

Alberta Super Clinic 2012

# Whose Cat Died

by

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# Alberta Super Clinic 2012

## Basketball Officiating with Purpose

It is a matter of:

**Customer Service**

or knowing

**Whose Cat Died Recently**

# Alberta Super Clinic 2012

**-Any challenges in life?**

**-Job**

**-Kids**

**-Spouse / Partner**

**think you got issues?**

**Officiate as if their Cat Just  
Died**

# Purpose

- **What is your purpose as a Basketball Official?**
- **Call fouls and violations – only a small part of it**
- **Administer the Rules and Regulations – small part of it**
- **Ensure both teams have an equal chance – not you**
- **Happy Endings?**
- **A Basketball Official's purpose is to FACILITATE the contest to a successful conclusion – make it a good experience for all participants!!**

# FACILITATION

- In Canada officials – look after the details.
- In the United States – others take care of the details.
- Get over it – to be a successful basketball official in Canada – be prepared to **FACILITATE** every aspect of the basketball contest.
- We must seek to provide an enjoyable experience for the players – the coaches – minor officials – administrators – even fans.
- Some call it – game management – evaluations do - but game management is a tiny part of FACILITATION
  - **Success is about FACILITATION**

# CUSTOMER SERVICE

- **CUSTOMER SERVICE**

To facilitate – adopt a **CUSTOMER SERVICE** paradigm.

- **Who is the ‘customer’ and what is the service you deliver?**
- Not the coaches, the host school, the supervisor or the assignor
- The customer is the game itself. The ‘**GAME OF BASKETBALL**’ is always bigger than the contest in front of you.
  - **PROTECT THE INTEGRITY OF THE GAME**
- **He / she who delivers the highest level of customer satisfaction will have the greatest success.**

# STRENGTHEN YOUR CONVICTIONS

## **SELF-EFFICACY:**

- needed to maintain psychological normalcy in the face of high stress, constant criticism
- **DEFINED as: the strength of your conviction to successfully execute behaviours to achieve an outcome**
- i.e. – the confidence to do your job well or capacity to produce a desired result or effect

# SELF-EFFICACY

## SELF-EFFICACY:

### 6 Components:

- Game Knowledge: correct interpretation of rules, basic game strategy,
- Decision Making Skills: confident, accurate judgements in a very short period of time
- Mental Skills: concentration, attention to detail, coping with criticism, *recovery after a bad call*
- Strategic Skills: techniques, positioning, game flow
- Communication / Control: partners, coaches, players, table crew, overall game management
- Physical Fitness: to meet demands of game



# SKILLS NEEDED

- **Adversity**: never pleasant but it's possible to learn lessons from it that can be learned no other way
  - **Must be able to move on from a bad call**
- **Courage**: don't be afraid to go out on a limb, that is where the fruit is – **protect integrity of game**
- **Diplomacy**: taking sides without anyone knowing it
  - **do what is right – not worry about consequences**
- **Education**: an educated man has the ability to make a reasoned judgement on the basis of insufficient information

# SKILLS NEEDED

- **Humour:** helps you overlook the unattractive, tolerate the unpleasant, cope with the unexpected and smile through the unbearable
  - **sense of humour reduces people and problems to their proper proportions**
- **Intensity:** is like the heat in our homes, we must turn it up before we need it or it will get cold and be too late

# CUSTOMER SERVICE

## • DELIVER CUSTOMER SERVICE BY:

- PROFESSIONALISM – you control every aspect - there are no excuses.
- {If you do not intend to comply with the established practice – then your expectations of success will not be met.}
- INTEGRITY – a choice - uphold the highest officiating principles
  - only true must in a sports official, #1 quality sought by all parties
- ATTITUDE - you control your attitude – no one else can
- COURAGE – make decisions you know are right – not popular
  - true test of moral courage is the ability to ignore an insult
- HUMILITY – ability to laugh – to admit mistakes - take action to correct
- PREPARATION - rules knowledge, mechanics, conditioning
- HUSTLE – never walk where you can run, earn best position on the floor
- EFFORT - no reason that you do not give your best EFFORT at all times.  
There are no 2nd bests.

