

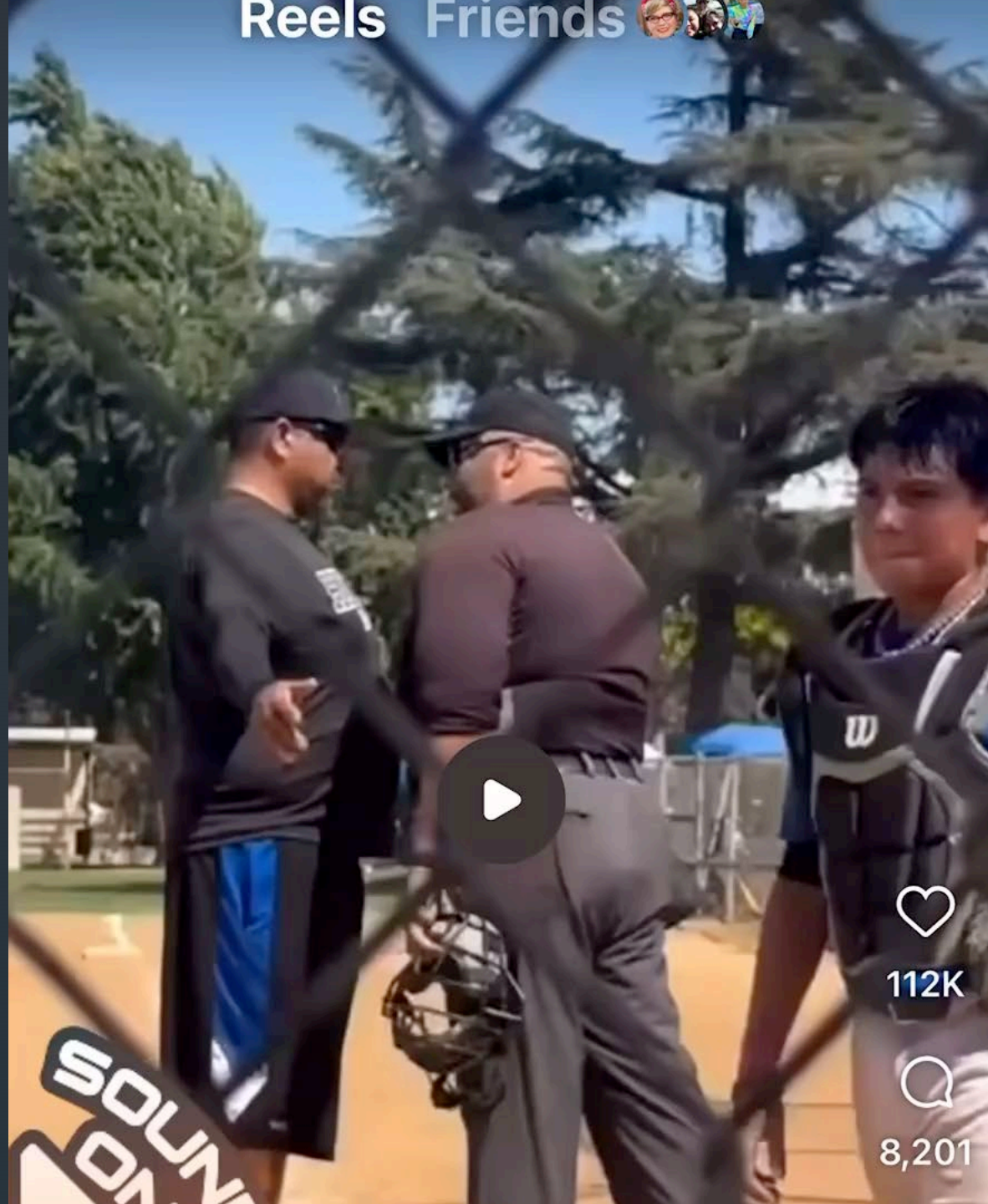
USA Softball Presents:

Preventative Umpiring /  
Game Management

Presented By:

- **Laura Head – Region 10 - SoCal**
- **Mike Adams – Region 4 - Region UIC**
- **Mike Burwell – Regions 1 & 2 Deputy Director**

