

Communication



Dallas Football Officials Association

New Members Training



Football is “People” Business

- **Be a people person, but don't go overboard.**
- **Treat others the way you want to be treated.**
- **Develop and use good "human relation skills."**

Communication

- **Officiate the game the way you would want it officiated if you were playing or coaching.**
- **Consistency on both sides of the field.**

Communication

- **Be a good listener. Show you care.**
- **Be COMPASSIONATE & APPROACHABLE**
- **Work with coaches through the "tough times."**

Communication

- Don't be a **politician** - be a **communicator**.
- Be a team player. WE not ME.
- NEVER, EVER say "**IT'S NOT MY CALL.**"

Communication

- **Establish a rapport.**
- **Work with your sideline.**
- **Get them to cooperate.**

Communication

- **Keep your POISE When all around you are losing their composure.**

Communication

- Think before you speak.
- Avoid a confrontation!
- Don't say anything you will regret later.
 - **TACT:** Be disciplined - stay focused & maintain your self-control

Silence cannot be misquoted!

Sometimes it is better to say nothing.

Communication

- **Talking face to face with the coach (maintain eye contact).**
- **Talking with your back to the coach (listen, but focus on the field).**
- **Time to acknowledge / when not to**

Communication

- **Coaches talking to you vs yelling at you (when & how to end a conversation)**
- **Disarming techniques (Don't add fuel to the fire).**

Communication

- **Thank You's (putting them in the bank).**
- **Be courteous/helpful. Establish a rapport.**
- **Timeouts/Players #'s – communicate**
- **Warning of potential problems on the field**
- **Rules interpretations.**

Communication

- **"Coaches...please keep your players back so that I have room to work."**
- **"Coach, I hear you."**
- **"Coach, I understand."**
- **"Coach, I will find out for you (as soon as I can)"**

Communication

- **“Coach.....that's enough.”**
- **“Coach.....I have heard enough”**
- **“Coach.....were you talking to me?”**
- **“Coach...would you repeat what you just said.”**

Communication

- **Last resort:**

Unsportsmanlike foul (15 Yard Penalty)

- **Never throw flag in anger or look angry**
- **Do not get into yelling matches with Coaches, players or anyone else**