

# Effective Communication Skills & Professional Conduct

Sharpening your communication skills



# Methods of Communication

- Written Language
- Spoken Language
- Gestures
- Facial Expressions
- Body Movements
- Other Non Verbal





# THREE LAWS OF COMMUNICATION

Keep in mind these laws as you develop your communication skills.

***A. Communication is inevitable.*** People react to your behavior, not what you intended to say.

***B. Communication is irreversible.*** Once communication has taken place, it is impossible to undo it.

# THREE LAWS OF COMMUNICATION

## *C. Communication is contextual.*

It takes place in six realms:

1. Physical
2. Temporal
3. Situational
4. Psychological
5. Relational
6. Cultural





# Effective Communication Skills

- Who do we communicate with?
  - Coaches
  - Players
  - Other Officials



# **\*Elements of Effective Interpersonal Communication**

- Express Yourself Clearly
- Know your Audience
- Use Common Language
- Keep it Short
- Be Explicit and Specific
- Avoid Profanity
- Avoid Offensive Gestures
- Proper Tone
- Control Your Emotions

# Non Verbal Communication

- Manners and Gestures
- Clothing
- Hairstyles
- Eye Contact
- Facial Expression
- Overall Body Language
- Tone



# Active Listening

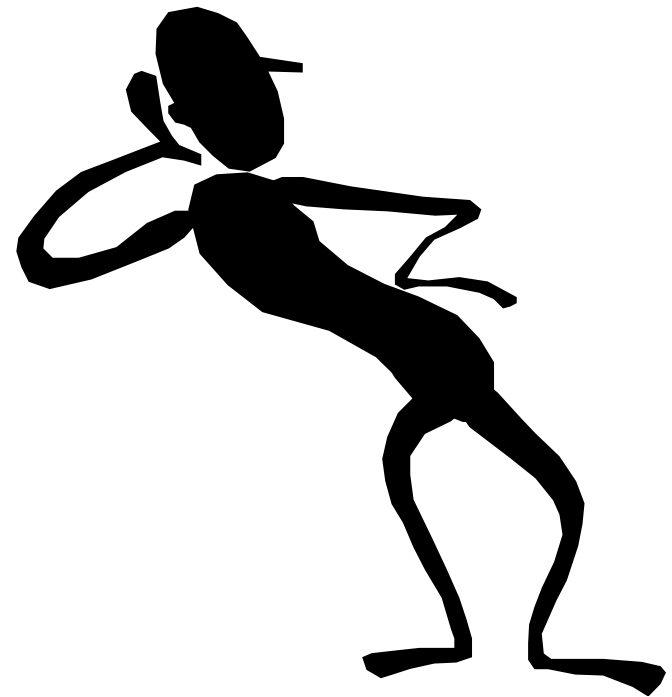


- Steps in Active Listening
  - Keep an open and unbiased mind
  - Hear literally
  - Interpret what you hear
  - Act appropriately
  - Provide Feedback



# The Art of Listening

- What is being said
- Let the speaker finish
- No Emotional Barriers
- Withhold Judgment
- Use Active listening Skills
- Courteous Feedback





# Barriers to Good Listening

- Prejudice or stereotyping
- Noise or outside interference
- Distraction
- Language differences
- Personal Triggers



# IMPROVING YOUR VERBAL SKILLS

**Here are 3 ways to improve your verbal skills:**

1. Address people in respectful terms, even if you are responding to a disrespectful comment.
2. Make explanations brief and to the point.
3. Avoid using technical jargon unless the terms are readily understood.



# \*Barriers to Communication

- Lack of common experience
- Language Differences
- Disrespectful profane or derogatory comments/gestures.
- Other Distractions
- Stereotyping / Personal Prejudices
- Other Personal Triggers
- The key is to be professional to all

# DIFFUSE THE SITUATION- KEYS

Sometimes taking a deep breath before offering a response can help your mind process the entire context and permit you to arrive at a sensible determination.

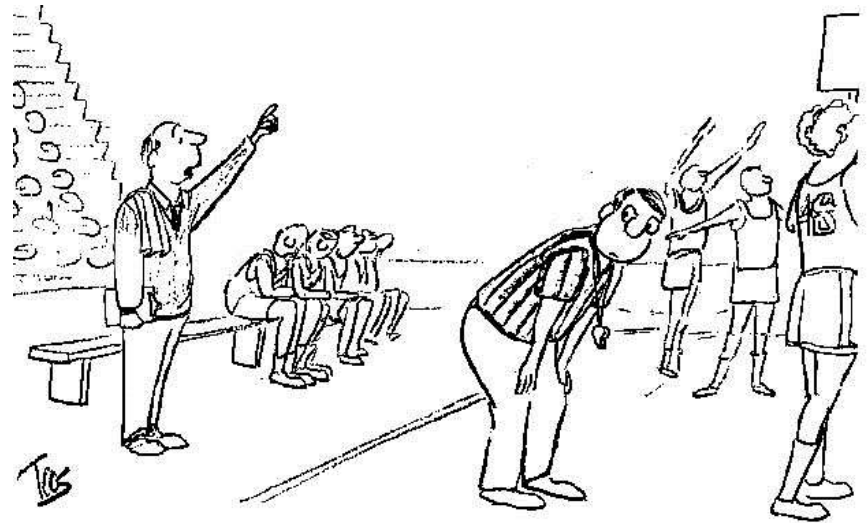


# DIFFUSE THE SITUATION- KEY TERMS

Complaints while a game is in progress:

Indicate that the coach may have a valid point:

“I heard you, and I’ll keep an eye out.”



"Excuse me, kind sir, but may I interject a contradictory note regarding your last call?"



# DIFFUSE THE SITUATION- KEY TERMS

## Complaints while a game is in progress:

Indicate that the protesting coach's message has been received but rejected:

“I don't see it.” “It's not there.” or “I don't think so.”



<http://english.people.com.cn/mediafile/200711/28/P200711281002429633259722.jpg>





# This is an emotional game!



# For everyone but you!



# Deflectors

- “I appreciate that”, but.....
- “I understand that,” but .....
- “I see that,” but.....
- “I got that,” but.....
- “I hear that,” but.....
- “Ok,” but.....
- “I believe that,” but.....

# How to Handle Verbal Abuse

Natural Response = Confrontation

Studied Response

+ Deflection/Redirection= Compliance



Be the Calming Element in the Game!

# Managing Conflict: Put The Ball In Play

- One of the most effective “tricks” really isn’t a trick at all.
- When someone starts to complain, get the ball back in play as soon as possible.
- There is generally more complaining during dead-ball time than when the game is going on.



# Managing Conflict: Put The Ball In Play

- Players have to play when the ball is live, and they won't have time to argue.
- Coaches also tend to get back to coaching when the ball is in play.
- Don't rush to the point of looking hurried, but get the ball back in play as soon as possible after a dead ball. Your conflicts will decrease.



# In Conclusion

- Understand the importance of Good Communication Skills
- Always practice Active Listening
- Three laws of Communication
  - Communication is inevitable.
  - Communication is irreversible.
  - Communication is contextual.
- Maintain Your Professionalism
- Diffuse the situation: Be the Calming Element
- Manage conflict
  - Put the ball in play

