



*Dublin Officials  
Association*



# GAME MANAGEMENT AND COMMUNICATION

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# GAME MANAGEMENT

- What influences:



- Preparation.
- Control of rules and procedures.
- Understand the game. Read the game all the time.
- Good decisions.
- Control of the game.
- Team work.
- Image. Respect. Recognition.
- Self-control.
- Learning after. Listen colleagues, friends, ...
- Practice. Ask help to colleagues.
- **Communication.**

# HOW DO WE COMMUNICATE?:



How we present ourselves, talk, move, act when facing some situations, these are our “visit card” of our communication with the others.

We start the communication with our team mates even before we go to the game.

We start the communication with the players, coaches, managers, spectators, as soon as we arrive to the venue of the game.

- Image
- Fitness
- Preparation
- Behaviour
- Signals
- Jump ball
- Whistle
- Voice
- Call
- Game control



# COMMUNICATION

- Types:
  - Internal or Personal
  - Collective or Social



- Internal or Personal: inside the referee.

Allows you to deal with the pressure of the atmosphere and keep yourself balanced. How you manage anxiety and stress. Ways of reaction: impulse vs selfcontrol. Depends on the training, the maturity, the personality, on the constant self-analysis and self-critic (work after the game) and to seek for the learning also in your colleagues.



- Types:
  - Internal or Personal
  - Collective or Social

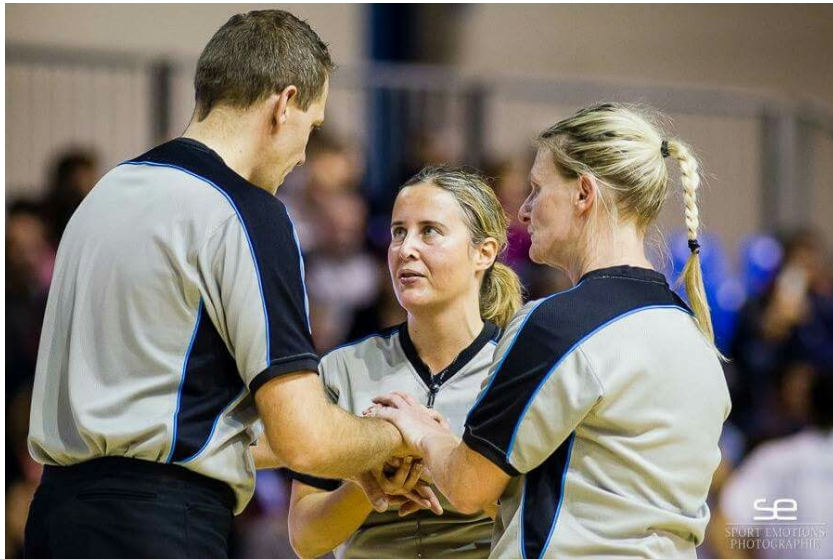
# COMMUNICATION

- Collective or Social: with everyone that is connected with the game and with the team mates (coaches, referees, table officials, players, spectators, other)

Understand the type of situation and adapt: type of competition, factors that influence, existant expectations. Playing home or away: what differences exist between each team. Control everything that happened before and prepare strategies. Identify the nature of the communication and adapt the kind of answer.



# COMMUNICATE WITH: Colleagues



- Referee – Referee
  - Table Official – Table Official
  - Referee – Table Official
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- Eye contact
  - Official signals
  - Distance
  - Out of bounds
  - Free-throws
  - Time-outs
  - 24"
  - Indiscipline situations

