

Handling Conflicts FAQ

What separates the top umpires from other umpires?

- Is their ability to handle people well.

What are the 5 reasons a Manager will come out to discuss a call?

- *Thinks you missed a play*
- *Misinterprets a rule*
- *To protect or support a player*
- *Wants the umpire to bail his team out of a mistake*
- *Wants to impress the crowd*

What are the worst things you can do when a Manager does come out?

- *Say, "You can't come out here it's a judgment call"*
- *Say, "I don't know" or, "I did not see it"*

What are some things an Umpire can do when a Manager does come out?

- *Calm them down. "I'm not going to listen if you are going to YELL at me"*
- *Listen without interpretation and keep eye contact.*
- *Don't ask confrontational questions. "What did you say?"*
- *Ask them, "What is the rule that applies to this situation?"*

Should you ever admit you missed a call?

- *DO NOT admit you missed a call or did not see it*
- *Here are some possible answers: "Right or wrong that's the call and I am not going to change it", "From where I had to make the call that's what I saw", "It was a tough call, I did the best I could with it" or "In my judgment that is the right call"*

NOTE: If a Manager gets angry you might say; "OK, you had your say, now please go back to the dugout so we can continue the game" and walk away. If he follows; give a quick warning, if that is not good enough, give him a written warning, only if totally necessary eject him.

What should you do about sniper fire from the dugout?

- *First time, look at dugout, mask on, maintain position*
- *Next time, remove mask, look at dugout, maintain position*
- *Next time, remove mask, a couple of steps, "I've heard enough". Do not threaten.*
- *If it is from a player don't eject anyone unless you know for sure that they are the guilty one. Ask the Manager to deal with his players. Sit them down on the bench and warn to be quiet*

When should you go for help?

- *If coach says anything that you have a small doubt about, give him the courtesy of asking.*
- *Go for help if you are totally screened out of the play.*
- *Always say, "Let me talk to my partner." Stop him if he follows you.*
- *Helping umpire should only answer the question asked to him.*

What should you do about Zoo Situations?

- *Umpire should not make a call putting a runner into jeopardy. Example: runner at first, catch/no catch, no one makes a call, now two runners at 1st, runners hung up!*
 - *Call time, get umpires together and reconstruct the play around what could have been expected to happen if umpires would have made the catch/no catch call immediately. Then get both coaches together and tell them what the ruling is (right or wrong – no discussion that's what we have). Try to give them each a "piece of the pie"*
- *Eject a player for language and Manager asks what he said. "I will tell you, but if you repeat it or you act in a manner that you agree with him you are going with him. Now do you still want me to tell you what he said?"*

What should you do about a pitcher showing emotion?

- *Call time, brush the plate and quietly send a message through the catcher*
- *Get the Manager and pitcher together between innings*
- *Last resort – Warning next incident ejection*

What should you do about a batter drawing lines or other displeasure?

- *Don't embarrass yourself – warn him so both benches can hear.*
- *Resolve right away*

What should you do about a catcher holding pitches and other displeasure?

- *Stop it immediately. Tell him to get the ball back to the pitcher.*
- *Don't let him turn around on you*
- *If **Manager** asks, "where was that pitch catcher?" – Inform catcher you are going to tell him what to say*
- *Let the catcher talk to the Manager, he has more credibility*

When you get together with the other umpire, between innings, after a close play you are signally everyone:

- *You don't know what happened or you're not sure.*
- *You're not sure you made the right call.*

GUIDELINES TO AVOID TROUBLE

- *Dress and act professionally. It will make you look right, even if you are not.*
- *Do a pre-game meeting at the plate with the team managers.*
- *You must keep calm even when others are not. If you lose your cool you lose everything!*
- *Let Managers and coaches have their say – be approachable.*
- *When you are done, walk away.*
- *If you warn someone, follow through or you lose credibility. The other dugout and fans are watching you*
- *Do not be a tough guy, wise guy, or smart aleck.*
- *IF what you are about to say to a manager will make you feel good, it is probably the wrong thing to say.*