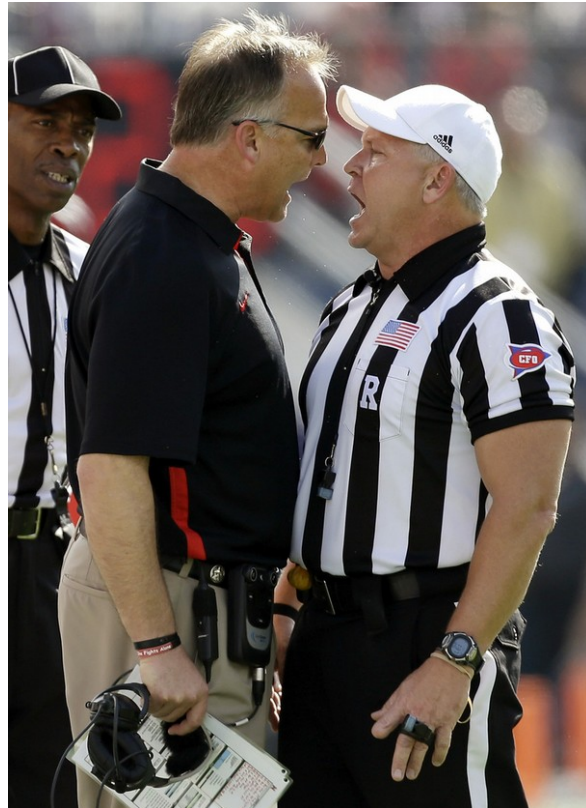


IT'S NOT WHAT YOU SAY



BUT HOW YOU SAY IT.....!



**MTFOA SOFTSKILLS GUIDE FOR
OFFICIALS**

COMMUNICATION:

[kuh-myoo-ni-key-shuh] A NOUN

To give or interchange thoughts, feelings, information, or the like, by writing, speaking, etc.: to express thoughts, feelings, or information easily or effectively.

To impart knowledge of; make known: to communicate information; to communicate one's happiness.

The communication process is complete once the receiver has understood the message of the sender.

If you officiate football long enough you will have the opportunity to have a discussion with a coach. To accomplish this interaction successfully one will need to achieve what I call the 3-step approach to avoid the ejection scenario at the end of this document.

THE APPROACH

- 1) Understand in advance what the coach will like to discuss.
- 2) Listen to ensure you know and understand what he is questioning.
- 3) Empathize, this can reinforce that you understand his concern.
- 4) Explain calmly and clearly the what, the why and the rules, as it applies to the play.
- 5) Be willing to state that if he sees a play through his interpretation assure him you will try harder to get it right the next time and move on to the game.

This is only one method to defuse a situation but there are many more. Here's one, if you conferred with your partners you have demonstrated that it's not about you but about getting the play right.

- Remember no coach is EVER interested in a lecture, but they expect a professional communication service setting, in other words talk with them not at them, which is the mission of Mid-State Youth Football. They may not agree with you but they will trust and respect you.

- THE PROCESS

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Here are three things that will assist you prior to any discussion with a coach, Hustle, Positioning & Mechanics!