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.