Communicating with coaches and players:

1. Speak do not shout.

2. Listen to what is being stated. Be attentive.

3. Let them finish before interrupting. Have a time limit.

4. Body language is important and will set the tone.

5. Be approachable.

6. Be professional at all times, before, during and after the game.

7. Take action when the coach and player are being disrespectful.

8. Maintain your composure, this is not a personal attack, emotional outbursts are not acceptable.

9. Do not ignore the person speaking, if the timing is bad tell them you will explain later.

10. Have good verbal communication, do not use slang, curse words, etc.

11. Know when enough is enough.

12. Your response should be spoken clearly, not rushed and never shouted. Have good eye contact.

13. Certain situations need to handled differently, especially after calling a foul and going tableside.

14. **NEVER REPOND TO THE FANS! With or without words…. No eye contact is needed ever.**

15. **NEVER speak with the media, <u>NEVER!</u> **It is also a violation.

16. All questions asked of you should be spoken to you and respond briefly do not overstate your case, you are in charge, you know when enough is enough.

17. Whatever happened on the court stays on the court - it should not carry over to the next game.

18. Post Game meetings with partners are not to take place outside the locker room or in front anyone else other than an official.

19. What is stated in the pre game and post game stays between the officials.

20. Never hang your partner out to dry you are a team.

21. Your demeanor and your presentation needs to be professional, first impressions are everything. Be positive and confident.

22. Be in complete control of the situation.

23. Responses need to be practiced and prepared prior to situations occurring.

24. The word Grudge or Premeditated is not in our vocabulary.

25. Control, Control, Control, did I say control

26. Explanations are not rules interpretations.

27. Technical Fouls are for a purpose and should make the game better!