

## WUA Game Management

Presented by  
Pete Jaskulski



### Understanding Consequences:

*You aren't responsible  
for the outcomes,  
but you are responsible  
for the process.*

GARY T. KLUGIEWICZ

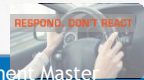
Director of Values, Diversity & Inclusion

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## Conflict is Inevitable

Your goal is to manage the  
conflict so the game can  
continue in the spirit of  
competition.

**Conflict:** You cannot avoid it,  
but you can manage it.



Conflict Management Master

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## Four Great American Questions

1. Why?
2. Who are you?
3. Where do you get your authority?
4. What's in it for me?



Introduction to Universal Greeting

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## What's In It For Me?

1. Do you want to look good where ever this (incident) ends up?
2. Do you want to choreograph what you say to avoid wishing for a do-over?
3. Do you want to learn how to communicate concern (to enable you to develop a supportive atmosphere – even in the most extreme conflict situations)?



## Activity: Getting to Know You

Where do we experience conflict on the field?



What else did you learn?

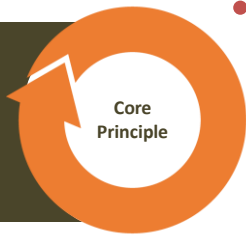
## Treat People with Dignity by showing respect

**Dignity:**

Our inherent value as human beings

- 1. See the world through their eyes

How to show  
**RESPECT**



- 2. Listen with all your senses

- 3. Ask and explain why

- 5. Give opportunity to reconsider

- 4. Offer options — let them choose

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## Golden Rule

**Treat others as you would like to be treated.**



## Platinum Rule

**Treat others as you would like to be treated under the same circumstances.**



## The goal of an umpire is to...

- Disappear during the game;
- Generate voluntary compliance, cooperation and/or collaboration.



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## Ultimate Goal (Ground Rules)

**Social Contract:** A voluntary agreement by everyone within an organization to consistently treat both their clients and employees with dignity

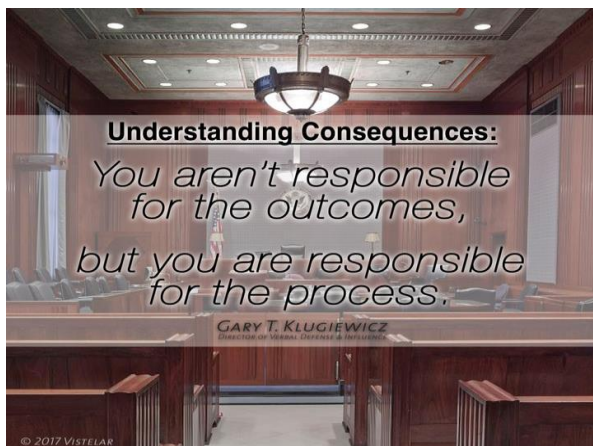


[Baseball\Perfect Sportsmanship.mp4](#)



## Session Two

### Session 1 Review



## The goal of an umpire is to...

- Disappear during the game;
- Generate voluntary compliance, cooperation and/or collaboration.



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## Treat People with Dignity

- By Showing Respect
- Dignity is our inherent value as human beings.



## How do we show respect?

- See the world through the eyes of the players and coaches;
- Listen to them with all of your senses;
- When appropriate, ask and explain why.



## How do we show respect?

- When appropriate, offer options and let them choose;
- When appropriate, give second chances and let them consider their options.



## Set the Social Contract at Ground Rules

- Voluntary agreement between coaches, players and umpires;
- Treat everyone with dignity by showing during the game;
- Sportsmanship.



## Remain Alert On the Field



Respond, Don't React



**NON-ESCALATION DE-ESCALATION**

**TREAT WITH DIGNITY BY SHOWING RESPECT**

SHOWTIME MINDSET

**BE ALERT & DECISIVE**

PROXEMICS 10-5-2

UNIVERSAL GREETING

BEYOND ACTIVE LISTENING

REDIRECTIONS

PERSUASION SEQUENCE

CRISIS INTERVENTIONS

TAKE APPROPRIATE ACTION

CLOSURE

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**HOW TO SHOW PEOPLE RESPECT**

See World Through Their Eyes  
Listen With All Senses  
Ask and Explain Why  
Offer Options, Let Them Choose  
Give Opportunity To Reconsider

**UNIVERSAL GREETING**

Appropriate Greeting  
Name & Affiliation  
Reason For Contact  
Relevant Question

