaviour i.e. increase self-awareness
- You will be able to **report** on what you have discussed and learned with their peers

# Quotes

- *A good referee need nerves of steel and a cool head ... a strong personality and be able to exercise **self-control**, especially when provoked. You also need to **communicate well** with the players. If you go on the field with an arrogant, dictatorial attitude, it is very difficult to be accepted and win respect. A **glance** from the referee should be enough to make a player understand that he is breaking the rules. Body language is very important, especially when you cannot communicate in a foreign language. Sometimes everything can depend on the way you **look** at a player. — Massimo Busacca, Fifa & World Cup referee (2006)*
- *You need to be a **good communicator**, not just of decisions made but equally important have the ability to get your message across to players, managers and spectators. Referees are required to remain **calm, controlled** and develop high concentration levels to be successful. — Ian Blanchard, ex-head of FA's National Referee Development (2008)*
- *The best referee is the one who is **seen** and heard when the game or situation requires him to be seen or heard. Referees should attempt to manage the game in the background. When the players are not cooperating, the referee must then make his presence known and his message must be seen and/or heard. — USA Referee Training Program (2009)*

# Communication

As referees what is communicated to players?

- ◎ Opinions
- ◎ Orders/instructions
- ◎ Feelings
- ◎ Facts/Laws/Rules
  
- ◎ *“It is not so much important as to what I say, but rather more what the **player** understands”*

# Effective Communication



- ◎ Smile (or at least appear positive)
- ◎ Establish a rapport with captains at first and players whenever the opportunity arises
- ◎ Leave the Ego at home – the game is for both you and the players
- ◎ Admit your mistakes – players will realise that you are human – explain from your point of view

# Effective Communication

- ⦿ Explain your decision when possible
- ⦿ Be approachable and receptive without disturbing the flow of the game
- ⦿ Communicate with players on their level
- ⦿ Use your body language to show composure

# Good communication

- ◎ **Whistle**

- ◎ Loud & Sharp blast
- ◎ Quick to diffuse potential issues

- ◎ **Gaze**

- ◎ Good eye contact
- ◎ Full view of incident area

- ◎ **Signals**

- ◎ Prompt signals that are clear to all
- ◎ Hold signals to show authority

- ◎ **Explanation**

- ◎ Verbal communication of offence
- ◎ Concise and accurate

- ◎ **Control/**

- ◎ Calm
- ◎ Confident

- ◎ **Composure**

- ◎ Assured
- ◎ Take your time to make informed decisions

- ◎ **Time**

# Checklist

According to the 7 Cs, communication needs to be:

- ◎ Clear.
- ◎ Concise.
- ◎ Concrete.
- ◎ Correct.
- ◎ Coherent.
- ◎ Complete.
- ◎ Courteous.

# Decision Making

What is expected by players in our decision making?

- ◎ Knowledge of the rules
- ◎ Application of the rules
- ◎ Consistency
- ◎ To be kept safe
  
- ◎ *“Unsuccessful people make decisions based on their current situations - successful people make decisions based on where they want to be.”*

