

Communication Skills

Chapter 5

Assess a situation immediately

- As an official, may have to quickly explain why they made (or did not make) the call.
- After the game – talk to other officials, coaches, etc.
- Cannot reverse what we say or how we act toward other people.
- Adults should – Think first before expressing their thoughts.

Contextual communication

- In context of the game –
 - Actions of players (slap on their helmets)
 - In that context – not appropriate in a boardroom.
- What are you looking at?
- Are you blind?
- In context – do officials ignore this?

What is meant by...

- Your tone of voice.
- Your facial expressions.
- Accompanying gestures

- Verbal and nonverbal messages.

More complex

- Communication Noise
 - External
 - Cell phone rings, car horns, crowd noise, whistles.
 - Internal
 - Panic, random thoughts, defensiveness, other thoughts.

Decoding Process

- 6 people – one ball
- person1 – sender (holds the ball)
- Person 2 – receiver
- Person 1 tosses the ball to person 2
- Person 3 – encoder #1 now must toss the ball to #3 who decides how to toss or hand the ball to person 2
- Person 4 – the decoder – steps in front of the receiver.
- Person 5 – External noise
- Person 6 – Internal noise

- Person 1 tosses to person 3; #3 to #4 and 4 to 2 all the while 5 and 6 are busy as well.

The Wright Family

- Listen
 - To gain information
 - To empathize
 - To anticipate responding
 - To make judgments
 - Be entertained

- As a sport official, you need to hone your listening skills.
- Much of what you will learn about your sport is gained through paying attention to others.
- Listening to empathize – putting yourself in the other person's shoes.

Imagine

- Page 61 – Read and discuss
- 1. How much true, focused attention do you give to your last hour of work?
- 2. What is your reaction when you get home and are rushing to get ready for the game, if your spouse or children complain that you never have time for them?
- 3. Why do you react this way?
- 4. Would you react differently if you had already been assigned to this game before your workday began and before you made plans with your family? Why?

Anger

- Angry word hurled by an athlete.
 - Disapproval of your call.
 - Fans disagreeing with the call.
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- Almost impossible to listen dispassionately when you are angry– how do you avoid it?
 - Self-talk
 - Think before speaking
 - Do I need to show emotions here?

Verbal Skills

- Officials must:
 - Meet with security personnel regarding dealing with fans, etc.
 - Talking to the chain crew.
 - Visiting with coaches.
 - Clock operators.
 - Speaking with sound technicians
 - Television production crew
 - Etc.

Improving verbal skills

- 1. Address people in respectful terms not in an anger response.
- 2. Make explanations brief and to the point.
 - You are not on trial
- 3. Avoid using technical jargon to others on the field.
 - Use terms that are readily understood.

Nonverbal Skills

- Choose the language you speak with your face, body, and tone of voice.
- It is not what you say but how you say it.
- Read situation on page 64-65. What's Wrong?
- Nonverbal communication includes facial expressions, eye contact, gestures, movement, tone of voice, rate of speech, and volume. Also, your posture, proximity, and your touch.

Class Body Language Drill

- Stand face to face
- Create gesture to convey the following.
 - A warning that a quarrel should cease.
 - A reply to an inquiry, such as a request for an explanation or more information.
 - A disclaimer, such as “I am unable to address that issue, or “That is impossible to rectify.”
 - A denial of validity, such as “Your point is wrong.”
 - A closure of communication, such as “This conversation is over, your plea is denied.”

Situations to discuss

- Page 67
- 1. Special needs
- 2. Trash-talking
- 3. Older coach – rule changes

Groups start next week

- 1. Explain to a 5th grader how to play your game.
 - Power point, actually play, draw on board, etc.
- 2. This will count as one of your assignments or 20 points.
- 3. Each group member must take part and all will get the same grade.
- 4. Discuss dates for gym.

