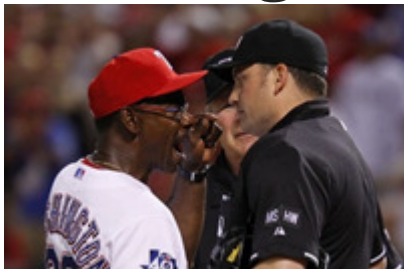


# Handling Tense Situations with Coaches



- SAY:
  - Please. Thank you.
  - Dave, what did you see?
  - Dave, tell me what you saw.
  - Dave, I am not going anywhere. I am listening to you.
  - Dave, hold it. Let me be sure I understand what you are saying.
  - I will listen to you, but I won't listen to you yell at me.
  - Tell me how the rule applies.
  - Dave, by rule, what you just told me is wrong.
  - He's OK for me.
  - I didn't like the pitch.
  - If you won't answer my question, then we are playing ball.
  - This is your warning for the rest of the game.
  - If you don't return to the dugout, you will be ejected for delaying the game.
  - If you come out here again and I don't think it's necessary, you will eject yourself for delaying the game.
  - Back off immediately, or you are done right now.
  - I'm not saying you did, and I'm not saying you didn't, I'm saying don't do it.
  
- DO:
  - Be a good listener.
  - Talk in a low tone of voice.
  - Use 1/2 the intensity of the manager.
  - Ignore, Acknowledge, Warn, Eject
  - WALK AWAY.
  
- Three Steps when dealing with a problem pitcher:
  1. Send the catcher to talk to the pitcher.
  2. Asking for the ball is a good way to have a quick chat with the pitcher.
  3. Get the manager involved.
  
- Remember -
  - Personal, Profane, Prolonged or Physical will get a coach ejected
  - Fair, Firm and Friendly will maintain control
  - Put yourself in a "defensible position" using these steps:
    - Ignore, Acknowledge, Warn, Eject