



# Communication

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## Three simple questions

1. Who am I communicating to right now?
2. Who am I communicating to right now?
3. Who am I communicating to right now?



Human communication can  
be a complex model



To make our communication effective  
it should be SAD

Succinct,

Accurate

and Decisive

# Types of Communication



- Verbal
- Non-verbal



## Verbal communication

- Pre-Match Brief
- Identify Players
- Issue Instructions to players or captains
- Manage Players
- Prevent Penalties

# Non – Verbal Communication



Types of non-verbal communication.

- Voice tonality
- Body Language
- Eye contact
- Signalling – Primary, Secondary
- Whistle



# First impressions count!

What non-verbal message do you send out?





First impressions count!

Pre-match

This gives you the opportunity to sell yourself.

And it will allow you the chance to set future lines of communication



## How to use verbal communication effectively during the game

In order to be effective in your verbal communication there are three elements, these are the team, the player and the action you require from them.

Red – 7 – Release. (Colour, Number, Action)

You can use CNA for most situations.



## How to use verbal communication effectively during the game

What if you can't get the three key elements?

Can you identify the offender in any other way?

Red – Tackler – Release.

# Non – Verbal Communication



How can we utilise our non-verbal communication?

- Voice tonality
- Body Language
- Eye contact
- Signalling – Primary, Secondary
- Whistle

How to use a combination of communication elements effectively during the game



## Communicating to Captains

Agree with the captain that two way communication is required but must be

Positive

At the correct time

In the correct manner

How to use a combination of communication elements effectively during the game



Communicating to players

Go to – gentle reminder

Meet - warning

To me – Issue stern warning or card

# Communication



Usually the first thing that falters when a referee is under pressure is communication.

- Referees usually become insular.
- Verbal communication begins to become less direct and rushed
- Primary signals become weaker and rushed
- Secondary signals disappear
- Referee control of the game begins to slip

# Communication



## How to recognise the problem

- Referees vision becomes blinkered
- Begin to get closer to the action
- Become square on to touchline at breakdown
- Players start to question decisions
- Penalty count rises



# Communication



## How to over come the problem

- Recognise it .
- Take a deep breath
- Slow the next set piece down
- Look at the furthest point of the pitch and allow your peripheral vision to become wider
- Relax



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Any Questions?



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