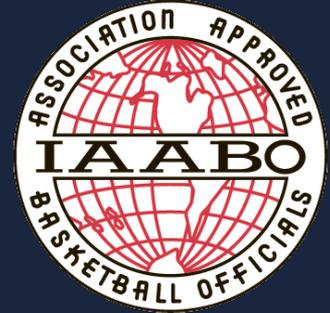




Essential People Skills  
How To Interact With People  
Presented By: Robert H. Alston, Jr

September 19-23, 2018



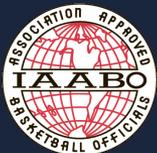
# Essential People Skills

Many People feel awkward in certain situations- a handicap that can prevent them from moving ahead personally and professionally.

Drawing on almost 100 years of experience by Dale Carnegie Training, The 5 Essential People Skills present a step-by-step guide to mastering five essential people skills:

## Core Skill - Assertiveness

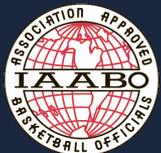
1. Rapport Building
2. Curiosity
3. Communication
4. Ambition
5. Conflict Resolution



# Essential People Skills

WHY DO WE NEED PEOPLE SKILLS?

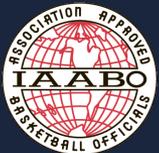
WHO DO WE INTERACT WITH?



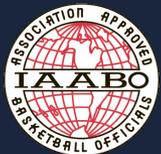
# Athletic Administrators



Be Professional, Be Respectful, Be Honest and Be Responsive



# Partners

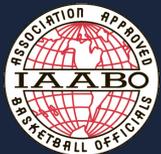


# Partners

- Be Open (not defensive)
- Be Honest
- Be Constructive
- Be Inquisitive (Don't Assume)
- Be Supportive
- Protect the Crew

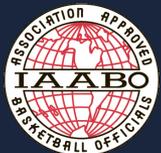


# Coaches

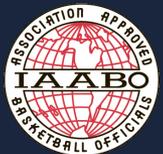


# Coaches

- Be Professional
- Be Respectful
- Be Honest
- Be Responsive
- Be Informative (explain Interpretations) Especially New Rules
- Answer Valid Questions
- Be Firm/Fair/Unbiased (Rules Enforcement, Unsporting Behavior)
- Listen to Understand

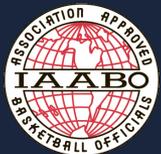


# Fans

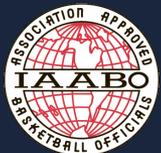


# Fans

- Be Cordial
- Be Responsive (When Appropriate)
- Be Non-Confrontational
- Be Non-Engaged, But Aware
- Stay Focused on Game



