





A. Establish a plan for possible conflict



B. Identify the conflict that has arisen

- Unsportsmanlike actions
- Disrespectful comments directed to the referees
- Continuous complaining
- Gestures
- Inappropriate comments from coaches and players
- Conflicts between players



C. How to determinate the most appropriate solution for each conflict

- Nules / Interpretations. Improve play calling (consistency)
- Incorporate appropriate court presence
- Show your true personality



Techniques to be applied

- > Verbal response
- Non-verbal response
- > Technical foul response



Verbal method

- **\)** Listen
- Use interpretation of the rules response
- Some statements or comments should be ignored
- Most questions should be answered most of the times
- Civil questions get civil answers
- > Tone should be adapted to the situation



Non-verbal method

- **Listen**
- Avoid insignificant comments from coaches or players
- Avoid being in the space of coach or player
- Make "eye contact" as a warning or other body language (expressions)



Technical foul method

- Criteria to be consistent when applying the Rules
- Avoid emotional decisions
- ≥ Be prepared to explain your decision if necessary
- > Player to player interactions:
 - Taunting
 - Dead ball officiating
 - Physical on-court altercations



Conclusion

- Your decision:
 - Does your decision fit?
 - Is your action effective?
 - Can your action be defended?

