



“The Officials Relay Passing Information Smoothly across Disciplines”



AGENDA FOR SESSION

- The 7C's of Communication
- Scenarios and Discussions (Group Based Exercise)
- Effective communication Summary
- Questions



Art of Communication and the 7C's

Clear

Is it easy to understand? (Clear)

Concise

Is it to the point? (Concise)

Concrete

Is it specific? (Concrete)

Correct

Is it accurate? (Correct)

Coherent

Is it logical? (Coherent)

Complete

Is it informative? (Complete)

Courteous

Is it respectful? (Courteous)



SCENARIO BASED EXERCISE

- Three scenarios based on communication
- Groups of approx. 10 assigned into each breakout room
- 5 minutes assigned for each scenario
- 10 minutes to discuss each scenario



KEY QUESTIONS TO CONSIDER

- Initial thoughts on the scenario?
- Who needs to be involved in the discussion?
- What decision needs to be made?
- What is your final decision?
- Who is responsible for communicating the decision and reasons for this?



Scenario 1

An athlete arrives late to declare for their 200m Heat by 30 minutes at a County Championships

The race has been seeded and start lists sent to start team, track and photo-finish

The athletes for the race are just setting up their blocks

As Chief Starters Assistant What do you do? What is your final decision?



Scenario 2

You are the Race Referee for the National Cross Country Championships.

During the U18 Girls 4km Race, the leading five athletes, get directed the wrong way during the first lap, by one of the marshals.

What do you do?

What happens to the final results?



Scenario 3

An Athlete informs the track referee, that they had a quicker time in their heat than the last additional qualifier to progress to the U16 Boys 200m Semi-Finals, after seeing the published results.

After further investigation, it turns out the athlete was missed off by photo-finish and did not receive a time.

The semi-final races have been seeded and are due to take place in 90 minutes.

As Track Referee, What do you do? What is your final decision?



Summary of Effective Communication

- Creating a welcoming and genuine greeting within the first few seconds is key.
- Officiating is not about showing how much you know, it is about building rapport and getting the best out of your fellow officials and the athletes.
- Verbal and Non-Verbal Communication critical
e.g., spoken words/tone of voice versus body language – both are important
- Effective Communication is not just what you say that can create a positive environment
- Rules do exist, but it is important as officials we understand our role is key to supporting the education of and keeping each other within the sport in a positive way



Any Questions

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We start/end as a team of officials every meeting regardless of level/length of service

Let us help create a positive experience for everyone including our fellow officials