# Media

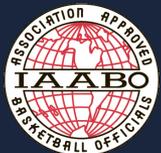
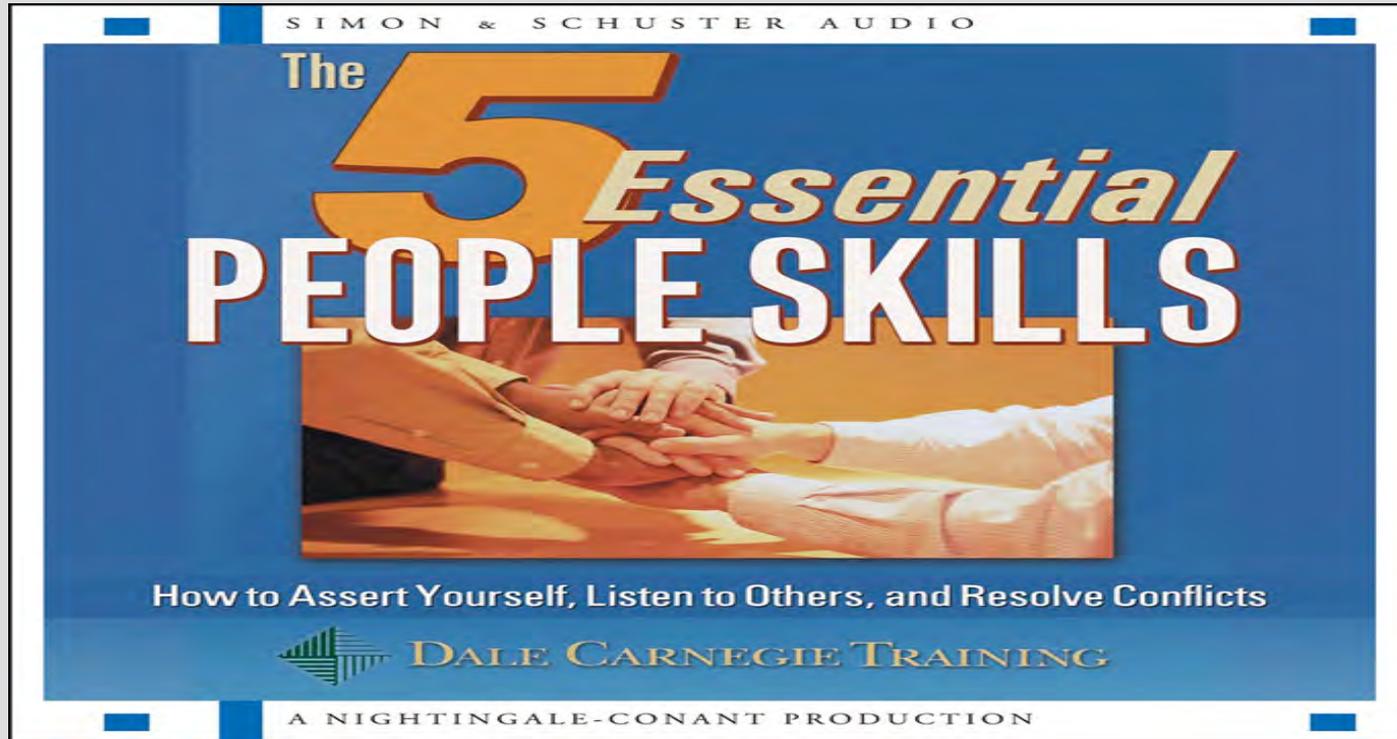


# Media

- Don't Engage
- Refer to Appropriate Spokesperson
- Share Only Relevant Facts
- Be Honest
- Be Brief
- Be Professional



