



Player Management & Dissent





Finishing this training will give the referee 3 new tools to better manage players, coaches and spectators



Player Management & Dissent



PLAYER MANAGMENT

As a player – what makes a good referee?

- Know the game
- Good communicator
- Confident & humble
- Positive and respectful
- Remember whose game it is.





PLAYER MANAGEMENT

Be a Good Communicator

- **Eye Contact – Window to the soul**
- **Body Language**
- **Standard Signals**
- **Use of your Whistle**
- **Use of Cards**





PLAYER MANAGEMENT



**It's the
players'
game!**





PLAYER MANAGMENT

- Allow the game to flow.
- The best official is one that is not noticed.
- **Smile! Have fun and spread the fun to the players.**
- Be courteous and respectful at all times.



Remember whose game it is!!!



PLAYER MANAGMENT

- Just like you spend the first 5 minutes or so of a match reading players, **players are trying to read you.**
- Keep a positive and respectful attitude to players and coaches. Use “*Ladies*” and “*Gentlemen*”, “*Sir*” and “*Ma’am*”, “*Please*” and “*Thank you*”.
- In return, demand the same respect and attitude.
- Spend equal time with each coach. **Do not give the impression of being closer to one or the other.**



Treat Players with Respect

Make eye contact during conversations. Do not turn away from a player or a situation without dealing with it.





Treat Players with Respect

Never touch or hold a player! Avoid pointing at a player or wagging your finger at them

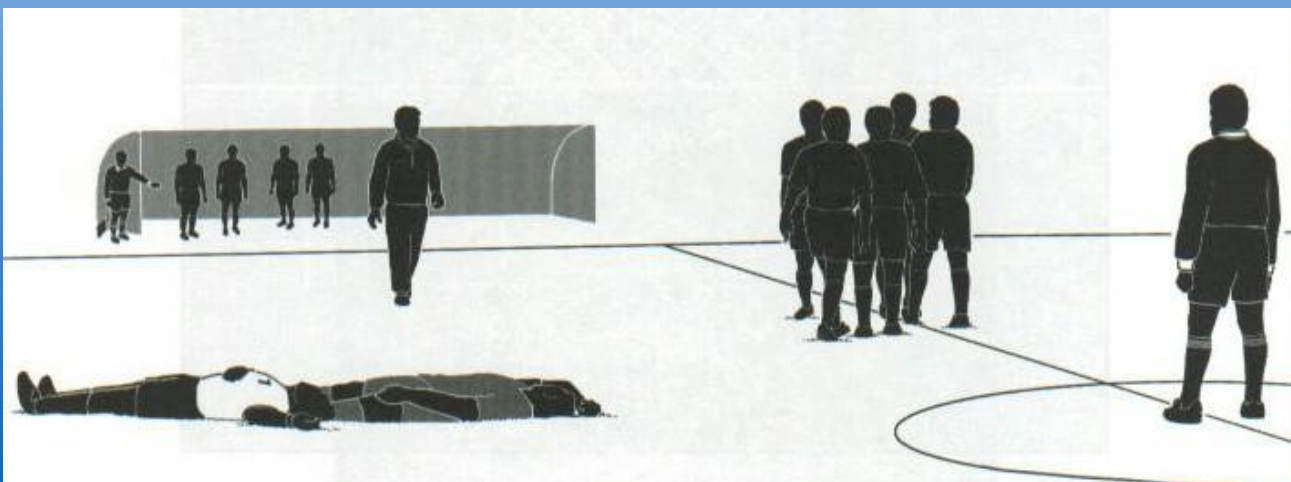




Treat Players with Respect



When a player is injured, assess the severity of the injury. Call for help if needed, and then get away from the area.





Treat Coaches with Respect



Vicente del Bosque is a retired World Cup winning manager. He is currently the manager of the Spanish national football team.

- Know the difference between **emotion** and **dissent**.
- Don't be afraid to listen to their complaints. You do not have to agree, but often they just want to be heard.
- **Do not make threats** like “One more word and you're gone!”
- During a blow-out, **keep your focus** and do not allow misconduct.



