

# PRACTICAL EXAMPLES



# COMMUNICATE WITH:

Coaches

Evaluate the style of communication

- Situation 1: coach protests, coming out of his/her bench area

When we go to report, stop away from the coach, in order to avoid the communication and the start of a dialogue, showing him/her to go back to the bench area. If the coach does it immediately, there is disagreement, but there is not disrespect or theatrical show off. Problem solved.

If the coach doesn't do it...TF.



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- Situation 2: coach protests inside his/her bench area, talking loud to the referee, that is standing far

Show to the coach to stop the protest (stop signal). It's a public protest about the referees work. Give warning. If repeated, call a TF





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- Situation 3: coach protests inside his/her bench area, talking loud to the referee, that is standing close

Attempt to intimidate. Try immediately to lower the level of conversation: "I'm here, you don't need to speak loud". If it's not possible to re-establish a normal communication, punish with a TF.

In a face-to-face protest, give immediately TF.



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- Situation 4: coach protests inside his/her bench area, using gestures

Do not allow protest with theatrical exhibition.  
Immediately show the signal for stop.

If the gestures are:

- Open the arms: warning for TF
- Hands in the head, in disagreement with the referee's decision: TF.

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- Situation 5: coach comments systematically the decisions of the referees

Immediately show signal for stop. Don't allow interference in the referee's decision. To ignore is always the worst option.



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- Situation 6: To talk loud to the referee that is standing close and with gestures

Intimidation in an offensive way.  
Punish with TF.



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- Situation 7: situations of disrespect – verbal offense, signal for glasses, make the gesture with the arm like “go away” or “don’t bug me”, laugh/clap to referee’s decision.

Disrespectful communication.  
Meaning of the gesture. TF



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- Situation 8: Coach asks the referees: “So this is nothing, ref?”, “Ref, isn’t it foul?”, “Isn’t it travelling?”

To one question, we give an answer, as long as it is asked with correction. The answer must be technical and short in the first opportunity. “Touch and go”.



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- Situation 9: coach questions impartiality: "It's always the opposite", "You only call against us", "We can't play like this", "There's fouls only to one side", "Watch the behaviour of the other bench!"

Give warning. If repeated,  
punish with TF.

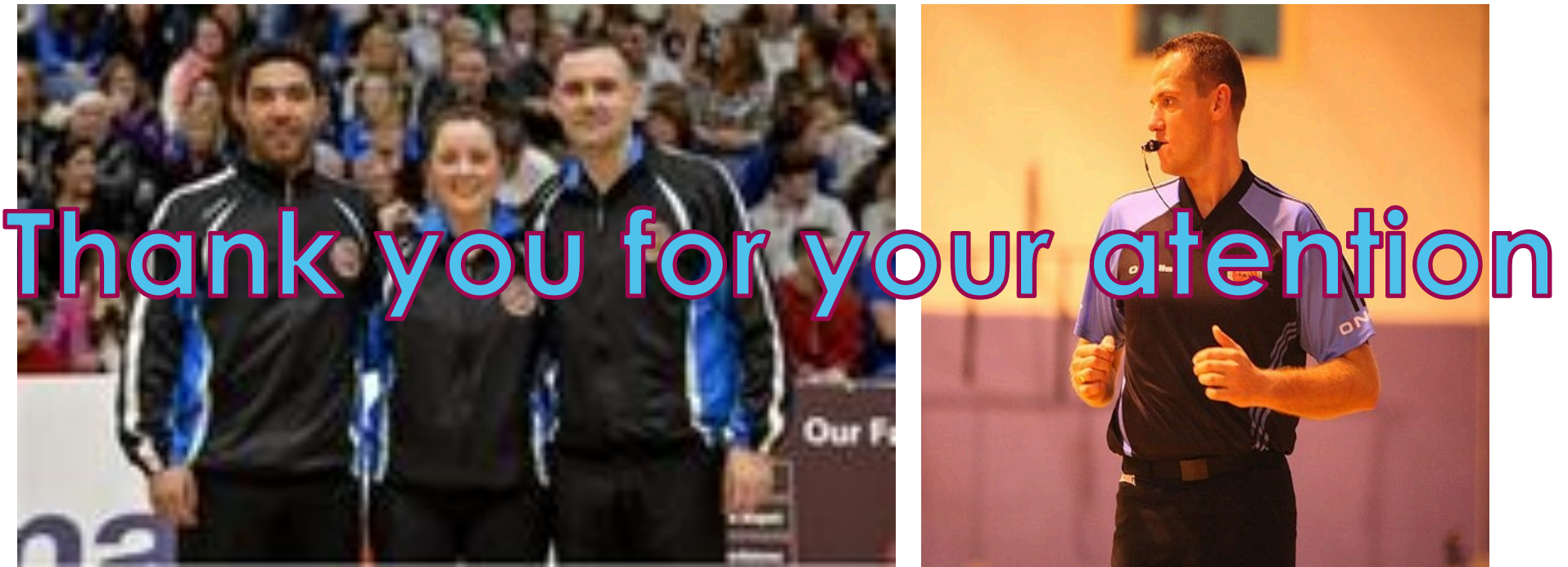


## **NOT COMMUNICATE IS:**

- Ignore
- Don't listen
- Scream
- Not saluting
- Talk with a raised finger
- Disrespect

## **COMMUNICATE IS:**

- ▶ Talk with all the participants
- ▶ Be cordial and assertive
- ▶ Report correctly



#### SOURCES:

- "A Comunicação Arbitral", Outubro/2002 – Miguel Betancort
- "Comunicação entre Treinadores e Árbitros", Dezembro/2006 – Carlos Santos
- "A Comunicação verbal e gestual", Fevereiro/2012 – António Coelho