+ PAGE 3 Run an Effective Board Meeting Straight Talk interview with Gary Mitchell, president of the Greater Philadelphia from across the country are making headlines. + PAGE 4 The Pulse Find out how officials associations from across the country are making headlines.

Loud and Clear

Are You Getting Through to Your Members?

By Lawrence Tomei

ommunication seems to be a lost art. Yet, as any good leader will affirm, successful organizations are built around good communications. We live in an age in which communication takes many forms, but it remains a two-way street.

Early in my officiating career, I assumed coaches, players and my fellow officials knew how to send and receive communications. On or off the field, inside and outside the training meetings, I believed that my efforts to communicate were getting through. It didn't take me long to realize that my assumptions were often wrong.

Sometimes to become a better communicator you need to adjust your style and personality. That was true in my case. I am intensely structured; attribute that to 22 years in the military. I expect meetings to start on time with an agenda and someone in charge. And when the agenda items have been covered, the meeting is over.

Effective communications keep everyone on the same page. During a game, our contact with players, coaches and officials must leave no doubt as to a call. Same holds true for training meetings. While you want members to contribute to training scenarios and offer experience, you cannot allow sidebar conversations and diversions from agenda topics to result in extended meetings or incomplete coverage of today's important subjects.

So, let's break down some effective communications tools: first, one-to-one communications; then, communicating in a meeting environment.

COMMUNICATE EFFECTIVELY ONE-ON-ONE.

Experts have found that some people understand better when you take them aside and talk to them face to face. Others find technology-enhanced tools more productive. Whatever modality you chose, there are some basic constructs to follow when communicating with individuals:

1. Pick the best modality. Nothing replaces face-to-face communication. We quickly build a bond that sets the foundation for trust and lasting relationships. However, it's not always feasible or economical. Email is a good way to get your message across when the person is hard to reach or misses meetings. It also provides a record of your communications, leaving a digital trail of contacts and replies.

2. Display a professional demeanor.

That ensures that the seriousness of your message is not lost. The ability to communicate clearly in all situations, and to communicate professionally when you are wearing the uniform, will help achieve your goals.

- **3.** Use proper grammar. Words like "we, us, we're, our and ourselves" make it seem like we are all on the same team with a common goal or concern.
- **4. Maintain eye contact.** It shows that you are interested and yet confident because of your willingness to face individuals directly.
- **5. Display a pleasant demeanor.** Smiling often builds rapport.
- **6. Listen.** Keep your focus on what others are saying instead of focusing on
 - + See "Loud and Clear" P.8

Where to Look for Leadership

By Tim Sloan

Then we look at most conflicts in human history, every protagonist had a leader. Unfortunately, about half of them came out on the losing side, so leadership isn't as much about being successful as being compelling: People choose to follow leaders whom they see as their best bet for reaching a desired goal.

In association leadership, successful leaders are the ones perceived as doing

the best for their membership. They present a winning persona, even if they don't always win. You can develop that persona by trial and error, or you can save yourself a lot of time and grief by looking to history for some good examples of what approaches do and don't work. Let's look at some people who fared differently when placed in similar situations.

Dwight Eisenhower and George Patton were two of the preeminent generals of the World War II. Eisenhower directed the North African

ADVISOR

campaign and D-Day. He was chosen for that second job because he convinced the politicians among the Allies that he had both the diplomatic and military skill to direct a multinational effort. Patton, meanwhile, led the 3rd Army and was as knowledgeable, resourceful and effective as any field general history has seen. Patton prided himself in being a student of historical military tactics, but evidently didn't spend enough time on political science: He found himself at odds with Eisenhower and Omar Bradley over several issues tracing to his weakness with diplomacy and found himself sitting out D-Day, in England.

As a leader, Patton teaches that you can be "dead right." Just because your approach, position or ideas are righteous and sound, you can't be so self-righteous as to leave behind your membership in implementation. Eisenhower understood that the way to handle the personalities among the Allies was to let them think they thought of the details of plans he conceived. Share ownership with your association.

