

# Conflict & Player Management

---

Chris BROWN  
September 2022

**G.J. Gardner.**  
HOMES

# What is conflict?

- From the Oxford dictionary:

**G.J. Gardner.**  
HOMES

A serious disagreement or argument, typically a protracted one



# Conflict between:

Most common is

- Player v player
- Player v umpire

Can also involve .....

**G.J. Gardner.**  
HOMES

# How can conflict arise?

- Disagreement over a decision
- Sledging between players
- Frustration shown by players as a result of their performance
- Perceived bias shown by an umpire in the eyes of one of the teams
- Misunderstanding of communication from an umpire
- Anything else?

**G.J. Gardner.**  
HOMES

# How can we avoid conflict?

- Impossible to avoid conflict
- Adopt prevention strategies
- Act early.

# Remember ....

- Umpires are responsible for ensuring that the laws are upheld and are the sole judges of fair and unfair play. (Law 2.6)
- Captains are responsible for ensuring that play is conducted within the **spirit of the game** and therefore for the **behaviour of their players.** (Law 1.4 & 41.1)

# If it starts to get heated ....

- Don't overreact
- Maintain composure under pressure
- Listen – active listening
- Be firm, but not aggressive or arrogant in a heated situation

**G.J. Gardner.**  
HOMES

# If it starts to get heated cont ....

- Be factual & honest
- Work with your colleague
- Don't try to bluff your way out of it
- Use Laws & PC's to assist (know them well)
- What else?

**G.J. Gardner.**  
HOMES



# Use your ....

- Personality
- Skills
- Knowledge

To de-escalate the situation

**G.J. Gardner.**  
HOMES

# Who else can you work with?

- Your umpiring colleague
- Captains
- Senior member of a team
- Someone you know well or have a relationship with

Is there anyone else people can think of?



**G.J. Gardner.**  
HOMES

# When to step in?

- Best advice I got ..

If something is bothering you, do something about it.



**G.J. Gardner.**  
HOMES

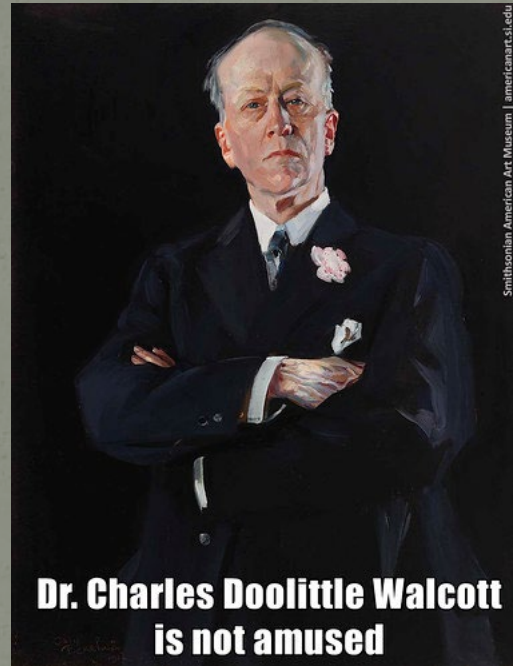
# Forms of communication

- Non-verbal
- Verbal

**G.J. Gardner.**  
HOMES

# Non-verbal

- Look
- Posture
- Gesture
- Eye contact
- Facial expression
- Shake of a head
- Use your notebook
- Anything else?



**G.J. Gardner.**  
HOMES

# Verbal

- Self explanatory really, but must be:
- Clear
- Concise
- Accurate
- No surprises – eg. when talking to the captain
- Anything else?

**G.J. Gardner.**  
HOMES

# TIP ... pro-active

- Try to make first contact indiscreet.

If you need to speak with a bowler, get along side of him and walk back with him towards his marker and have your say.



**G.J. Gardner.**  
HOMES

# TIP ... last resort

- Stop the game
- Sort out the matter
- Speak with your colleague and those concerned. Everyone will be aware then that something is being done and umpires consider it serious.

**G.J. Gardner.**  
HOMES



# Report

**G.J. Gardner.**  
HOMES

When people are unable to contain their behaviour to reasonable limits, umpires have a duty to intervene – to involve the captain – and when necessary to report them.

Be aware of the full range of preventative actions at your disposal as well as the sanctions in the Laws & PC's

# Reports

- Be brief – no essay necessary. Write only what needs to be said.
- Be Factual – say what was observed, what was said/heard & when, by whom. No more – no less
- Be neutral – not your role to be judge & jury. You are a witness. Someone else will make the decision.
- Be consistent – ensure notes made by you & your colleague correspond

# Good man & match management

What does this look like?

- Umpires to be aware of what's happening in the game & between players
- Empathy & understanding
- Good knowledge of Laws & PC's
- Consistent

What else?

**G.J. Gardner.**  
HOMES

# Practice scenarios

- Grab a couple buddies
- Talk about situations in a game you have come across
- How did you handle it?
- What could you have done better?
- Did you evaluate yourself at the end of the day?
- Role play

**G.J. Gardner.**  
HOMES

# Practice scenarios

- Learn from other colleagues
- Mentors
- People you trust

You will pick up little '**Gold nuggets**' from others that you may be able to incorporate into how you might handle or say something.

**G.J. Gardner.**  
HOMES

# Conclusion

- Be able to ID conflict
- Act – decisive, confident
- Remain calm & composed
- Remember who you can use
- Forms of communication - non-verbal & verbal
- Know what preventative actions are available to you
- Be consistent
- Practice

**G.J. Gardner.**  
HOMES

# THANK YOU

Enjoy your summer