# ESSENTIAL PEOPLE SKILLS FOR THE BASKETBALL OFFICIAL



# The skill at the core of the 5 Essential People Skills is: Assertiveness



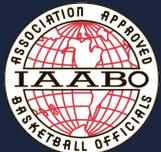
Passive



Assertive



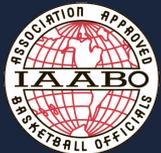
Aggressive



# Passive Official



# Aggressive Official



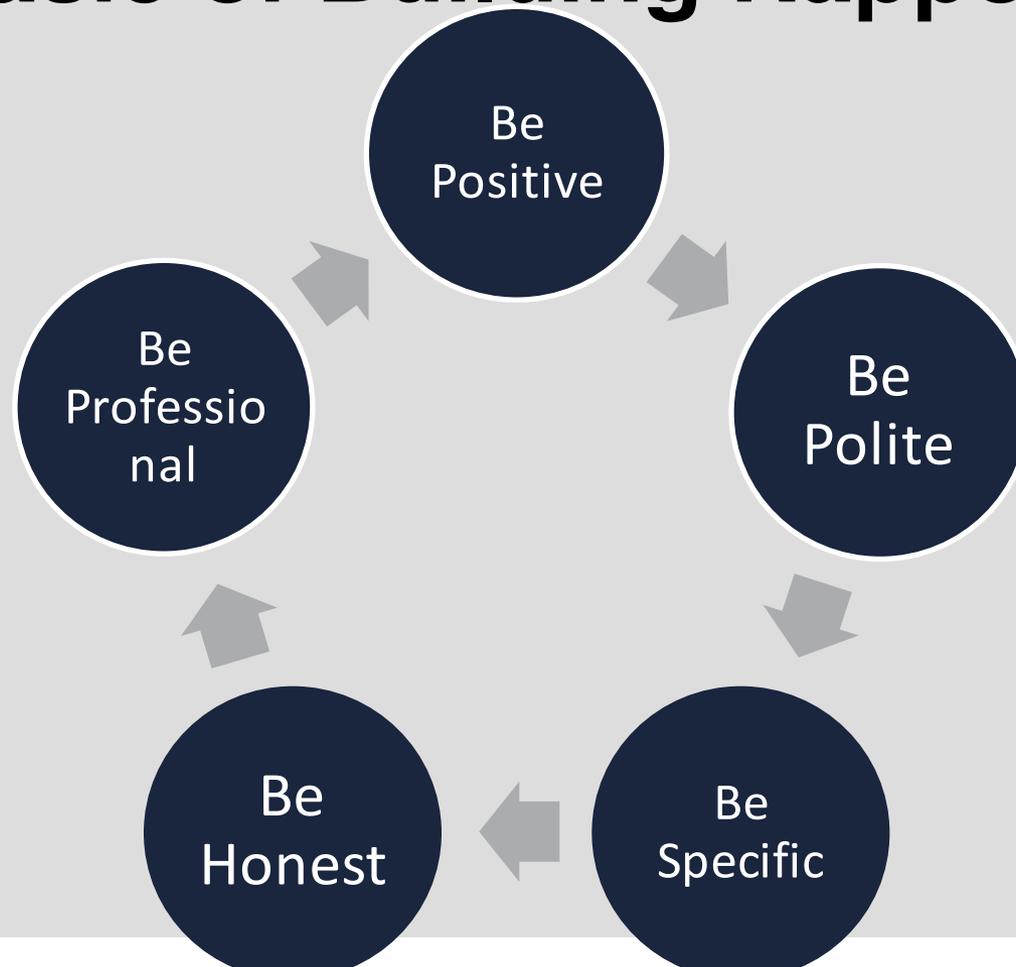
# Assertive Official



Assertiveness is the ability to speak and act in a way, that people respond **attentively** and **positively**.



# Basic of Building Rapport

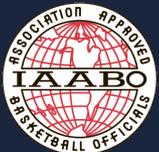


# 1. Rapport Building



Rapport can be **built** and **developed** by:

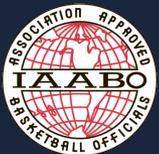
- Finding common ground
- Being empathetic



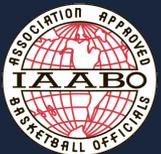
Rapport is getting on well with another or a group of people by **having things in common.**



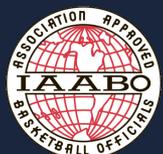
This makes the communication process easier and usually more effective



# Rapport Building



## 2. Curiosity



# Curiosity

Curiosity is defined as: A strong desire to know or learn something

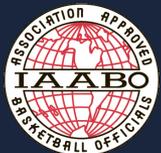
Curiosity can be tremendous benefit to any official who knows how to ignite the inborn curiosity of his or her team

Make assertive curiosity an emotional experience (Passion)

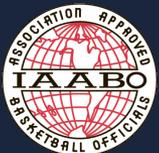
See yourself as a student and purveyor of knowledge

Engage in interactive listening

Be interactive without an agenda

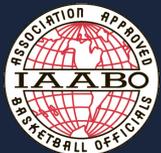


# 3. Communication



# Communication

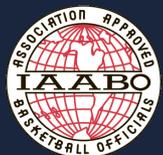
Effective communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information. As well as being able to clearly convey a message, you need to also listen in a way that gains the full meaning of what's being said and makes the other person feel heard and understood.



# Communication: Using Good Body Language



- Maintain good eye contact
- Keep an interested expression



# Body Language



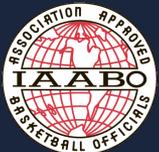
Remember **good posture**,  
Just a slight slouch, can make a big difference



# Body Language



Don't cross your arms,  
it comes off as defensive or uninterested



# Communication: Engaged Listening

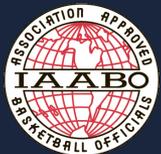


## Non verbal cues :

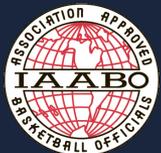
- eye contact, nodding, leaning forward, brief verbal affirmations (“I see”, “Sure”, “Thank you”)



# 4. Ambition



# 5. Conflict Resolution



# Conflict Resolution: Managing Stress In The Moment



- **Listen, Respond calmly,** Be respectful no matter what, **Don't take it personally.**
- Try to remove yourself from the situation and focus on what's being critiqued.
- **Take a deep breath,** Keep those stress levels in check.
- **Keep on keeping on'**, Remember that the criticism represents just one person's point of view.

