



# **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 loose 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    - do not cite chapter and verse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

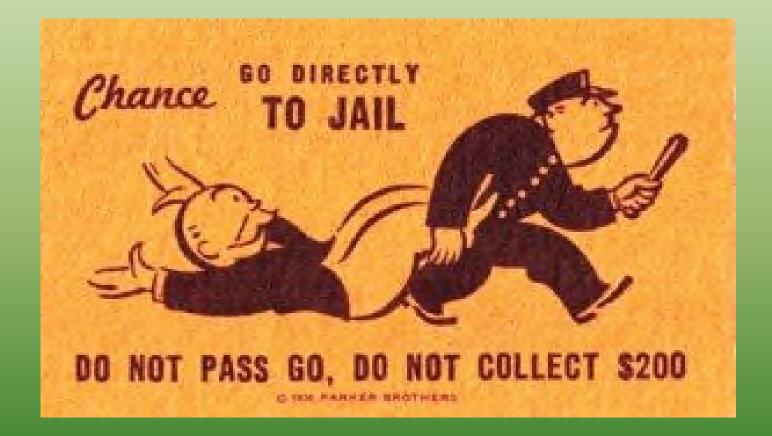
- The coach continues though your body language and voice indicates that your tolerance has ended
- "Coach, you are restricted to the bench"
- You may remind him that he had been given numerous opportunities to avoid the sanction

#### 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!!!













- "That was..." vs. "You are..."
- Language
  - "Key" words
  - Threats
- Gestures
- Physical contact
- Other