**DE-ESCALATIONS**

*Empathize:* Clarify - Paraphrase - Reflect  
Mirror - Advocate - Summarize

*Redirect:* Acknowledge - Back To Issue

*Persuade:* Explain - Offer Options, Let Them Choose - Give Chance To Reconsider

*Respond To Crisis:* Reduce Stimulation  
Meet Unmet Needs - Separate & Support  
Adapt Communication

Courses:  
Outbreaker Staff - Conflict Management For  
Conflict Professionals - Crisis First Responders

**VISTELAR**

Addressing The Entire Spectrum Of Human Conflict



## Are you ready?



## Proper Response Requires

### That umpires:

1. Remain Alert
2. Be Decisive
3. Have a preplanned, practiced response in mind



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## Good Speak vs. Bad Speak

Good Speak is professional language designed to generate voluntary compliance, cooperation, and collaboration in contrast to Bad Speak that interferes with this goal.



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## Why Do Some Umpires Speak Reactively?

In the heat of the moment, what you reactively say could cause a situation to escalate, be a comment you regret, or get you in trouble

Ineffective methods may be all you know

Even in you are an experienced professional you may be inconsistent and you'll struggle to explain just what you have done

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## Addressing Triggers

Emotional Equilibrium



ACTIVITY

1

Realize you're likely being filmed

2

Put yourself in their shoes (empathy)

3

Define, name, own (internal warning system)

4

Consider: Who do you represent?



## Winging It Doesn't Work

### Natural language can get you in trouble

"Never use words that rise readily to your lips or you'll make the greatest speech you'll ever learn to regret"  
– Dr. George Thompson

### Ineffective methods may be what you know

If "unconscious competent,"

- You will be inconsistent
- You'll struggle to teach others



Good Decision Making

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## “Showtime” Mindset



## SHOWTIME Tactic

1. Stack Up your Blocks
2. Say SHOWTIME to yourself
3. Breathe In, Pause, Breathe Out
4. Put on your Professional Face
5. Use the appropriate Positive Self Talk
6. Step into the Arena

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## Association for Psychological Science

Power posing: Brief non-verbal displays affect Neuroendocrine levels and risk tolerance;

Testosterone goes up and cortisol goes down;  
Cortisol (stress hormone goes up);

By simply changing your physical posture an individual prepares themselves to endure stressful situations and perhaps improve their confidence and their performance.



## Stacking Your Blocks

- Ground your feet 4-6 inches apart- Drive them into the ground
- Relax your knees (bend slightly)
- Pelvis- tuck in your buttocks and drive your naval through your thoracic vertebrae (back)
- Take in a deep breath to raise your rib cage off of your pelvis and to drive your scapula down

-Andrew Garrison



## Session 3 Review

- Remain Alert
- Respond, Don't React
- Address Your Triggers
- Showtime



### NON-ESCALATION DE-ESCALATION

TREAT WITH DIGNITY BY SHOWING RESPECT

SHOWTIME MINDSET

BE ALERT & DECISIVE

PROXEMICS 10-5-2

UNIVERSAL GREETING

BEYOND ACTIVE LISTENING

REDIRECTIONS

PERSUASION SEQUENCE

CRISIS INTERVENTIONS

TAKE APPROPRIATE ACTION

CLOSURE

RESPOND, DON'T REACT

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### HOW TO SHOW PEOPLE RESPECT

See World Through Their Eyes  
Listen With All Senses  
Ask and Explain Why  
Offer Options, Let Them Choose  
Give Opportunity To Reconsider

UNIVERSAL GREETING

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Relevant Question

DE-ESCALATIONS

**Empathize:** Clarity - Paraphrase - Reflect  
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**Respond To Crisis:** Reduce Stimulation  
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Customer Staff - Conflict Professionals - Crisis First Responders

Addressing The Entire Spectrum Of Human Conflict

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## Activity: Watching for Threat Indicators

[High school baseball coach strikes umpire](#)  
[Jose Offerman Punches ump!](#)



Learning to watch you environment

## 10-5-2 Rule

10 Feet – Evaluation / Exit

5 Feet – Communication / Evade

2 Feet – Operation / Escape



What are your escape routes?