Players

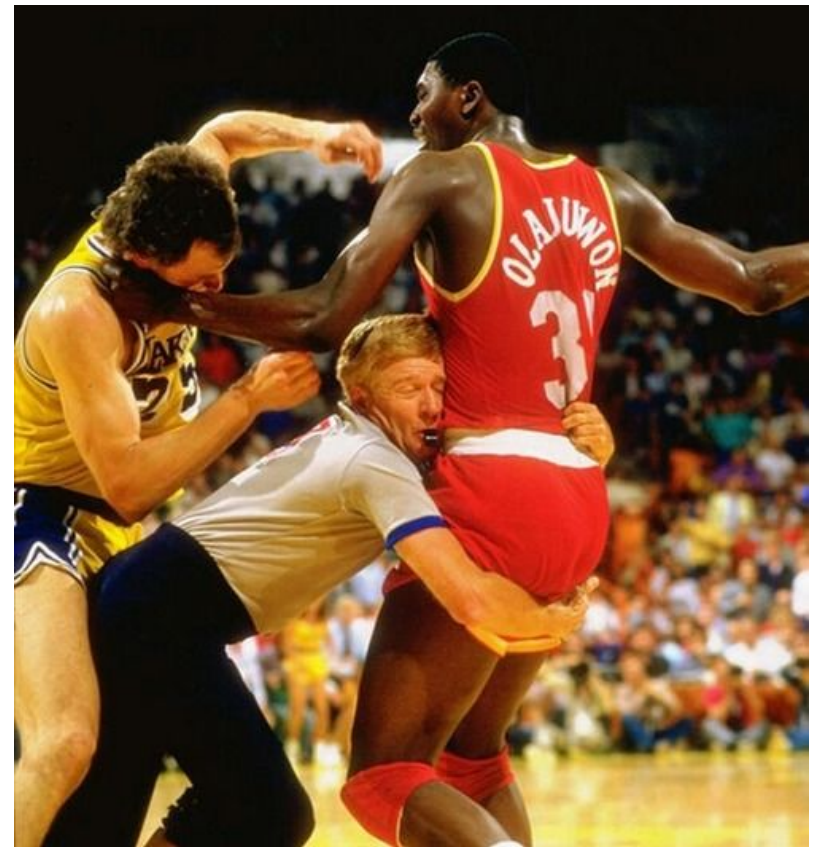
Coaches

Other game participants

# CONFLICT MANAGEMENT:

- The use of communication to avoid conflict situations and to manage conflict situations.
- Establish principles and rules for the communication.
- Interests/goals and different roles generate conflict situations
- Fundamental: be motivated to communicate; evaluate the need for communication; communicate with assertiveness and relevancy; use common sense!

Another successful session  
of conflict resolution.





# COMMUNICATE WITH:

Coaches and Players



- Distinguish between the form and the content
  - Form: gestures, sounds, facial and body expressions (the power of the look, the voice, the smile)
  - Content: words and their meaning, goals

**The same content communicated in a different way generates different interpretations and reactions.**

Search ID: cwln2393  
"It's not what you say, John,  
it's how you say it."



# COMMUNICATE WITH:

Coaches and Players



- **Verbal** Communication
  - High / Public (talk is not scream)
  - Low / Confidential ou Private
  - Agreement / Disagreement
  - Argumentation / Confrontation
  - Goals
  - Is not forbidden to assume the mistake: "Maybe you're right" or "ok, i'll pay more attention"
- **Gestual** Communication
  - Acceptance
  - Lamentation
  - Confrontation
  - Simbology and power of gestures.
  - Repetition / continuous action / behaviour.
  - Don't signal "ok" or "all ball".
  - Parasite signals.

# COMMUNICATE WITH:

Coaches and Players



- Important:
  - Don't ignore a protest or pretend that you don't see it
  - Use empathy and ability to communicate
  - If there is search for dialogue, listen and, if it's the right moment, answer
  - To dialogue is not making a "conference"
  - To talk disrespectfully to the officials is not acceptable
  - Don't turn your back and don't cross the court aggressively
  - Don't allow people from the bench to stand up (besides the coach)
  - Don't speak to the coaches during time outs. Talk to the captain if you need to deliver a message.
  - Don't give confidence to assistant coach, statistician, helpers, etc. Let the coach know that you're not gonna tolerate their interventions.

# COMMUNICATE WITH: Players



moo funny stuff at FUNNYASDUCK.NET

- Evaluate the need for communication: youth different from senior
- Preventing officiating: “on” and “off”
  - Use of hands, elbows, knees
  - Get out of the paint
  - More rough game (post play)
- Don't tell to a player that fell on the floor to stand up
- Don't address to players that don't want to talk with the referees
- Excitement / frustration gesture or due to the moment of the game, when there is a mistake by the referees - tolerate
- Excitement / frustration gesture when it's clear that is not against the referees (like to throw the ball against the floor or the back board) - tolerate



# COMMUNICATE WITH:

Players

- Warning for TF: flop, touching the ball after basket (delay the resume of the game), open the arms in disagreement with the decision
- Protest of a player:
  - Direct/frontal and immediate – deal with it
  - Non frontal ou immediate – team work
  - To come after the referee that called the foul – deal with it
  - To touch the referee (ex.: holding the referee's arm) - TF
  - Hands in the head in disagreement with the decision - TF



"... And if pepper spray has no effect and he continues to argue the call, slap him with a technical foul."