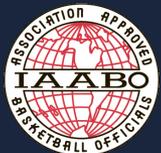


# GLOSSARY

## Rapport Building

Rapport is a state of harmonious understanding with another individual or group that enables greater and easier communication. In other words rapport is getting on well with another person, or group of people, by having things in common, this makes the communication process easier and usually more effective.

Sometimes rapport happens naturally, you '*hit it off*' or '*get on well*' with somebody else without having to try, this is often how friendships are built. However, rapport can also be built and developed by finding common ground, developing a bond and being empathic.



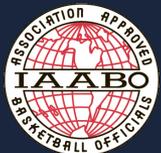
# Glossary Continued

## How to Build Rapport

- Find Common Ground. Think of how comfortable you might feel if, while living thousands of miles from where you grew up, you met someone from your hometown. ...
- Focus on Your Appearance. ...
- Be Empathic. ...
- Use Mirroring. ...
- Don't Forget About the Basics

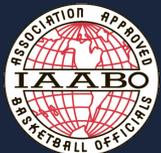
## What is establishing rapport?

Developing or **establishing rapport** is a fundamental aspect of human communication, and it is a topic that is related to the psychology of communication. Being able to build or establish a **rapport** could be viewed as a basic element of social intelligence.



# Glossary Continued

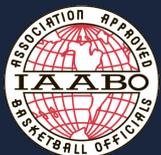
Assertiveness, which it defines as the ability to speak and act in ways that cause people to respond attentively and positively. Assertive people are able to make their ideas known without inhibiting others from sharing their ideas. When we apply assertiveness with the five essential people skills, it helps them feel empowered, respected, and at ease in any situation. The focus of this PowerPoint is to help us with Athletic Administrators, Partners, Coaches, Fans and Media.



# Glossary Continued

## Communication

Effective communication sounds like it should be instinctive. But all too often, when we try to communicate with others something goes astray. We say one thing, the other person hears something else, and misunderstandings, frustration, and conflicts ensue. This can cause problems in your home, school, and work relationships. For many of us, communicating more clearly and effectively requires learning some important skills.

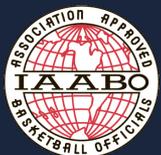


# Glossary Continued

Effective communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information. As well as being able to clearly convey a message, you need to also listen in a way that gains the full meaning of what's being said and makes the other person feel heard and understood.

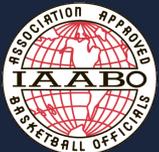
More than just words you use, effective communication combines a set of skills:

1. Engaged listening
2. Nonverbal communication
3. Managing stress in the moment
4. Asserting yourself in a respectful way



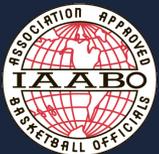
# Rule 10-5, 10-6-1

Per the NFHS, in addition to misconduct violations related to Rule 10-5, the head coach will be officially warned for the first violation of Rule 10-6-1 regarding the coaching box. Additionally, Rules 4-48-1 and 4-48-2 will both have a piece stating that a warning is not a requirement prior to calling a technical foul.



# Rule 10-5, 10-6-1

“Stopping play and making sure that the bench and the coach know that an official warning has been given sends a clear message to everyone in the gym and impacts the behavior of the coach, and in some cases the behavior of the opposing coach,” said Theresia Wynn's, NFHS director of sports and officials and liaison to the NFHS Basketball Rules Committee. “This change in behavior creates a better atmosphere and, many times, avoids the need to administer a technical foul.”



# Wrap-Up

## The 5 Essential People Skills:

- **Rapport Building**
- **Curiosity**
- **Communication**
- **Ambition**
- **Conflict Resolution**