# Today's Climate

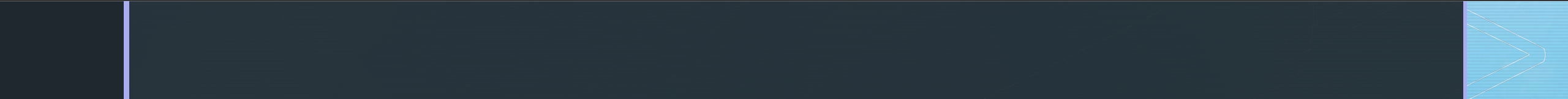
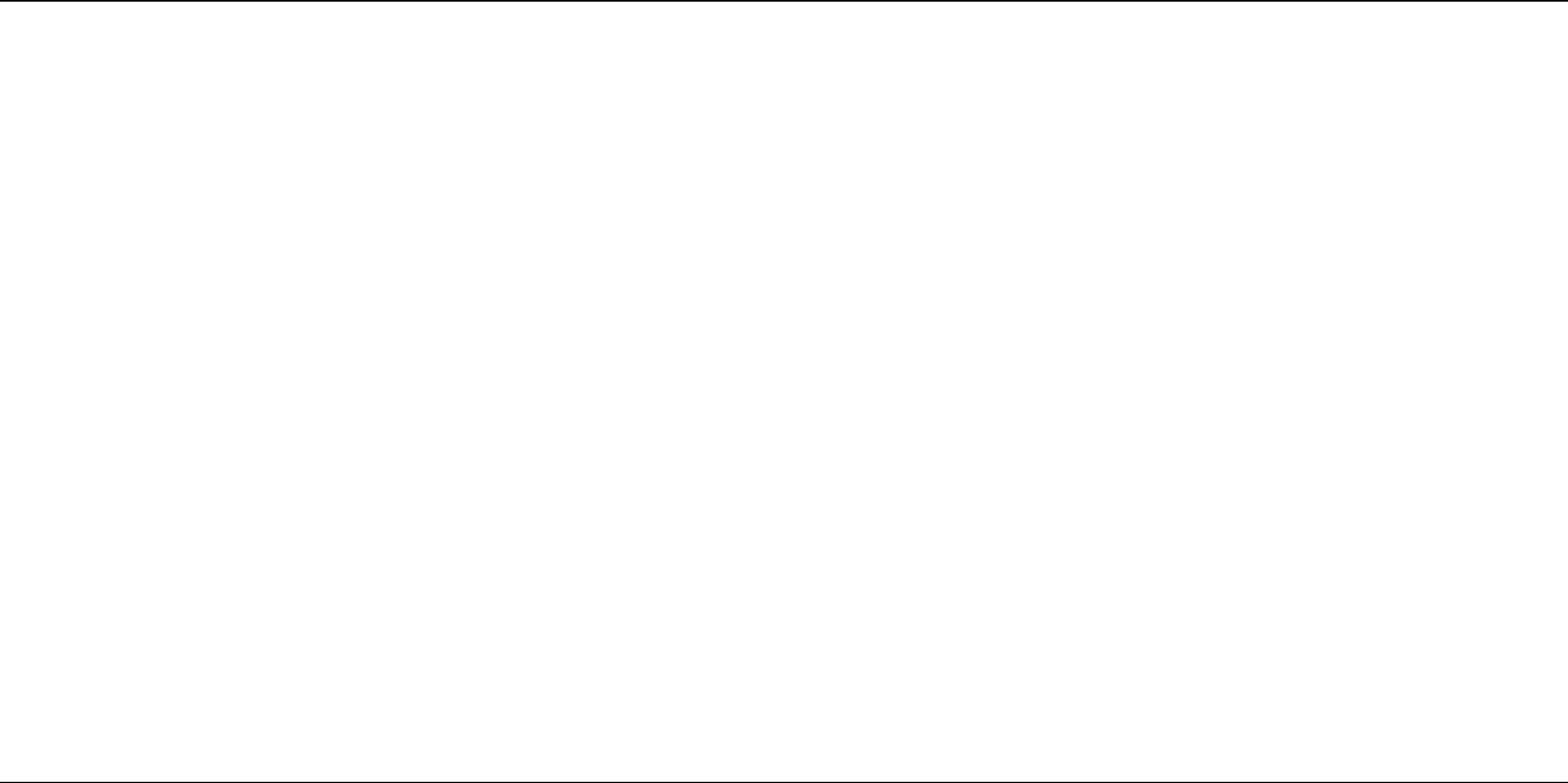


112K



8,201

SOUND ON






# Perception

  
The Kahoot! logo is displayed in a bold, purple, sans-serif font. The word "Kahoot!" is centered within a white rectangular box. The exclamation point is a solid purple dot.