Another odd couple was Neil Armstrong and Buzz Aldrin, who were the first two humans to walk on the

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moon, on Apollo 11. Both had mountains of talent, brains and guts just to qualify as astronauts, but the comparison stopped right about there. Armstrong, who commanded the mission and walked on the moon first, was a silent leader. He wasn't prone to emotional extremes and had a knack for thinking complex decisions through and making the best decision, to everyone's benefit. He seemed indifferent to the honor of being first man on the moon, choosing to avoid the spotlight for the rest of his life. In his mind, he happened to be in the right place at the right time for the assignment and chose to share his accomplishment with humanity.

According to some biographies, however, NASA management made a point of making sure Armstrong walked on the moon first. Even though either astronaut could technically have climbed down the ladder first, they wanted history to remember Armstrong over Aldrin. Buzz was a hard-driven person, who actively campaigned for the honor. He had a track record of being a chronic tinkerer with procedures and obsessive, to the point of being a bit of an embarrassment to himself and the organization. Mike Collins, the third man on Apollo 11, once wrote that Buzz was more tortured by not being first on the moon than being honored and thrilled to be second. No matter what you can do or what you've done, to be a successful leader, it's all about presentation and perception. You will accomplish so much more by being the leader your membership wants to

Let's pick a sporting pair before we wrap up. Father Bill and son "Rocky" Wirtz have been the two significant owners of the NHL's Chicago Blackhawks since the 1960s. Bill directed the Hawks for more than 40 years, from the end of the Original Six era to the mid-2000s. The Hawks were a powerhouse into the 1980s, but Bill was known as a frugal person who was harsh on the players' salary demands while running a bare-bones organization. He pinched pennies in a time when there weren't many to pinch. As a result, he allowed players like Bobby Hull to escape Chicago (to the rival World Hockey Association) rather than negotiate with them. He also refused to let home games be televised on local TV in the belief it betrayed ticket holders who paid to get in. "Dollar Bill" wasn't hugely popular among his employees, either, and the club declined. By 2004, ESPN rated the Blackhawks as the worst franchise in

When Rocky took over, following his father's death in 2007, things changed quickly. While cut from the same genetic cloth, Rocky quickly reversed the toxic atmosphere and stingy business plan of the team, to the extent that they've won the Stanley Cup three times in the past six years. Where players, employees and fans fled the team before, they now clamor to be a part. That isn't a knock against Bill Wirtz because his approach succeeded for him in its own time. What he didn't do, history shows, was adapt to the times. Hey, maybe Rocky won't adapt to change over the next 30 years either. The important thing is that even successful leadership strategies must be ready to evolve; just because it has always worked for you doesn't mean it always will. Embrace change.

There's no shame in leadership in admitting they didn't have all the answers. You're more likely to be successful when you aren't so selfish as to refuse to learn from others. Historical figures had their share of successes and failures and become important to us mostly because of the effect they had.

What effect do you have as a leader? What effect would you like to have? Look around.

Tim Sloan, Davenport, Iowa, is a high school football, basketball and volleyball official, and a former college football and soccer official. 🖽

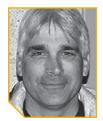
BYLAW BIT

Seeing how other associations like yours have written their bylaws will be very helpful. Getting examples from several different groups will let you see a good range of styles and ideas.



Straight Talk With Gary Mitchell

Run an Effective Board Meeting



Gary Mitchell was elected to a one-year term as president of the Greater Philadelphia Lacrosse Officials Association in June. There are 140 members in the group. He presides over a nine-

person board — five standing and four at-large. Elections are conducted at the annual meeting via secret ballot.

ADVISOR: How do ensure you have a quorum at your board meetings?

MITCHELL: It's difficult because of work schedules and many of our officials are officiating football, basketball or other sports. I send out a notice with three or four dates and we pick the dates that the majority of people have free. But we're pretty good about having everybody show up.

ADVISOR: How good is the attendance at board meetings?

MITCHELL: I would say it's about 90 percent.

ADVISOR: How often does your board meet?

MITCHELL: We meet about every three weeks.

ADVISOR: How important is it to work off an agenda?

MITCHELL: You have to have one. With nine board members, we would never get much done (without one). I create an agenda a week prior to the board meeting and send it out to the board members. I ask them to add items or voice concerns that they'd like to bring up at the meeting.

ADVISOR: How do you know if there is too much or little on the agenda?

