

Developing Communication Skills

Self check

Answer the following multi-choice questions to check your understanding of developing communication skills. Tick the box next to either A, B or C for the answer that you think is correct. The answers are at the bottom of the other side of this sheet.

1. As an official I can show respect to the players needs by:
 - a) Listening and being indirectly aggressive
 - b) 'Telling and walking'.
 - c) Listening and responding.

2. The outcome if I communicate in an assertive way is that:
 - a) I'm OK and they're OK
 - b) I'm OK and they're not OK
 - c) I'm not OK and they're OK.

3. If I communicate in a confident and decisive manner it conveys to the players, coaches, and spectators that:
 - a) I have a passive communication style
 - b) I've been officiating for a long time
 - c) I'm in control of myself and the game.

4. When conveying a message, how many communication methods should be used to be most effective?
 - a) 1
 - b) 2
 - c) 3.

5. When we receive a message we get the biggest impact from the other person's:
 - a) Words used
 - b) Tone of voice used
 - c) Body language.

6. The first step to listening is to:
- a) Be open minded about what the person has to say
 - b) Stop talking
 - c) Show open body language.
7. It is important to avoid frequent, vague or nervous body movements because they will:
- a) Undermine your message
 - b) Frustrate the other person and make them aggressive
 - c) Show that you don't know the rules of the game.
8. A sign that someone is being indirectly aggressive:
- a) They are yelling out their opinion on your rulings
 - b) They are being sarcastic in their comments
 - c) They share their feelings to someone else while you're standing there.
9. You can increase the impact of your messages to others by:
- a) Increasing the volume of your voice
 - b) Standing or sitting relaxed and upright, facing the other person with your head erect
 - c) Smiling or laughing.
10. Pausing before you respond to someone is effective because:
- a) It gives you time to think and prepare your response
 - b) It puts some of the pressure back onto the other person
 - c) It calms the other person.

Answers:

1. c, 2. a, 3. c, 4. b, 5. c, 6. b, 7. a, 8. b, 9. b, 10. a.