

Problem-Solving Basics

How often have you been asked to solve a problem or situation (by letter or phone) and having worked about halfway been confronted with the realisation that you do not have all the information? It happens all too often. Many of the Q&A's in various magazines or posed at rules and/or referees days lack some of the basic information required. Worse still the answer supplied by the enthusiastic recipient is wrong, because they have not been informed of all the facts.

Suggest you detail the following at your next refresher day.

The person who is **making** the enquiry needs to undertake the following:

- Before you ring – make notes. Write an outline of the problem.
- Be sure to fully disclose all the facts.
- Specify what type of a game it is e.g.
Is it level or handicap?
What type of competition it is?
What is the handicap range of the players?
Is the game is 'time limited' or 'time unlimited'?
What type of event – Australian Championships or club event etc.?
Was there a referee assigned to the game by the TR and if so, in what mode was the referee operating? RiC SuR or RoC etc?
- How much time had elapsed?
- Who was the time keeper?
- Was the clock stopped and if so who did it?
- When the actual incident occurred and where was the referee and in what mode?
What happened next? Was the referee called onto the court and in what capacity e.g. as RoA or RiC?
Explain the sequence of events, specify who said what (write notes). Also specify any change of mode that the referee assumed or was asked to assume.
When (if) a ruling was made by the referee, was the Rule or Regulation used disclosed by the referee?
- Where was the TR at that time?
- Was the TR called? At what point?
- If the referee was not called what happened next?
- Was the manager involved and if so why and what transpired?
- What then finally happened?
Did the person who is reporting this incident write notes and how soon after the event were these notes written?

If by some circumstance you became involved (e.g. as the TR) and had to 'be an honest broker' in order to reach a resolution, consider what Rule or Regulation applied and what other Rule or Regulation might be applied as an alternative.

Always remember your function as a referee is: "to ensure that, within the Rules and Regulations of the game, that a fair and equal contest is conducted".