## Activity: Basic Threat Indicators

**Tells us that communication is breaking down and personal safety might be compromised:**

1. Inability to Manage Distance
2. Failing to Controlling Position
3. Monitoring Tone of Voice / Excessive Repetition
4. Noticing Hands Movement
5. Observing Eye Focus



What to evaluation

## Activity: Proxemics

- One-handed stop sign
- Two-handed stop sign
- Thinker stance
- Guiding Hands



Keep Your Hands Ready

## Review 10-5-2

10 Feet- Evaluate/Exit

5-Feet- Communicate/Evade

2-Feet- Operate/Escape

## UNIVERSAL GREETING

Come in We're  
**OPEN**

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## Universal Greeting/Ground Rules

- Your initial contact with players and coaches



Think how much time you could  
save if you spent more time  
on NON-escalation

*versus*

working on DE-escalation  
after the contact Escalated

-Gary T. Klugiewicz

*Gary T. Klugiewicz*



## Universal Greeting

1. Appropriate greeting
2. Introduce yourself to the coaches/players
3. Explain the reason for the contact
4. Ask a relevant question

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## Pre-Game Conference/Ground Rules

- Appropriate Greeting
- Introduce Yourself/Partner
- State you are there for ground rules
- Ask for line-up cards/verify line-ups/other items such as "properly equipped"
- Ask coach for ground rules
- Set the "Social Contract"
- Any questions?
- Appropriate Close



## Universal Greeting Benefits 1

1. Professional, pleasant, and tactical
2. Creates a reasonable doubt that you are not a jerk
3. Test the Waters - Don't start a negative dance
4. Non escalative vs. De escalative emphasis
5. Model Calmness - Sets the Tone for how questions/disputes will be handled

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## Universal Greeting Benefits 2

6. You are modeling a concept that they may have never experienced.
7. Can change a Defensive Atmosphere to a Supportive One
8. You begin to look good (wherever this ends up)



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## Universal Greeting-Ground Rule

- 8.1. Hi Coach.
- 8.2. I am \_\_\_\_\_. (usually there is hand shaking at this point)
- 8.3. Let's go over ground rules.
- 8.4. Do you have your line-up cards? **Pause.**  
**Here you go (coaches then hand over line-up cards)**
- 8.5. (Ask coaches names if not already done, if appropriate)
- 8.6. Are the line-up cards correct? Are all the substitutes listed? Are your players properly equipped. Coach, would you take us around the park for the ground rules?  
**That would be great. (home coach gives ground rules)**
- 8.7. Any questions on the ground rules?  
**No.**
- 8.8. Ok...let's have a good game. (Shake hands)



## ACTIVITY

Universal Greeting – Practice these applications using your own words



## BEYOND ACTIVE LISTENING

## Beyond Active Listening



1. Clarify
2. Paraphrase
3. Reflect
4. Summarize

## Convey Empathy

- Acknowledge their perspective;
- Interpret/Understand what they are saying;
- Respond to what they are saying



## How to Handle Verbal Abuse

Natural reaction = Confrontation

vs.

Preplanned response =  
**Deflection & Redirection**

*"I hear what you're saying and I got that, but ..."*

*"I understand you're angry, and I might be too under the same circumstances, however ..."*

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## Is this right?

[Baseball - Gary Darling and Tom Glavine.mp4](#)

[Soccer\Soccer Referee Explains Handball Rule to Parent in Heated Exchange.mp4](#)

## Reasons for Deflectors

1. It Allows You to Feel Good!
2. It Disempowers the other person
3. It Sounds good



## Umpire Redirection Script

Coach- Where was that pitch? Those pitches are strikes!

Umpire- Coach, I heard you...you didn't like that call...but we are not going to discuss balls and strikes.



## Persuasion Sequence

- Explain why-Confirm understanding;
- Offer Options-Let them choose;
- Give them an opportunity to reconsider



## Persuasion Script

Explain why; Umpire: "Yes he did tag him on the back but the runner reached the base before the tag."

Coach: "That's not what I saw. He had the tag before he was he was on the base"

(Give Options) Umpire: "Coach I understand you don't agree with the call. I'm not changing the call. This is a good game so let's get you back in the dugout so we can get going." Pause and wait for response.

Coach: "This is ridiculous. You kicked that call."

Umpire: "Coach if you don't leave the field I'm going to eject you. I don't want to do that. Work with me here."

Coach: "That's the second call you guys missed today!"

Let them reconsider Umpire: "Coach, I've explained my call. We need to continue this game, so you need to go back to the dug out."

Coach: "I'm not leaving until I get another explanation!"

5.5 (ACT) Umpire: "Coach, you're ejected."



## Take Appropriate Actions

- Persuasion Sequence does not work or would be clearly inappropriate;
- There is clearly a safety concern that justified taking action; fighting, body contact throwing objects etc.

## Example

- Right Way to Handle an Ejection

## Options

- Verbal warning;
- Written warning;
- Restricting to bench;
- Ejecting