# FACILITATION THROUGH MANAGEMENT

- **GAME MANAGEMENT:**

- The key to **FACILITATION** is the way you manage the game.
- Mistakes based on “EFFORT” may be acceptable – occasionally
- Cosmetic Mistakes are never acceptable
- There is no half way – you are either in or you are out.
- That is:
- You must be all in – if not get out.
- Never walk anywhere you can run

# FACILITATION THROUGH MANAGEMENT

- **GAME MANAGEMENT:**

- **FACILITATE** the game by looking after all the little details
- Pre-game warm-up – find the leaders - the left-handers – the shooters – the pivot foot
- Don't officiate to stay out of trouble – be prepared so trouble does not find you
- Don't **PILE-ON**

# FACILITATION

# BENCH DECORUM

- **Bench Decorum**

- Managing BENCH DECORUM is simply delivering great **CUSTOMER SERVICE**
- It is an absolute – not an option – NOT a task better left for others
- Great **CUSTOMER SERVICE** is being able to deliver **BAD NEWS** in a way that makes the customer want to deal with that business again. The official who looks after **BENCH DECORUM** is that business.
- **BENCH DECORUM** is an ABSOLUTE.
- Don't initiate conversations with coaches – don't delay the game to listen to a coach or player – simply be an attentive listener
- **Question: there are two sides to every question and you can be sure coaches will take both**

# FACILITATION BENCH DECORUM

- **Bench Decorum**

- Answer with - **ALWAYS** using correct terminology
- Technical fouls are called to make the game better.
- **YOU NEVER KNOW WHOSE CAT JUST DIED**
- You can never be sure why the coach, player, administrator is having a bad day - maybe their cat just died. (**Don't judge moods.**)
- We use the dead cat analogy because the point is – it is not your job to worry about why the 'bad attitude' only to **FACILITATE** the game to a successful conclusion.
- **Acknowledge – Be Approachable – Answer Questions - Brevity – Honesty – Choose Words Wisely – Know When It Is Over**

# FACILITATION BENCH DECORUM

- **Bench Decorum**

- **Poise**: Poise is often being too stupid to know you should be embarrassed
- **Self-Control**: be strong enough to control your anger rather than letting it control you
  - **hot words never result in cool judgement**
- **Tact**: the ability not to say what you really think
  - **blunt words often have the sharpest edges**
  - **he who has a sharp tongue soon cuts his own throat**



# FACILITATION THROUGH JUDGEMENT

- **JUDGEMENT:**

- **(‘Decisions’ or ‘Decision Making’ is a better statement)**
  - **The keys:**
- Know not just the rule but the principle behind the rule.
- FIBA Rules are principle based:
- Legal guarding position – Screening principles
- Player with the ball - Player without the ball – Act of Shooting
- Verticality - Control - Pivot foot – Dribble – all PRINCIPLE based
- Control in frontcourt, last touch in front, 1st touch in backcourt
- **An official’s judgement is no better than his information**

# FACILITATION THROUGH JUDGEMENT

- **JUDGMENT:**

- ('Decisions' or 'Decision Making' is a better statement)
  - The keys con't:
- Consistency is the KEY and you can only be consistent when you officiate using the principles behind the rules.
- Principle based officiating = everyone reaching same decision
- PRINCIPLES must be in-grained so you are not actually making a 'judgment' but are rather just – simply – MAKING DECISIONS
- You must be able to explain every call – in a short response.
  - **Philosophy of officiating is nothing but common sense in a referee's body**

# CUSTOMER SERVICE

- Who is the **customer** for a basketball official ?
  - What is the service you deliver?
    - Happy Endings?
- **FACILITATE** the game to rightful conclusion
  - You never know whose cat just died.
- **GET IT RIGHT AND THERE IS NO COMEBACK**

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**Whose Cat Died**

**Questions?**