Mutual Respect

**Treat players
and coaches
the way you
want to be
treated**





Player Management & Dissent



Dissent

What is Dissent???



Dissent

When someone does not agree with your decision – it may be a

**Player,
Substitute,
Coach
Spectator**



Dissent

REGARDING?

**Any Decision of the
Game Officials**



Dissent

HOW?

**By Word
or
By Action**



Dissent

Comes in Many Forms:

Direct

Indirect

Constant

Single Outburst



Dissent

Comes in Many Forms:

Repetitive

Questioning

Gesture

Disruptive



Dissent

Comes in Many Forms:

Disrespectful

Abusive

Personal

Threatening



Dissent

Comments that Cross the
Line are

Directed at the officials

Effect Play

Effect Concentration

Personal



Dissent

How do you handle dissent?

“Climb the Ladder”

- A Verbal Warning

- Caution

- Send-Off

- *TERMINATION*





Dissent

RESTART ???

- **IFK** – if Dissent called on a player or substitute
- **Drop Ball** – if Dissent called on a Coach or Spectator



Dissent

Reactions

Be Calm

Be Firm

Be Positive

Keep It Short



Dissent

WATCH-OUTS...

- ✓ **Rabbit Ears** (over sensitive)
- ✓ **Avoidance**
- ✓ **Not Following Thru**
- ✓ **Over-Reaction**



Dissent

Start the Match Fresh

Keep a Safe Distance

Do Not Add Fuel to the Fire

Do Not Shout

Do Not Threaten

S M I L E



Dealing with Coach and Parental Dissent

As per Brian Hall (USSF Referee Mgr of Referee Training) – Use the:

Ask-Tell-Remove
Approach
for coaches.....



Ask-Tell-Remove Approach

Ask – Referee asks the coach to refrain from the poor behavior

- “Coach – please, I am refereeing the game. Let me do my job without your help.”
- “Coach – Please Shhh!”
- “Coach – I hear you, but please let me referee the game.”



Ask-Tell-Remove

Approach

Tell – Tell the coach their poor behavior will no longer be tolerated.

- “Coach – I am telling you your behavior is not acceptable. Please change it or I am going to have take further action.”
- “Coach – the decision is yours.”

The coach decides what happens next – it’s on their shoulders



Ask-Tell-Remove

Approach

Remove – the final step is ejection.

- “Coach – please leave the field. The match will not continue the game until you are gone. If you do not leave, we will end the match.”
- You and your ARs then walk to the center of the field and wait for the coach to leave.
- Coach doesn’t leave? You and your ARs then leave the field and immediately call your referee assigner.



Dealing with Coach and Parental Dissent

Ask-Tell-Remove
Approach
for spectators.....



Ask-Tell-Remove

Approach - Parents

Ask – Ask the coach to deal with spectators.
NEVER, NEVER deal with spectators yourself!

- “Coach – Please, you are responsible for the conduct of your spectators. Their screaming is getting in the way of me doing my job (or the game). If it continues and no one deals with it, we have to suspend or terminate the game.”



Ask-Tell-Remove

Approach - Spectators

- **'I'll give you a couple minutes to go over and tell your spectators to stop their dissent.'**
- **Knowing that if they don't deal with their team's spectators, the game can be terminated and their team could be punished with a loss ... the coach is forced to take action.**
- **"When the game is stopped as the coach walks all the way across the field," Hall says, "the focus is now off the referee and on the coach and the spectators."**



Dissent

***If there's **DISSENT** –
DEAL with IT !!!***



Game Management & Dissent Module Quiz -

Name (Print): _____

Print this page, answer the questions and bring it with you to recertification.

1. What are 5 tools the referee can use to communicate with players?
2. When players and coaches complain, do you listen?
3. What is dissent?
4. What is the Ask – Tell – Remove approach for managing spectators' dissent?