



Anger Management

Angry?



Anger Management

- Anger creeps into some games
 - Between two or more players
 - From the bench
 - Towards you, e.g. from crowd or players
 - Your own anger
- Important to recognise anger at an early stage
- You **must** take action to prevent escalation
- Report it if it leads to misconduct

What is Anger?

“An emotional state that varies in intensity from mild irritation to intense fury and rage.”



Recognizing Signs of Anger

- More appealing by the players to the umpire
- Changes of voice pitch and tone
- Banter turns to silence
- More aggressive body language
- Angry glares and sneers
- Increase in physical play
- Raised voices, derision, sarcasm and gestures of disbelief

What leads to anger in hockey?

- Verbals between players, coaches, benches
- Players' unforced errors
- Physical pain - accidental or deliberate
- Stress (e.g. caused by scoreline or league position)
- Tiredness
- Injustice; Bad decision(s); Inconsistency
- External influences, e.g. crowd, weather
- Personal individual circumstances

Prevention is Better than Cure

If you can prevent the development of anger, that's better than dealing with it.





If Anger Occurs Don't Ignore It

If you can't prevent anger occurring then take action early as soon as you recognise it has crept into the game.

You must take action. Don't ignore and hope it will go away ... it won't!



Action the Umpire Can Take

- Recognize the signs and the cause
- Remain calm and stay in control
- Avoid raising your voice (NB - also be careful using humour)
- Maintain good eye contact and an upright posture
- Keep your hand movements open and slow
- Look for help from your colleague if necessary
- Know when to disengage
- **Take appropriate action** if there is misconduct

Dealing With Misconduct

VERBAL

- Pace your speech; remain impartial
- Acknowledge players' anger but deal with it
- Take appropriate and proportionate action *

PHYSICAL

- Quickly recognise a physically threatening situation
- Deal with it immediately and remove offender(s)
- Use time to calm the situation before the match restarts
- Take appropriate and proportionate action *



Dealing with Your Own Anger

“To be able to control a match you must first be able to control yourself”



Recognizing Your Own Anger

- You do not feel as calm as usual
- Your rapport with the players/benches is poor
- You are blowing the whistle too hard
- You feel aggressive not assertive
- Your concentration is deflected
- You go looking for problems



Dealing with Your Own Anger

- Calm your anger and re-focus
- Be assertive but not aggressive
- Treat the players with respect but make clear your position
- Let them know what you will and will not tolerate
- Think about what's happening now not what has already happened
- Don't exhibit emotional body language (e.g. tense shoulders, quick signals)
- Take your time - consider your options
- Slow your signals & gestures
- Breathe deeply and slowly; Self-Talk (e.g. say "Relax" quietly to yourself)
- **Lower your voice and speak slowly but firmly**





Dealing with Group Protests

Crowding isn't just a hockey problem ...





Player Group Protests

- Umpires must deal with players' verbal protests and abuse
- Group protests must be strictly managed (particularly at penalty corners)
- Use the captain and cards if necessary

**WE ALL NEED TO DO THIS
EVERY MATCH!**

How to deal with Group Protests

- Discuss this in your pre-match prep
- Do not allow more than one player, preferably the captain, to approach you
- Be proactive ... prevention is better than cure
- Any other player (i.e. 2nd or more) is liable to a green card
- Repeat offences may be escalated to a yellow card
- Deal with each team separately



**Any
Questions?**