MITCHELL: We limit the board meetings to an hour and 15 minutes or an hour and a half. I try to limit the agenda to five items. If we can go about 15 minutes per issue, we'll be fine. I regulate that based on the agenda and trying to keep to an hour and 15 minutes or an hour and a half.

ADVISOR: Do you limit topics to be discussed at the meetings?

MITCHELL: We keep it to bylaws, which are always changing because we are always changing. We are mandated by the Pennsylvania Interscholastic Athletic Association to create a training schedule and send it to them. So we figure out how we're going to present the new rules. We may talk about disciplinary issues that come up.

ADVISOR: Does using Robert's Rules of Order help keep things efficient?

MITCHELL: Oh, yes. The majority of the board members have served on other boards. We all know (Robert's) and we're able to keep things cordial. We rarely have the disagreements that some boards have. It consumes a great deal of time settling an argument.

ADVISOR: With a nine-person board, how do ensure that everyone's voice is heard?

MITCHELL: When an issue is presented, I go around the table and ask each member, "What concerns do you have?" Everyone gets a say, although some members don't speak on a certain topic. But I make sure each one gets an opportunity to speak.

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Associations Have to Draw Line With Donations

By Todd Korth

ike many businesses and other organizations, sports officials associations are often asked to support outside groups that are not

related to officiating. Those groups may include cancer organizations, high school booster clubs and various charities.

For the most part, officiating organizations will support their



ADVISOR

THE PULSE

Local Association News Nationwide

Umpires Association Gives College Scholarships

The Milford (Conn.) Umpires Association recognized 10 students for scholastic achievement, community involvement and participation in high school athletics by awarding 10 college scholarships this year.

Eight of the scholarships were selected in conjunction with school guidance departments; the association selected two recipients independently.

The Milford Umpires Association also donates to the local Toys for Tots campaign and Milford Food Bank.

The association provides umpires for the Milford Recreation Department's ASA leagues and for national ASA slow-pitch and fast-pitch tournaments.

Officials Honor Thompson at Officiate Missouri Day

About 650 sports officials with the Missouri State High School Activities Association (MSHSAA) honored Tim Thompson, outgoing assistant executive director, with a standing ovation during Officiate Missouri Day, which was held July 25 in conjunction with the 2015 Sports Officiating Summit in St. Louis.

Thompson, whose position included oversight of the state's officials, retired this year. He joined MSHSAA in 2008 after working at Jefferson City Public Schools for 24 years, including as a teacher, an activities director and a coach for volleyball, track, basketball, baseball, softball and golf.

Officiate Missouri Day provided an opportunity for the state's officials to learn from respected leaders in the officiating industry.

Southeastern Athletic Officials Association Honors Veterans

At the annual North Carolina High School Athletic Association football rules clinic in August, the Southeastern Athletic Officials Association (SAOA) recognized two of its veteran officials with major awards.

Jeremy Hall, a football official and the football chairperson for the association, received the Dick Knox Distinguished Service Award, which is presented in recognition of dedication and outstanding service to the officiating association. Retired official Bruce Stephens, a lifetime member of the association, received the Donald P. Kitts Mentoring Award. The award is presented in memory of veteran official Don Kitts and recognizes an official who has worked to help his fellow officials and ensure a bright future for the SAOA.

SOURCES: MILFORD MIRROR, FAYETTEVILLE (N.C.) OBSERVER

members in any way possible, especially if that member or members have come across some tough times financially or health-wise. But when is it a good idea to answer to the needs of outside organizations that seek assistance from an officiating organization?

It often depends on how financially sound an officiating organization is, but association leaders should also be aware of who is asking for help.

An association's charitable donation provides funds for organizations to research illnesses, feed the poor, help the needy and support other worthwhile causes.

It's always best to decide on what type of donation before committing to an outside organization. That will help narrow your charity choices. Then figure out what you want to donate and find a charity that accepts that item.

The type of outside organization should be one that is important to your association or one that may be directly affiliated with a member. For example, if your organization has lost a member battling cancer or has lost a member due to the disease, you may wish to donate to cancer research, but not just any cancer research organization.

Fred Heyer, secretary-treasurer, of the Northeast Ohio Volleyball Officials Association, said that his association recently donated money to the Cancer Fund of America in support of a member who recently died of cancer. Not long after that, Heyer's association learned more about the Cancer Fund of America that was somewhat disturbing.

