

De-Escalation Techniques

- Never raise your voice. Keep a calm, steady voice tone.
- Don't ask questions - this invites a dialogue it is your desire to avoid. Especially avoid questions that invite sarcastic or angry answers ("Do YOU want to ref here?" or "You think YOU could do a better job?")
- Avoid sarcasm.
- Do NOT ignore legitimate questions.
- Ask for the desired action, not attitude. You cannot control another person's attitude, but you can and should ask for appropriate behavior. Example: "Coach, I need you to stop chirping at me."
- Keep dialogues short, respectful, quiet and close. Cross your arms, and stand next to, not in front of the coach. This conveys a sense that you see your roles as collegial. Facing each other implies confrontation.
- Develop a repertoire of things to say. It will help you feel prepared.
 - "Coach, do you have a question?"
 - "I need you to watch your language, young man/lady."
 - "I'll watch for it, coach."
 - "He's calling a good game, coach."
 - "I'm quite certain about the rule, coach."
- Don't blindside a coach. If you see a problem unfolding, let him/her know.
- Use the hand!! Accompany it by exactly the same phrase every single time.
- Admit if you missed something! No shame in that...
- Bring ball in quickly / administer free throws efficiently. *Getting play going re-directs attention from you.*

In dealing with high school-aged students

- Be aware of increased agitation. Get close and quietly ask for the desired behavior ("I need you to try and keep yourself under control. You can help your team best by staying on the floor.")
- Be calm, but specific about what repercussion is heading his/her way. ("Listen I need you to moderate your language on the court. If you don't, I'll have to do my job. Do you understand?")
- When an athlete responds as you have asked, be sure to thank him/her. ("Hey! I appreciate you keeping your language under control.")
- Use your captains.
- Keep coach in the loop.

During a "technical" situation for a coach:

- Do NOT allow poor behavior to go unaddressed. Calmly warn the coach and give the hand. Upon the next incident, sharply (but not angrily) make the technical signal.
- Let your partner know what is happening.
- Call in the foul. IGNORE the coach at this point.
- Move away from the table and administer the free throws for the technical.
- Do NOT be the one to toss the coach. Your partner should let him/her know what is now expected of him (remain seated, etc.) and should now communicate with the coach. If there is an ejection, it is your partner who ought to make the second technical call.
- Game report.

During a "technical" situation for a student:

- It drives the coach crazy if he/she doesn't know what is going on. After you T-up the athlete, let coach know you'll explain in a minute. Don't ignore their frantic attempt to get your attention. "Let me call it in, Coach. I'll be right over to tell you what happened."
- Call in the technical, and use proper administration mechanics.
- At this point, you can take a second to let the coach know what happened. Remember to stand next to coach. Keep the explanation short and to the point.
- Ignore the mini-vent ("Did you not see that the kid kicked him?") Use techniques above.