

# ARGUMENT? WHAT ARGUMENT?





# How Not To ARGUE



# CONFLICTS ARE NOT ARGUMENTS

- **Conflicts**

- May easily degrade into arguments if not resolved quickly and effectively
- Normal and daily occurrence
- Result in the modification of the identified issue

- **Arguments**

- Power struggles which can be highly emotional and may have hidden agendas
- Individuals lose objectivity and become biased
- Result in a “winner” and a “loser”

# CONTROL THE CONFLICT

- **Remain as objective as possible**
  - Image is everything
  - Gain his/her perspective
  - Deal with the aggressor in a positive, assertive manner
- **Let the other person talk without interruption**
- **Repeat the problem back to the coach in your own words**



# CONTROL THE CONFLICT

- **Do not debate judgments**
- **Limit the discussion to the most recent call**
- **Remain assertive and decisive**
- **If possible, do not engage in the discussion when you are angry**
- **When discussing, focus on solutions**



# ASSERTIVENESS

- **Doing the Right Thing vs. Doing Things Right**
  - Not based on emotions
  - Letting people know that they are being dealt with in an honest and just manner.
  - Open mindedness and flexibility
  - Ignore ***what you can***, avoid confrontations ***if you can***
  - ***Firm + In Command + Reasonable= RESPECT***



# WHAT TO SAY:

SOMETHING CLOSE TO  
NOTHING



# WHAT TO SAY

- **Too many umpires feel the need to explain themselves at great length**
  - Plate conference
    - Address the requirements
    - Highlight Points of Emphasis
  - Game calls
    - do not cite chapter and verse
      1. The coach does not care what rule you are referencing
      2. You will sound like a hyper-technical umpire
      3. It makes you look eager to make a call about said rule
      4. It makes you sound as though you are lecturing the coach





# WHAT IF HE DOESN'T STOP?

## 1. Ignore

- Most sniping will stop with this approach

## 2. Acknowledge

- Look into the dugout (mask on)
- “I hear you coach”
- You don’t need to have the last say

## 3. Warn

- Official verbal and written warning
- You are visible
- “Coach, this is your warning”



# WHAT IF HE DOESN'T STOP?

## 4. Restrict

- The coach continues though your body language and voice indicates that your tolerance has ended
- “Coach, you are restricted to the bench”
- You may remind him that he had been given numerous opportunities to avoid the sanction

## 5. Eject

- “Coach, if you do not immediately go back to the dugout, you leave me no option but to eject you.”
- DOCUMENT, DOCUMENT, DOCUMENT!!!



# It's AUTOMATIC

- **“That was...” vs. “You are...”**
- **Language**
  - “Key” words
  - Threats
- **Gestures**
- **Physical contact**
- **Other**