



1. Program Background

Following the publication of a report entitled "For the Sustainable Development of Officials" (December 2005) drawn up by the Laboratory for Community Life and Leisure of the University of Québec à Trois-Rivières, **SPORTSQUÉBEC** invited all the Quebec sporting federations to a meeting in May 2006 in order to discuss the report's recommendations. Several delegates expressed an interest in continuing the procedure that had commenced. As a result of these discussions, the Committee for the Development of Officials (CDO) was formed as a working committee supported by **SPORTSQUÉBEC**.

2. Program Objectives

Adding complementary services to the technical training currently offered to officials by their sports federations;

Allowing Quebec officials to acquire and develop skills so that they can more effectively deal with a wide range of situations in the exercise of their functions;

Responding to the training needs expressed by the representatives of officials and Quebec sports federations.

3. Training Workshops Descriptions

- **Stress Management**

Sports officials are often confronted with situations that are likely to cause stress; this reduces their enjoyment and can be harmful to optimal performance. This workshop provides the basic elements to allow an understanding of the stress process and allow officials to become familiar with, and experience, effective ways of reducing, if not eliminating, the negative effects of stress.

- **Decision-making Process and Problem Solving**

The role of a sports official entails constantly making decisions and resolving problems. The decision-making process comprises various stages, from the analysis of the facts to communication of the decision. This workshop offers officials a simple, structured method of analysis that will assist in making good decisions and solving problems whether in uncomplicated or very complex situations.

- **Relationship and Intervention with Coaches**

This workshop aims to enhance the elements essential to establishing a functional relationship of mutual assistance between officials and the various parties involved – coaches in particular. Officials will be shown how to master basic skills in order to foster agreement and mutual respect that will allow cooperation to work toward a common objective. Among other things, officials will be better able to recognize fields of intervention that are exclusive to coaches as well as their respective roles within shared fields of intervention.

- **Effective Communication**

All too often misunderstandings come about not from the information itself but rather by the means in which it is communicated by the various parties. This workshop allows officials to develop the skills required for effective communication. Officials will become capable of identifying the different stages of communication and will be able to use tangible tools to transmit clear, accurate messages. Officials will also learn to recognize appropriate rhythms for exchanges and to pursue precise terminology.

- **Conflict Management and Resolution**

By the very nature of his or her work, an official is often confronted by situations of conflict. Officials will learn to identify potential sources of conflict, recognize the signs of an impending conflict and choose the strategy that is most likely to defuse the situation before it escalates. This workshop also offers tools and techniques to allow a speedy resolution, in the best interests of all those involved, of any conflicts that cannot be avoided.

- **Preparing for a Competition Outside Region and Abroad**

This workshop allows officials to identify and organize the relevant information required to prepare for travelling to a competition outside the region. The main variables are discussed, based on what, when and how to interact depending on the level and scope of the competition, while respecting the culture of the host venue and that of other participants. Officials will be able to recognize the tools required for each of the stages of their preparation.

- **The Official's Mission and Soft Skills**

This workshop concerns an examination of the basic role of officials in the context of sporting competition. The rights, duties and responsibilities of officials are highlighted in comparison with those of the athletes and other parties involved. The workshop also examines the behaviour and attitudes to be adopted in different circumstances when carrying out functions in order to conduct the official's main mission appropriately, namely to ensure the integrity of the event and the safety of the participants.

- **Managing Officials, Volunteers and Your Career**

Through the course of his or her career, an experienced official is highly likely to train, supervise and offer guidance to volunteers and other officials. This workshop allows the concepts of human resource management to be acquired, thus encouraging officials to be better prepared when interacting with other officials and volunteers and responding to their needs and expectations. The workshop also gives officials appropriate tools to establish and achieve their career objectives and cope with the political context inherent with a career as a national and international official.

4. Pedagogical approach

The training workshops are designed to use a pedagogical approach aimed at skill acquisition and the method of learning through problem-solving.

a. Skill-based approach

A number of teaching establishments with the mandate to have their students acquire skills use this approach. It is not something new in education.

Using this approach, trainers and officials become involved in a process that goes beyond the simple transmission of information. The skill-based approach not only allows new knowledge to be acquired, but also teaches how this knowledge can be used in a clear, effective manner across a wide range of situations.

The basic competences that this approach targets are the following:

- problem solving,
- leadership,
- transfer of values,
- interaction,
- critical thinking.

The new NCCP [*National Coaching Certification Program*], from which many tools are borrowed, uses this approach with an evaluation process for the award of a certificate for the acquisition of skills. The MTO program does not use the evaluation process, as the certificate is not the object of the program. The officials who take part in the various workshops of the MTO program will thus obtain "trained" status for each of the workshops.

b. Learning through problem solving

The workshops of the MTO program favour learning through problem solving. The participants are confronted by problem situations that correspond to those they are likely to encounter during the exercise of their functions. Critical analysis and the pursuit of effective solutions in light of the knowledge offered through the training course combined with knowledge already acquired and the sharing of experiences between participants; make this method very dynamic and effective in acquiring the desired skills.

Learning through problem-solving has the benefit of favouring active participation in the learning process, ensuring that the participants' wealth of acquired knowledge is shared between them, putting knowledge into context and promoting its potential use in real situations.

For more details or special requests, please contact us

SPORTSQUÉBEC

Marco Berthelot, Coordonnateur – programmes, formations

Tél. : 514-252-3114 ext. : 3493

Email : mberthelot@sportsquebec.com