

## Decision Making

The way an Umpire "sells" their decision is the most important thing. Participants are looking for officials who communicate in a confident and decisive manner. This conveys a person in control of themselves and the competition. The contrary style conveys uncertainty. A confident and decisive verbal communication style includes the official using:

- a clear voice using appropriately chosen words
- a firm manner making eye contact
- sufficient strength of voice to convey the message so that the participants are able to hear the decision

**Remember : Your decision is final and as such do not communicate your decision unless you have thoroughly thought through your decision and are confident it is correct.**

### Processes:

**Measurement Decisions** – when called for a decision the following is a guide to achieving a decision in an efficient manner

- \* before approaching the head or rink try to establish what equipment you will need to determine the decision
- \* at the situation ask the players what is required and which bowls are involved
- \* once you have established the situation use the appropriate equipment to come to a decision
- \* clearly communicate your decision to the players

- NOTE:**
1. When measuring for shot, place the shot bowl next to the jack or roll the shot out of the head
  2. When measuring for the length of the jack, have the players centre the jack, and if the jack is less than 21 metres roll the jack back to the mat
  3. when determining a line jack or bowl, indicate with an outstretched arm whether the object is within the boundary or outside.

**Law Decisions** – When called for a decision the following is a guide to determining a decision that is consistent with the Laws of the Game and delivered in a manner that satisfies both parties in the dispute

- \* determine the parties in dispute and what is the aspects of the dispute
- \* take the participants aside, if necessary, to allow each to express their point of view in the dispute and listen intently to these views
- \* determine the dispute and clarify this with the participants
- \* make your determination, as a minimum confirm your decision by referring to the Rulebook
- \* convey your decision to the participants, and, if required, show the participants the Law/s on which you have based your decision
- \* as soon as practicable, make a note of the situation, including time, if there is a likelihood of action at a later stage

**NOTE:** Whenever a decision is made by an official, it needs to be communicated clearly and concisely with no perceived bias in the eyes of the participants. There will always be the possibility of conflict as a result of your decision, but by following the above in a positive and professional manner, this possibility should be avoided.