

Communication

DBV Umpires' Seminar
21st February 2021

* Why communication?

- Communication - an integral part
- Baseball - peoples' game
- Difference to other sports
- Absolutely vital for advancement. Baseball is not a Ball/Strike activity

* Why Z?

- My other job
- I don't have a recipe, though.
- Very individual.
- Today - only general approach + little tweaks to think about.

Communication

- Non-verbal communication 55 %
- Para-language- 38 %
- Verbal Communication - 7 %

Communication

- Who delivers the message (how does one look) - 55 %
- How does one say it? - 38 %
- What does one say? - 7 %

Non Verbal

- Body Language
 - Appearance
 - Posture
 - Gesture
 - Touch
 - Facial Expression
 - Spatial Factor

Paralanguage

- Tone of Voice
- Cadence
- Strength of Voice

Verbal Communication

- What to say and how

All types of communication

- Finding balance between
 - Authority v. arrogance
 - Fraternization - unapproachability
 - Assertiveness - Submissivity
 - Aggressiveness - Timidness

Key to successful communication

- Verbal Judo
 - Fend off verbal attacks while gaining authority
- System of Communication aiming to reduce hostile tone
- Fighting natural reaction

ABSOLUTE KEY

- Tactical Empathy

“ability to recognize the perspective of a counterpart, and the vocalization thereof”

Tactical Empathy

- Counterparts' Reason for Aggressive Communication :
 1. Defending a Player
 2. Demanding Explanation
 3. Motivating a Team
 4. Effort to Intimidate
 5. Perception of Our Wrong Decision
 6. Conflict of Personalities
 7. Frustration from Kicking a Play

How do you feel?

- Calm down!
- By rule!
- Can you be reasonable?

Tips:

- Voices
 - Three Voices
- Mirroring
 - Be a Mirror, even if it feels weird
- Labeling
 - It seems like

Conflict

- 1. Ignore
- 2. Acknowledge
- 3. Respond
- 4. Warn
- 5. Eject

Standards for Removal

1. Use of profanity specifically directed at an umpire or vulgar personal insults of an umpire
2. Physical contact with an umpire
3. Refusal to stop arguing after warning
4. Leaving position to argue B/S after being warned to stop
5. Making reference to having observed a video replay that purportedly contradicts the call under dispute, after warning
6. Use of histrionic gestures (e.g., jumping up and down, violently waving arms, or demonstrations) while arguing with an, or stepping out of the dugout and making gestures toward an umpire, are grounds for ejection umpire. Throwing anything out of a dugout (towels, cups, equipment, etc.) is a ground for automatic ejection.
7. Actions intended to ridicule an umpire
8. Throwing equipment in disgust of an umpire's call
9. Failure to comply with an order from an umpire
10. Leaving position to argue warning after being warned to stop
11. (Mound visit dispute)

Other Tips

- Active listening
 - State of schizophrenia
- Accusation Audit
 - I am an asshole.
- Calibrated Questions
 - How am I supposed to do that?
- Pauses
 - SLOW. IT. DOWN.