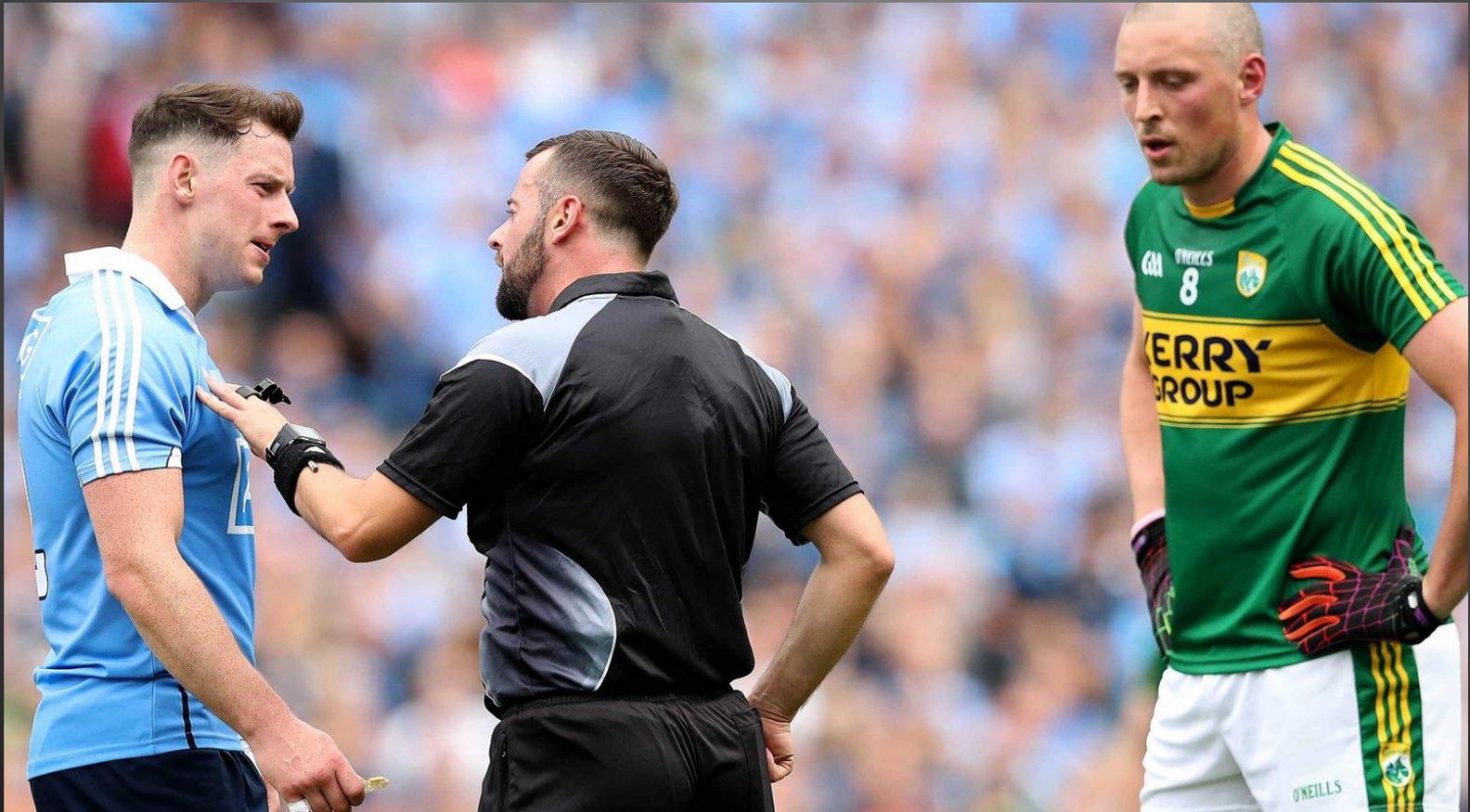
# Decision Making

How to make the right decision

- ◎ Blow the foul
- ◎ Say what you have seen
- ◎ Link it to a rule
- ◎ Apply the correct sanction
  
- ◎ *“Unsuccessful people make decisions based on their current situations - successful people make decisions based on where they want to be.”*

# Respect on the pitch & the Referee

*“Acting respectfully reflects appreciative feelings for one another”*



# *Respect*

what does it mean to you?

- **Task:** Take a moment to write down your personal definition of respect.
- **Stop and Think:** Circle the features that are vital to your definition (these aspects could not be removed without greatly altering your definition)
- **Reflect:** Identify features that seem less important now to your definition. Cross them out.
- **Review:** What remains? Does it more accurately reflect your beliefs

To feel or show differential regard  
for



**Dean Rock**

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Epic game of football!! Tough battle to say the least.

#respect

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The state of being regarded with honour  
or esteem



To avoid violation of or interference with



# Willingness to show consideration or appreciation



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A huge THANK YOU to the Umpiring Teams this weekend  
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Questions