

Effective Communication



A definition:

- Poor communication can lead one to assume and assumption is a common cause of mistake and error.
- We all want to reduce our chances of error or mistake so this is an important skill for all umpires.

Who do umpires communicate with?

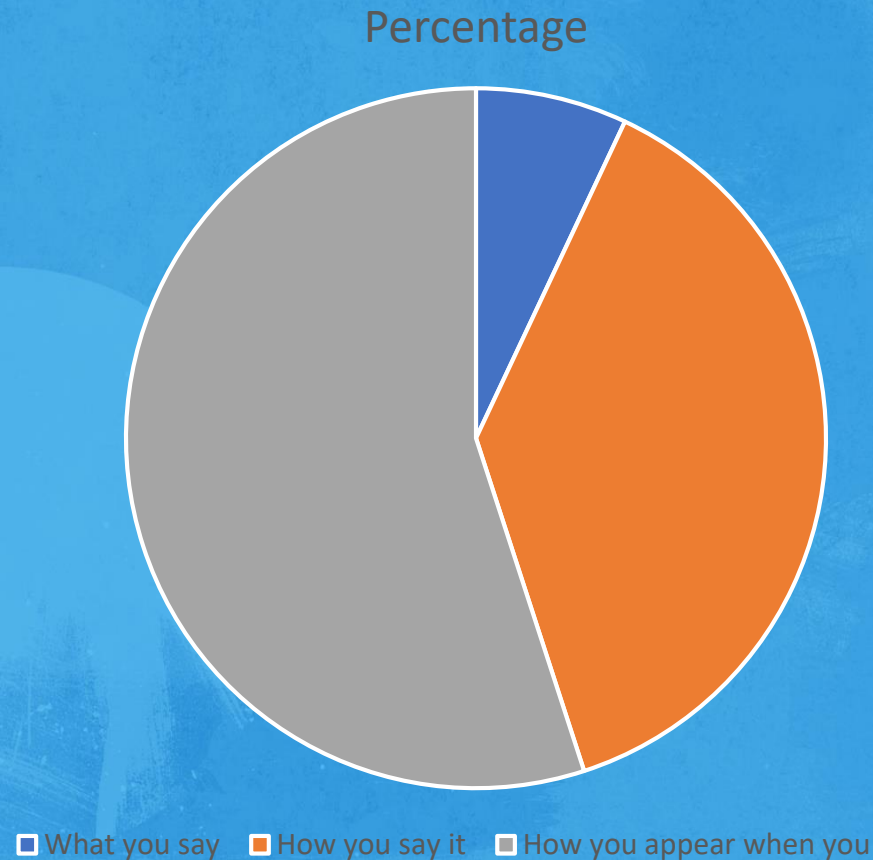
- Captains/players
- Ground Staff/Caterers
- Club and League Executive
- Spectators
- Developers (Observers)
- Scorers
- EACH OTHER
- This list is not exhaustive.

How do we communicate?

- There are 2 main ways in which we communicate and each will be covered in more detail.
- 1. Verbal
- 2. Non-verbal

Verbal Communication

- The Pie Chart demonstrates the key components of verbal communication.
- 55% of the impact is how you look.
- 38% of the impact is the tone of your voice as you speak.
- 7% of the impact is the actual words you use.
- Active listening is vital!



Non Verbal Communication

- Appearance
- Signalling
- Body Language
- Written



Signalling

- Signals to scorers – standard signals in the right order inc. repeats.
- Soft signals to each other:
- Balls left in over
- Height of Ball (pitching and non pitching)
- Batter guard out of his ground
- Ball carried for a catch
- Off the bat or pad re runs or leg byes
- When should we agree what signals we will use in a game?

Body Language

- Accounts for 55% of our effective communication.
- Most important element is eye contact – up to 80% weighting.
- Good idea to remove sunglasses when talking to a player.
- Very important in dealing with conflict situations.
- Adopt a passive stance, no folded arms, no clenched fists.

Written Reports

- Effective reports are:
- Factual
- Brief
- Contain no opinion/judgement
- Are submitted promptly

Communication between umpires

- The accepted standard is that the bowlers end umpire will decide if he needs any help.
- On approaching the strikers end umpire a good first question can be “can you help me?” If the answer is “Yes”
- Then ask a simple question of your colleague such as “was it a clean catch?”
- When you get the response decide what decision you are going to make and give it.
- This way you look like a team working in unison and perceptions matter.

Effective Communication =

- Good game management
- Good Captain/Player management
- A better game experience for ALL involved on and off the pitch.
- Your stock as an official will rise.

Thank you for listening

- If you have not understood a word of this presentation then I have clearly failed to demonstrate what effective communication is!