

Referee Development Wheel

Communication Skills

- Communicating with players and parents
- Communicating with Coaches & other Officials
- On court & off court
- Working as a team
- Communicating with Venue and/or Organisers

Refereeing knowledge

- Rules knowledge
- LTA Competition Regulations
- Code of Conduct

Organisational/Admin Skills

- Pre-competition
- During a competition
- Post-competition
- Promotion /marketing

Handling Situations

- Consistent Decision Making
- Remaining Calm Under Pressure
- Good presence
- Being proactive rather than reactive
- Dealing with Parents

Customer Service

- Creating a great competition experience
- Managing expectations
- Answering calls and emails
- Welcome speech
- Educating players and parents

Competition Measures

- ITF World Tennis Number
- LTA Rankings
- Age Groups
- Competition Structure

Software

- TTP (Tennis Tournament Planner)
- CMS (Competition Management System)
- LP (League Planner)

Scheduling

- Draws
- Scoring formats
- Managing player requests

