



## SUPERVISION COMMUNICATION TIPS

1. Honesty is the best policy. Always be honest in your comments; do not tell the officials one thing and then report something different.
2. Always be objective in your comments. If there is something critical to report, then offer a method or solution with which the official may correct or improve.
3. Be a good listener. It is important that you be attentive to what an official is saying to ensure that there is no misunderstanding of your comments.
4. Be sympathetic, especially when dealing with inexperienced officials. Remember, you were once a “rookie” yourself.
5. When talking to the referee, it is usually acceptable to have the linesman listen in, as this can be a learning opportunity for them as well. If the discussion may be very critical, you may want to discuss these issues only with the referee.
6. Talk to both linesman in the presence of the referee. This encourages teamwork, and provides the opportunity for input from all officials.
7. Talk to both officials at the same time if the game was officiated using the two-official system.
8. Never be openly critical of game officials or the association that you represent. Hockey fans and players are quick to believe the negative instead of the positive things about a referee or linesman.
9. Make your report and comments private. Your report is confidential and must be treated as such.
10. Be beyond reproach at all times in your actions and comments. Remember, good communication is the lifeline between officials and the supervisor.



## Road Blocks

- ❖ Unreceptive/Defensive, maybe unintentional
  - Identify the problem as to why the official is defensive
  - Tell the official you are coaching and are there to help them
  - The feedback you are giving is not personal
- ❖ Unreceptive/Not Responsive, start to ask open-ended questions
  - Help to reduce nervousness by putting the official at ease.
- ❖ Excuse Maker (yes but...) Let the official speak, listen for one/two then say “Let’s not make excuses, I’m here to help.”
  - “I didn’t see it...” or “I can’t remember it” this may be the case on certain occasions, however not for all scenarios
  - In a retaliation situation why wasn’t someone watching
- ❖ Remind the official you are there to help, this may stop the defensive actions, and may open the dialogue
- ❖ **Playing one supervisor against another or appeals to a higher authority**  
Challenge this point – get to the bottom of it. Write the situation down in front of them, let them know you will do some follow-up, and then get back to the official.
- ❖ Third Party Interference, If possible ask the third party to excuse themselves until the supervision is complete
- ❖ “The coach was happy”, who is the boss? Call the bluff? Was the coach happy because you were not fair? What about the referee in the next game that calls it the way it should be called?
- ❖ Shift the blame to a fellow official gives you a taste of their character.