"They were investigated recently for the most money going to administrative costs and not to cancer research," Heyer said. "That's the kind of stuff you have to be careful with all the requests that you get."

Some officiating organizations are more than willing to support other officials in other organizations. For example, the Central Ohio Basketball Officials Association has established an officials' relief fund for their members or others from outside their organization needing help. It could be an official who loses his full-time job, suffers an injury or other health problems or has a serious family situation arise.

"One of our first recipients had a heart attack that took him out of his work," said Malt Brown, secretary of the association. "Because of a delay period when he could qualify for assistance from his employer, we paid his rent for a month. Those are the types of things that we try to do. We look within ourselves first, but we're starting to look at other opportunities."

Money raised for that fund comes from a 50-50 raffle at every meeting, plus contributions made by various officials. The Central Ohio Basketball Officials Association has more than 330 members.

Brown says that many associations in the Franklin County area of Ohio will work together for a good cause, whether it is among fellow officials or outside of sports officiating.

Charity Navigator (charitynavigator.org) evaluates individual charities and can help you decide on charities that are known to use money wisely. You can find out what percentage of donations actually goes toward the cause and how much is spent on administration costs.

The key is to find a cause that is "near and dear" to your membership or officials in the area if you are joining efforts with other groups. That ensures more active participation.

"We need to ask the members,
'What should we do?'" Heyer said.
Todd Korth is a Referee associate editor
and multi-sport official.

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NEW ADVANTAGE

Association Advantage currently has more than 1,000 members. In all, those groups represent more than 100,000 individual officials. We welcome our newest Association Advantage member associations, listed below along with their home cities and contact persons:

Florida: Southern Association of Basketball Officials, Jacksonville (Maurice Wilson) New York: Ted Myerstein Brooklyn Kiwanis Baseball, Brooklyn (Rick DeMarco); Long Island Association of Football Officials, Westbury (James Behan)

Virginia: Stafford County Sports Officials, Quantico (Bernard Colebrook)

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ADVISOR

HOW TO...

STAY ON YOUR STATE ASSOCIATION'S GOOD SIDE

There's an old saying in the publishing business: Never pick a fight with someone who buys ink by the barrel. There's a parallel in running an officiating organization: Never tick off the people who administer sports in your state.

Staying in the good graces of your state association is a matter of common courtesy and common sense. Here are some tips to follow:

1. Stay connected.

Whether your board or point of contact changes or is the same from one year to the next, let the state association know who is in charge of your chapter. If the state needs to send messages or seeks information regarding your group, it is extremely frustrating for them if they have an old contact list and then get passed from person to person. Make it as easy as possible for them.

2. Be judicious about contacting them.

Your state association office is a busy place. The staff is handling all manner of business. Although those people would be happy to help you, don't abuse the privilege by peppering them with questions. Be mindful of the time of the year. Tournament time is not the best time to contact them with non-urgent questions or issues.

3. Invite them.

Need a guest speaker for your annual banquet or a regular meeting? State association personnel can speak on a number of topics that relate to associations and officials. They appreciate the opportunity to get out to meet people who officiate in their state. Many are current or former officials themselves and are very good storytellers. They relate well to your audience.

4. Share your successes.

Had an especially successful recruiting drive? Come up with an innovative training method? Done something nice for the community? Don't hide it under a bushel basket. Share it with the state association. Not only will your group derive some "halo quality," you can give the state something to share with other associations. That benefits the industry as a whole.

Vetting Board Members

By Brent Killackey

Then a non-profit charity or business seeks to elect or appoint people to its board of directors, there's generally a careful process for vetting candidates. The boards want to add people that will contribute to the group's strategic vision, and who will do so without bringing any kind of black eye to the organization.

Smart organizations will do a careful check of the candidates, looking into criminal and professional backgrounds to ensure the person is the right fit.

When it comes to officiating associations, such detailed and careful vetting of prospective board of directors candidates is rare.

"Generally, I don't find that anybody engages in any extensive vetting as far as background checks or any type of investigation, other than just interviewing the candidate," said Alan Goldberger, a New Jersey sports law attorney and former sports official.

But that also reflects a key difference between boards for officiating associations and boards for other organizations.

"I find that all of the officiating associations that I've been involved with basically take all of their board members from the membership ranks," Goldberger said. "In other words, rarely have I seen any of these active associations have outside directors that you might find in a charity or a business-type setup."

