



Developing A Thick Skin

General Membership Training
January 20, 2009

What IS A "Thick Skin"

Ice Hockey Officials

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The ability to filter, process and accept criticism and react appropriately

Does ***not*** mean ignoring criticism altogether

Recognize when criticism turns into insult

Dealing with Criticism

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- Identify the critic
- Identify the nature of the criticism
 - Personal attack (possible insult)
 - Attack on the officiating crew
- Identify the motivation of the critic
 - Intimidate
 - Educate
 - Motivate
 - Belittle/Insult
 - Understand

Dealing with Criticism

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- Is the criticism understandable?
- What is the impact of the criticism?
 - On you
 - On other members of the officiating crew
 - On the players
 - On other coaches
- What is the *appropriate* response?
 - Acknowledge it
 - Ignore it
 - Penalize it

Rabbit Ears

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Having “rabbit ears” is not a bad thing

Reacting inappropriately as a result of what you heard with the rabbit ears is

Inappropriate Responses

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- Baiting
- Threats
- Ultimatums

- Case Study