Go to: [Kahoot.it](https://kahoot.it)

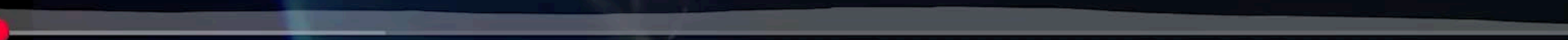


Sometimes it's not about what  
you say, it's about how you  
say it.

BC



0:00 / 1:24



**More videos**  
Tap or swipe up to see all



Their Perception is **THEIR** Reality



# Confrontations



IF A COACH IS TRYING TO ARGUE WITH YOU, AND YOU KEEP CALM AND NON-CONFRONTATIONAL, CHANCES ARE HE WILL CALM DOWN OR STOP ARGUING ALL TOGETHER

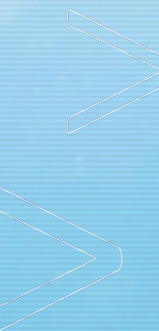


LET THE COACH TALK  
THROUGH THEIR POINTS





LISTEN AS THEY TALK,  
REPEAT WHAT THEY SAY






KEEP YOUR COMPOSURE  
AT ALL TIMES






BE ASSERTIVE AND DECISIVE

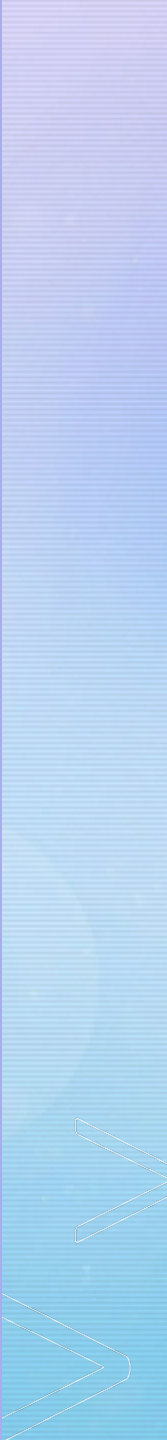




ONLY DISCUSS CURRENT  
ISSUE NOT SOMETHING THAT  
HAPPENED LAST INNING



FOCUS ON REACHING A  
SOLUTION WITHOUT  
CAUSING MORE PROBLEMS





