

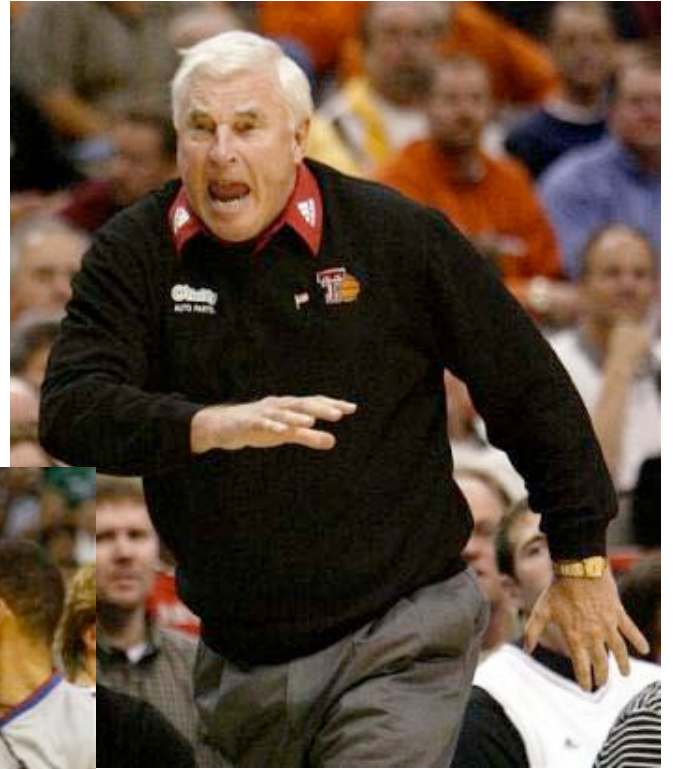
Dealing with Dissent

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What is Dissent??

A word or action which, in the opinion of the referee, is:

- Public

- How widely can the player or official's actions be heard or seen?
- Increase your response the more public the act is or becomes
- Who can hear it? Other players? Coaches? Spectators?

- Personal

- Is the protest aimed at you?
- Are the comments just a reaction to the situation at hand?
- Do the actions make it clear to all YOU are the target of the protest?

- Provocative

- Do the comments incite others?
- Racial, Religious, ethnic, or gender based? = Send off
- The more dissent provokes others, increase your response.

Forms of Dissent

- Verbal or visual actions that bring the game into disrepute
- Actions that allow a player to publicly display a negative attitude toward the referee
- Actions that show aggression toward the referee
- Mass confrontation
- Words, tone, body language, facial expressions that are condescending toward the referee
- Persistent actions directed at the referee

Let's face it.....

We've all had to deal some form of dissent.

When someone yells at you, how do YOU react?

Fear

Anger

Aggression

Passivity

Panic

Calm

Under Control of Self

Soothing

In Command

Firm and Decisive

So, HOW do I deal with the irate coach/player?

US Soccer gives us a simple set of guidelines:

(2009 Referee Program Directives, Feb 2, 2009, “Managing The Technical Area”)

1.ASK

2.TELL

3.REMOVE

ASK

- Simply put, we ASK the coach or player to stop the dissent.
- Here, we're trying to maintain a cooperative/collaborative tone.
- Get the player or coach to work with you

TELL

- We're done asking.....it's time to *insist* that the dissent **STOPS NOW**
- We need to communicate our dissatisfaction while maintaining a *firm, composed, and professional* tone
- **DO NOT** threaten anything you don't intend to **DO**
- **DON'T** get dragged into the coach/player's emotion
- Remember, as the Referee **YOU** decide when enough is enough
- For a player, this may be where a caution is issued
- It's up to the player or coach to decide to cooperate

REMOVE

- The dissent has risen to an **unacceptable** level and all attempts to contain have failed (Ask, Tell)
- Bringing the game into **disrepute**
- Order **MUST** be restored
- For a **player**, this is where the 2nd yellow comes out
- For a **coach** it's time for *dismissal*
- Handle this carefully!!!

- Quick Emotional Outburst vs. Sustained, Public, Personal and Provocative attacks
- Deciding when to just use the “Quiet Word” vs. public admonition
- Send a message early. Deal with real dissent right off the bat.

SEND OFF IMMEDIATELY

- Offensive? Insulting? Abusive Language and/or Gestures?
- Deliberate Physical Contact w/referee

- Once things escalate past the ASK stage don't get caught TELLing the coach or player to stop over and over.
- Set the player and/or coach's expectation appropriately (that, you've had enough) and go to REMOVE if warranted.
- If a player or coach does something "over the top" right off the bat. Don't hesitate to REMOVE immediately.
- During the ASK stage try to disarm the coach or player with a smile 😊
- Try to also LISTEN to what the coach or player is saying! They may have a point

- ASK, TELL, REMOVE does **NOT** apply to parents or spectators.
- Get the coach to help you with them.
- YOU should **NEVER** become involved in a debate with a spectator
- YOU more often than not know more than they do so don't engage

READ THE 2009 POSITION PAPERS

“MANAGING THE TECHNICAL AREA”

“DISSENT: BY WORD AND ACTION”

AT

WWW.USSOCCER.COM

For more information

THANK YOU!!!!

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