

Alberta Super Clinic Evaluators Panel Meeting

Deliver

(Communicate)

Post Game Feedback

Edmonton, Alberta – October 1, 2016

By

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Deliver Post Game Feedback With A Goal of Improvement

| | |
|-------|-----|
| Where | 5% |
| When | 5% |
| Why | 5% |
| What | 15% |
| Who | 10% |
| How | 60% |

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Where – 5%

Flattery is like cologne water, to be smelt, not swallowed. – Josh Billings 1818-1885

- **At the game site in the dressing room**
 - *Allows you to time-box the conversation*
- **Other venues - not effective for learning**
 - *All business when in gym / stadium*
 - *Whatever happens is over when crew leaves*

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When – 5%

Duelling Proverbs

You can't teach an old Dog new tricks

BUT

You are never too old to learn

- **Deliver key messages when memory fresh**
 - ***No issues give crew time to digest and settle***
 - ***Big 'oops' let crew digest and start discussion***
 - ***But not enough time to develop 'alibi's'***

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Why – 5%

The trouble with the world is that the stupid are cocksure and the intelligent are full of doubt. – Bertrand Russell 1872-1970

- **Officials want to learn and improve**
 - *CABO mandate - really it's about improvement*
- **Officials are naturally insecure and need positive reinforcement to improve**
 - *The game benefits by improved officiating*
 - *Positive feedback to create the best for game*

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Why Not - 0%

Man is a strange animal. He generally cannot read the hand writing on the wall until his back is against it. – A. Stevenson

- **Not about identifying the best officials**
 - *That is a different task in process*
- **Not about officials seeing limitations**
 - *That is a different task in process*
 - *Not Part of Post Game Feedback*
 - *Positive feedback to create the best for game*

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What – 15%

We usually see only the things we are looking for – so much so that we sometimes see them where they are not. – Eric Hoffer 1902-1983

- What do you favour in your evaluation?
 - CABO evaluation form is a guide that identifies broad categories.
- Post game feedback commonly spends too much time on mechanics and signals

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What – 15%

Physical Ability / Appearance

Communication / Teamwork / Mechanics

Judgement / Consistency

Game Management

- **Do you always focus on the same thing?**
 - *Scale according to beginner versus expert*
- **Get to the important quickly**
 - *Call Quality and Game Control*

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Call Quality and Game Control

Focus On: Call Quality

- note the word quality, not call selection
- decision making versus judgement
- touch on 1 - 3 calls per official

Focus On: Game Control

- any issue of uncertainty or confusion
- any 'what??' or 'oops'
- any bench decorum issues

GET IT RIGHT AND THERE IS NO COME BACK

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What – Step Outside the Box

Only dead fish swim with the stream all the time – Linda Ellerbee

- Find the value that the official is looking for and go there – challenge the official
- What are the skills that the best officials have that this official lacks – go there
- Deliver value by being honest, but positive. Always keep ‘continuous improvement’ at forefront of feedback

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Who – 10%

Your amicable words mean nothing if your body seems to be saying something different. – James Borg

- Approachable You Amicable You
- Supportive You Philosophical You
- Nurturing You Encouraging You
- *Know and communicate that nobody's Christmas has ever been ruined in a basketball game played in March*

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How – 60%

Let's Talk – Communication Skills

The biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw – 1856-1950

Do unto others twenty percent better than you would expect them to do unto you, to correct for subjective error.

Linus Palling

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How – 60%

Aristotle's (384-322 BC)

Communication Genius

ETHOS = Credibility and Character

People are more attracted to those they trust – and allow themselves to be influenced

-earned over time

-easily broken

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**PATHOS = Emotional connection you
make with others**

*When they feel what you say matters to
them, and you care about them, your
influence is considerable.*

*-genuinely empathize with a person
-if they feel you care about them
they become open to your message*

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**LOGOS = Your ability to appeal to
their sense of reason**

(i.e. Logic)

***Facts and evidence (video) put together so
that others know how you arrived at your
conclusions***

***Skill acquired by study or
observation of others.***

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Modern Communication + Audience

-Professional conversations such as counselling and coaching, the client (i.e. the official) does most of the talking

-Person who leads the conversation may speak very little. Basic tool of business coaching is the question

-Must learn (from official) before you can make decision on the accuracy of your observation (2nd part of process)

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You can tell whether a man is **clever by his answers. You can tell a man is **wise** by his questions.**

– Naguib Mahfouz 1911-2006

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Choose Nutritious Conversations over Junk Food

Do they nourish the official?

Do they increase the energy of the official?

Are they emotionally satisfied?

**Nourishing conversations provide a
mental stimulus: i.e.**

Food For Thought

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Thank you.

Questions?