And when you're drawing board members from your membership ranks, you're drawing from a familiar group.

"Really, you already kind of know which fish are in the pond," Goldberger said.

Don Collins, an attorney and longtime commissioner of athletics for the California Interscholastic Federation, San Francisco Section, shared similar sentiments.

"Most people in most associations are probably not going to do a background check on board members because they know them," Collins said.

There's nothing wrong with an officiating association asking for

prospective board members to provide some information on themselves or for that group to run a background check. After all, board members will have fiduciary responsibilities.

And when considering background checks, Collins said to think bigger than just looking into criminal matters, a type of check many state associations already do as a routine part of licensing officials.

"Background checks are not a synonym for simply running a name or a fingerprint through a criminal database," Collins said. "That's only one component."

It's good to look at a candidate's background and experience, making sure not only that there aren't any problems that would reflect badly on the association, but also that they would be a good fit for the position — someone who brings talents and experience that would enhance the board and its functioning.

"At the very least, call the person's professional references," Collins said.

The information on candidates can be used by nominating committees or, in the case of an election, the general membership, to decide whom they want to select to hold a board position.

At the same time, boards should tread very carefully if considering disqualifying a member from holding office based on a background check. Generally, if someone is good enough to be a member, it's hard to disqualify them from running for the board — and blocking them could result in a libel or slander lawsuit.

"If they're fit to be a member, then generally you kind of assume they're fit to hold office," Goldberger said.

In the case of officiating association boards, the bylaws should spell out the qualifications to serve on the board and the manner in which elections or appointments will occur.

Those bylaws should also discuss removal procedures.

"Your bylaws should have something that provides for removal of an officer or a director," Goldberger said. In some cases, state law provides those procedures.

Brent Killackey is a Referee assistant editor and high school baseball umpire. •



Three on Three:

Member Involvement

n officials association is only as strong as its membership. If members are committed to being involved in meetings and other association events, the group will likely thrive. Encouraging member participation is important.

Three association leaders took time to answer questions about how their groups get members involved. They include: John Lynch, commissioner of the Klamath Falls (Ore.) Umpires Association (baseball and softball); Larry Reynolds, treasurer of the Rhode Island Umpires Association; and Ernie Clark, commissioner of the New Hampshire Football Officials Association.

Q1: HOW DO YOU GET MEMBERS TO ATTEND ASSOCIATION MEETINGS?

Lynch: I try to emphasize the importance of meetings. It is hard to get 100 percent attendance as most members are multiple-sport officials and have family commitments that need to be taken care of. As a commissioner, I will hold games back for those that have poor meeting attendance. Even that is hard to do since most officials are needed on game days. We are very short handed.

Reynolds: We send emails to the members and encourage participation.

Clark: There are 11 meetings over the season. There are two mandatory meetings in-season — rules interpretation and mechanics clinic. The remaining nine are three per month over three months of the season. An

QUICK TIP

START ON TIME

Whether two or 20 people have arrived, begin the meeting on schedule. People arriving on time should not be penalized.

official must attend a minimum of three of six to be eligible for a postseason assignment. An official must attend six of nine to be eligible for varsity assignments the following season. Each level has a decreasing minimum meeting requirement.

Q2: DOES YOUR BOARD SET A GOOD EXAMPLE BY ATTENDING ASSOCIATION MEETINGS AND OTHER EVENTS?

Lynch: For the most part the board members do a good job of showing up and leading the association. There are still times that those members miss the meetings though mostly due to family commitments. I stress that family and jobs come first.

Reynolds: Yes, the board participates in association meetings and charity events.

Clark: Yes, what NHFOA refers to as council, so not to be confused with the overall officiating board, attends most all meetings. Attendance is published annually prior to elections.

Q3: WHAT ADVICE WOULD YOU GIVE TO AN ASSOCIATION TRYING TO GET MORE MEMBER INVOLVEMENT IN ACTIVITIES?

Lynch: The only way to get members to be involved in the activities in the community is to praise them and hold them up for all to see. Again, I feel it is very important to show all the teams in the community that we are committed to helping them out as much as possible. ... We just need more folks to commit to being officials in all sports so that very important activity in their lives stays intact.

