

# HANDLING RESISTANCE TIP SHEET

## **Watch your language:**

- Choose words and phrases carefully.
- Use non-threatening and non-submissive speech and mannerisms.

## **Be approachable:**

- Avoid intimidation, threats, fear, or temper tantrums.
- Use positive persuasion.

## **When appropriate, give resistance status:**

- Show respect.
- Be firm but fair.

## **Don't hassle:**

- Avoid picking on someone.
- Avoid hostility.

## **Don't be threatened:**

- Some resistance is natural.
- Resistance is not the same thing as "No."
- Be confident; don't take it personally.

## **Use patience, ask questions, and listen:**

- Don't debate.
- Listen with interest and respect.
- Ask pertinent questions.

## **Methods for Helping Players Deal with Anger**

### **9. Player/Referee Option**

- . Provide player with two options, both of which satisfy your objectives but place the responsibility of the decision on the player
- . Require a response
- . Hold the guilty player to the consequence of the decision without vindictiveness or remorse

### **9. Player/Peer Option**

- . Alert teammates (normally captains) to the need for player management
- . Provide them with a simple imperative
- . Allow them limited discretion to practice preemptive control
- . Set firm limits on what you allow, both in time and actions
- . Hold the guilty player to the consequence of your imperative without vindictiveness or remorse

### **9. Coach/Referee Option**

- . Inform the coach of impending or anticipated problem
- . Consult with the coach on methods of control
- . Be flexible and creative in solutions
- . Provide firm guidelines and controls regarding outcomes
- . Hold the guilty player to the consequence of your imperative without vindictiveness or remorse