# BODY LANGUAGE & HAND GESTURES





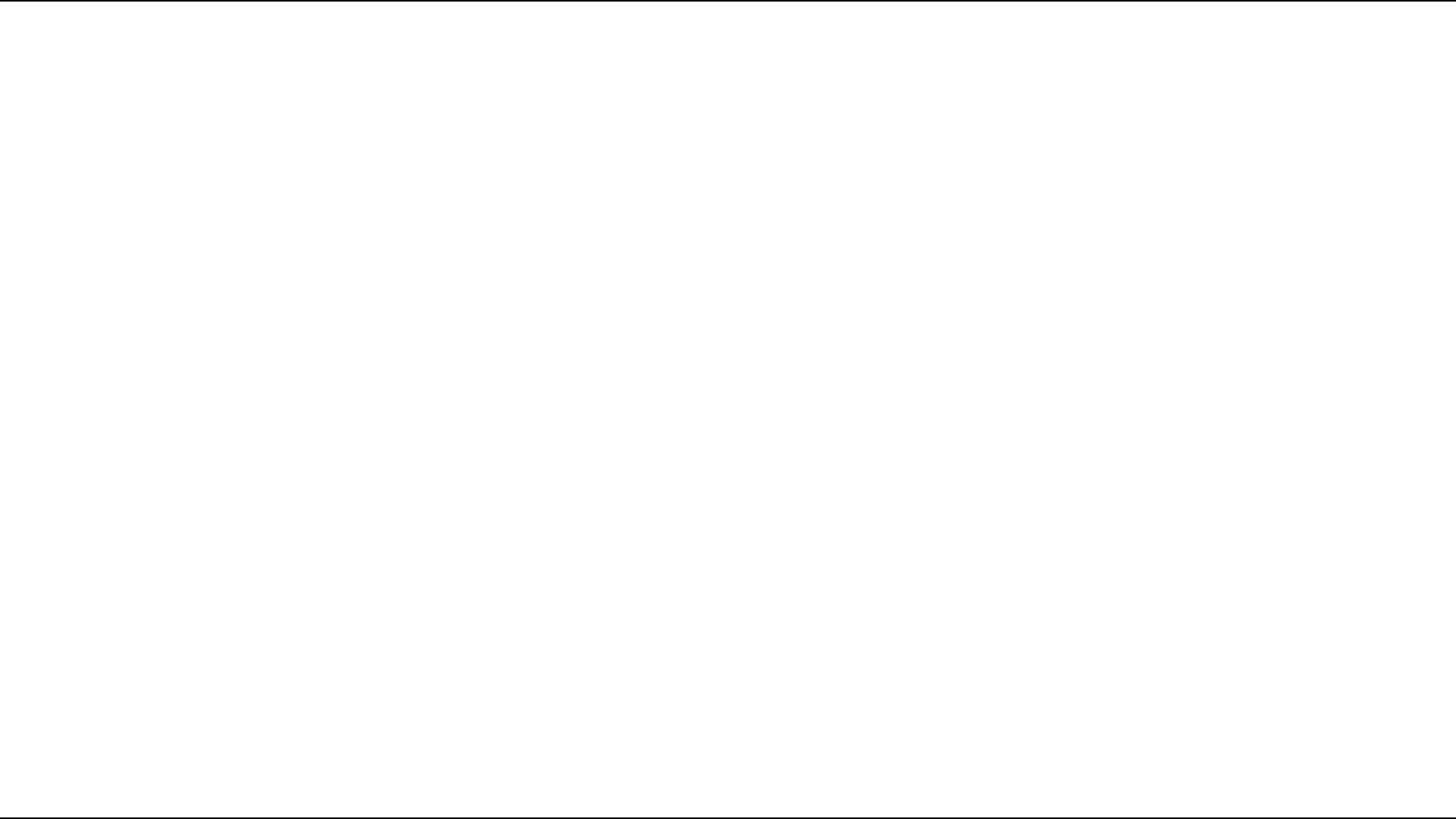
WHILE TALKING WITH THE  
COACH EYE CONTACT AND  
FACIAL EXPRESSIONS SHOULD  
BE MADE TO LET THEM KNOW  
YOU ARE LISTENING





**WE MUST BE THE  
PROFESSIONAL IN ALL  
SITUATIONS**

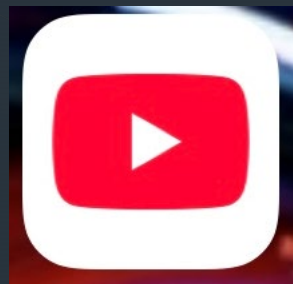
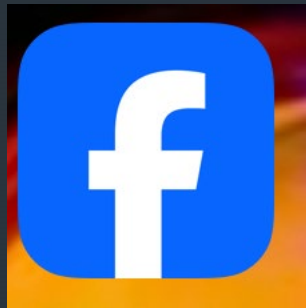
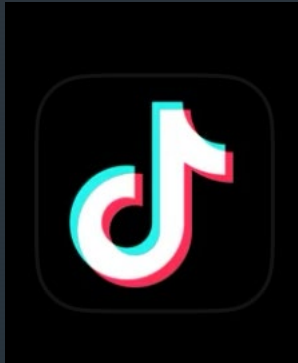




# The Wrap Up

What do we know?

- There are eyes everywhere and from many sources





What do we know?

- Their perception is their reality



## What do we know?

- There are consequences to your actions
  - Sometimes the repercussions benefit both us and them



What do we know?

Many aspects of telling the story . . . .

- Body Language
- Verbal Communication
- Mechanics – Good or Bad
- Rule Knowledge
- Confidence Without Confrontation



Thank you