Reynolds: Make it mandatory in the bylaws.

Clark: Maintain tradition, while trying to be flexible to current trends — demands on membership time, changes in types of social activities, impromptu, informal postgame gatherings. Create new traditions.

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Loud and Clear

what you're going to say next. Remember, communication runs both ways; don't just

7. Seek feedback. It's difficult to measure the effectiveness of your message without hearing from others.

COMMUNICATE EFFECTIVELY IN A TRAINING MEETING.

Building a strong and effective chapter motivates members to join and, more importantly, to stay. Communicating passion for your sport and dedication to the organization is best handled via open meetings. In that forum, members will not only hear what you are saying, they will also see it, feel it and make it their own. Here are some communication tips that lead to more effective training meetings.

1. Use variety. Mix the training media and methods as well as the presenter. For some, the message is better grasped when pictures/sounds are involved; PowerPoint is effective, but it can be overdone. For others, more than one interpreter fosters deeper understanding as different presenters will offer unique commentary on rules, the casebook and mechanics.

2. Employ repetition. Repetition can be an effective element of any training program. Because learning styles and speeds differ, trainers should build repetition and reinforcement into their programs. There are ways to do it without becoming boring or annoying. For example, by focusing on specific chapters of the rulebook, followed by questions and answers, the intricacies of the rules and their application during a game can be reinforced. Another strategy is to change your approach each time — the same material, but with a new spin. When you're trying to convince someone to do something, repetition works.

3. Administer training in small doses. Some chapters deliver their training in shorter bursts — 60 minutes is usually the maximum. Most people get "burned out" if they get too much information at one time. Rules and mechanics are less daunting if delivered a little at a time across several sessions, rather than covering a full topic each meeting.

4. Apply knowledge right away. It's easy to forget something if you don't use it. Classroom training should, whenever possible, be followed by actual field or court conditions. Take every opportunity to encourage your members to practice. The more you do something, the more instinctive it will become — and the better you'll get at it. Communication in a classroom is best when followed by realworld practice. Many officials mistakenly abandon youth leagues and intramural games once they attain varsity status. A short-sighted notion, since we often see more challenging rules and mechanics situations in a couple of midget games than in a full season of varsity play.

5. Solicit feedback. As with one-onone communication, feedback reinforces learning. A formal quiz will strengthen the learning experience. In fact, success on frequent quizzes boosts confidence.

There is plenty more to learn about how to communicate with your membership, individually or together as a chapter. Understanding the difference between communicating one-on-one versus groups is the first step. Get the most from your time.

Lawrence Tomei is the vice provost for academic affairs at Robert Morris University in Pittsburgh. He has been a member of the West Penn Football Officials Association since 1994 and its president since 2013. **±**

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- National Association of Intercollegiate Athletics
- National Basketball Association
- National Basketball Referees Association
- National Collegiate Athletic Association
- National Federation of State High School Associations
- National Football League Foundation
- National Football League Officiating Department
- National Football League Referees Association
- National Hockey League
- National Hockey League Officials Association
 National Intramural-Recreational Sports Association
- National Intercollegiate Soccer Officials Association
- New Jersey State Interscholastic Athletic Association New Mexico Officials Association
- New York State Public High School Athletic Association
- Ohio High School Athletic Association
- Oregon Athletic Officials Association Oregon School Activities Association
- Pac-12 Conference
- Professional Association of Volleyball Officials

- » Professional Referees Organization
- » Purchase Officials Supplies
- » Ref360
- » Referee Magazine
- Smitty Official's Apparel
- Sports Officials Physical Training Institute
- St. Louis Cardinals
- » St. Louis Rams
- » St. Louis Sports Commission
- » Sun Belt Conference
- » Texas Association of Sports Officials
- » Texas High School Basketball Officials Association
- » The Big East
- » TUKZ
- » Ultimate Fighting Championship
- Ump-Attire.com
- » United States Polo Association
- United States Soccer Federation
- United States Specialty Sports Association
- United States Tennis Association
- » University Interscholastic League
- » US Lacrosse
- **USA Hockey**
- USA Volleyball
- Washington Interscholastic Activities Association
- Washington Officials Association
- Wendelstedt Umpire School
- West Coast Conference
- Wisconsin Interscholastic Athletic Association
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