



Verbal Defense and Influence Showtime/Pre-game Drills



Communicating Under Pressure



Vistelar CUP Card

1. Be Alert & Decisive / Respond, Don't React
2. Five Maxims
3. Showtime Mindset
4. Universal Greeting
5. Beyond Active Listening
6. Redirection
7. Persuasion Sequence
8. When Words Alone Fail
9. Bystander Mobilization
10. Review & Report

Vistelar CUP Card

Treat with Dignity by Showing Respect

Five Maxims

1. Listen with all your senses
2. Ask – Don't Tell
3. Explain Why
4. Offer Options – Not Threats
5. Give a Second Chance

Professional Intervention

Generates Voluntary Compliance,
Cooperation, and Collaboration



"SHOWTIME" MINDSET



SHOWTIME Tactic

1. Stack Up your Blocks
2. Say SHOWTIME to yourself
3. Breathe In, Pause, Breathe Out
4. Put on your Professional Face
5. Use the appropriate Positive Self Talk
6. Step into the Arena



Stacking Your Blocks

- Ground your feet 4-6 inches apart- Drive them into the ground
- Relax your knees (bend slightly)
- Pelvis- tuck in your buttocks and drive your naval through your thoracic vertebrae (back)
- Take in a deep breath to raise your rib cage off of your pelvis and to drive your scapula down

-Andrew Garrison



Four Great American Questions

1. Why?
2. Who are you?
3. Where do you get your authority?
4. What's in it for me?



UNIVERSAL GREETING

Pre-Game Meetings, Coin Toss, Equipment Check, etc.



Universal Greeting

1. Appropriate greeting
2. Introduce yourself and your affiliation
3. Explain the reason for the contact
4. Ask a relevant question



Universal Greeting Benefits 1

1. Professional, pleasant, and tactical
2. Creates a reasonable doubt that you are not a jerk
3. Test the Waters - Don't start a negative dance
4. Non escalative vs. De escalative emphasis
5. Model Calmness - Sets the Tone for the match



13

Universal Greeting Benefits 2

6. You are modeling a concept that they may have never experienced.
7. Can change a Defensive Atmosphere to a Supportive One
8. Disrupts their emotional equilibrium - they don't know where you are coming from
9. You are using the Greed Principle - Using RE-spect as tool for GVC 3.0
10. You look good wherever this ends up



14

Pre-Game Conference/Ground Rules

Appropriate Greeting;
 Introduce Yourself/AR's/Captains;
 State you are there for coin toss;
 Ask the winner which way they would like to attack;
 Any questions?;
 Appropriate Close.



Training Safety Rules

- Treat Each Other as Peers
- No Horseplay
- Cooperate Don't Compete
- We are Responsible of Each Others Safety
- Three Officer Safety Concept
- Report Injuries Immediately
- No Weapons
- Safety is Every Participant's Responsibility



16

Classroom Management

- Use of Whistle
- Instructor One Voice - Stop Immediately
- Instructor Raised Hand - Finish your sentence but not the paragraph
- Student "STOP" Notification Statement - Use whenever you don't understand what is being said by the instructor
- Recommendation for Note Taking
- Use of electronic equipment



17

Emotionally Safe Performance Driven Instruction



18



Proper Response Requires

That staff members:

1. Remain Alert
2. Be Decisive
3. Have a preplanned, practiced response in mind



20

Conditions of Awareness - Action

DESCRIPTION	COLOR CODE	RESPONSE
1. Unaware	(White)	Total Relaxation in a Safe Place
2. Relaxed but Alert	(Yellow)	Being Ready and In Position
3. Ready to Act	(Orange)	Focusing on the Play
4. Action State	(Red)	Responding to plays: Making a call /decision
5. Blind Panic	(Black)	Indecisive and/or Excessive Response to conflict

Developed by Jeff Cooper, clarified by Bob "Coach" Lindsey

21



Soccer referee punched by player during game at park in Livonia.mp4



10 – 5 – 2 Foot Rule

10 Feet- You begin assessing to see if OK to move in closer.

5 Feet- You begin your communication (Universal Greeting, Redirection, Persuasion)

2 Feet- Communicating continues but this is the most dangerous distance (hands need to come up)



23

10-5-2 Rule Explanation

Any time you move within 10 feet of an angry person, your ability to react to an assault decreases. The 10-5-2 rule gives you a visual impression of the importance of when to make your assessment of someone's behavior at an appropriate distance. The 10-5-2 rule keeps you safe by reminding you that as you get closer to an angry person your hands need to come up to protect yourself. Remember to keep those hands up, in an open position, with your palms out. This conveys "stop" and also gives an impression that you are open to discussion. By utilizing a "thinker's stance" you are keeping your hands up and conveying that you are listening. This helps to convey "empathy".





How to Handle Verbal Abuse

Natural reaction = Confrontation
vs.

Preplanned response =
Deflection & Redirection

"I hear what you're saying and I got that, but ..."

"I understand you're angry, and I might be too under the same circumstances, however ..."

26

Is this right?

[Things Soccer Parents Say](#)
[Referee Meltdown](#)

Redirection

Word Blocks deflect verbal resistance / abuse and then redirect it with Professional Language directed to the goal of generating voluntary compliance, cooperation, and collaboration.



Natural Language

Natural Language is **Disastrous**

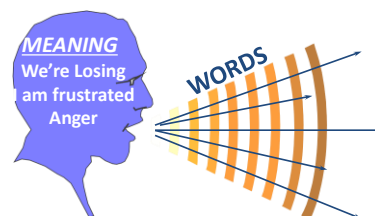
It is caused by speaking whatever comes to mind (sarcasm, profanity, insults); by saying whatever rises readily to the lips. We cannot "fight fire with fire" because it causes "explosive results". We need to use a different style of wording: a tactical speech pattern.



© Verbal Defense &
Influence with the Verbal

29

Communication



RESPOND To The Meaning,
Never **REACT** To The Words.



© The Verbal Judo Institute,
Inc.

30

Tactical Peace Phrases

Coach, Can I Talk To You?
 Coach, here's what I have...
 Coach, what do you have...

©The Verbal Judo Institute,
 Inc



Reasons for Deflectors

1. It Allows You to Feel Good!
2. Springboard-Focus Technique
3. It Disempowers the other person
4. It Sounds good



© Verbal Defense &
 Influence.



Redirection Scripts

Coach: Seriously ref? That's got to be a card! Someone's going to get hurt out here if you don't call that! You're better than that!

Referee: Coach, I got it. I didn't see a foul there. But I will watch it.

Player: That's offside! He's way ahead of me! You need to call this game both ways, cuz you're costing us the game!

Referee: I know you think he was offside, but that's not how I saw it.



Handling Fans

Using this approach, the ref can stop the match, approach the coach and explain,

"Coach, individuals on your touchline are becoming a problem. Unfortunately, the rules state that you are in charge of your team parents behavior, so can you please get them under control?"

Followed by, on next occurrence,

"Coach, I don't want to issue you a caution as a result of a parent's behavior, but that parent is leaving me little choice. I recommend you deal with him."

And then

"Coach, that parent's behavior continues to be irresponsible and by the laws, I need to issue you an official caution. Please handle this matter so it does not escalate."



Conclusion/Debrief

What did you learn today?

