

Verbal Judo

Armed with Intelligence (Use your head, not your emotions.)

1. Know the rules and how they apply to the situation.
2. Know when to talk and keep it short. (No long winded explanation.) (Stop the coach when he starts to repeat his concerns.)
3. Speak clearly and look into his eyes.
4. Give the coach an out if possible. (Present options)
5. Don't upstage the coach in front of his players and don't allow him to upstage you. (It takes two to argue, Don't be the one who argues. Walk away when things have come to an end or no end is in sight and you've exhausted trying to explain.) BODY LANGUAGE
6. Be firm but fair. Stay Professional even when things seem to not go your way. (If you get voluntary compliance and not create a scene, you've won.)
7. When the coach starts to get louder or animated, answer in a lower voice, maintain your posture and control the conference. (It is your game to manage and most teams and fans want to see the game under control.)