



WELCOME PACK

AN INTRODUCTION TO TENNIS OFFICIATING

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Dear Member

On behalf of the LTA and the ABTO Management Committee, we would like to congratulate you on becoming an LTA Licensed Official and welcome you to the Association of British Tennis Officials (ABTO).

We're delighted to have you as part of our association. We are a diverse community of officials brought together by a shared passion for tennis. By joining the association, you will actively be contributing to the LTA's mission, which is to grow tennis by making it more relevant, accessible, welcoming and enjoyable.

This Welcome Pack is designed to serve as an introduction to officiating and to help you understand more about ABTO and the LTA. It provides information that will guide you through your first months and years as a tennis official and aims to answer the many questions that you will undoubtedly have, both now and over the course of your officiating career, as well as outlining some of the resources available to you.

We hope that your experience as an official will be enjoyable and rewarding, and that you will take pride in being a member of ABTO.

Good luck with your officiating, and again – welcome!

Malgorzata Grzyb
ABTO Chair

Matthew Morrissey
LTA Officiating Manager

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1. About the Lawn Tennis Association (LTA)

The LTA is the National Governing Body for tennis in Great Britain, the Channel Islands and the Isle of Man. It is responsible for developing and promoting the sport, safeguarding the integrity of tennis, and helping as many people as possible to play and enjoy tennis.

The LTA runs and supports a network of almost 10,000 approved tournaments for players of all ages. The cornerstones of these tournaments are the grass court major events leading up to The Championships, Wimbledon, including the Lexus Nottingham Open, the Lexus Ilkley Open, the Lexus Birmingham Open, the HSBC Championships and the Lexus Eastbourne Open.

The LTA is responsible for the recruitment, training and selection of tennis officials, including Referees, Court Supervisors, Chair Umpires, Line Umpires and Match Assistants. It administers the Officials' Licence Scheme, which all individuals wanting to officiate in the UK are required to join (see section 3 for further details).

2. About the Association of British Tennis Officials (ABTO)

Thank you for electing to become a member of the Association of British Tennis Officials (ABTO). ABTO is here to support you. We are the voice of British officials, and our role is to represent and safeguard your interests. While the LTA is ultimately responsible for your officiating licence, ABTO provides many additional benefits to help and support you at every stage of your officiating career. Becoming a member of ABTO is free and comes with no obligations from you, other than your consent.

Working closely with the LTA, ABTO supports both on and off court officials across all aspects of officiating, ranging from training and selections through to grading, recruitment, mentoring and welfare. You can find out more about what we do [here](#).

ABTO hosts a number of webinars throughout the year, called The Conversation. The webinars are designed to support officials in all areas of officiating, ranging from the application of the rules of tennis to developing the softer skills required in officiating. You can view previous editions of The Conversation [here](#).

3. The LTA Officials' Licence Scheme

To be eligible to officiate in the UK, you will need to hold a valid licence, which is granted when you join the LTA Officials' Licence Scheme. Officials are required to have completed and passed either a Referee Course, a Basic Line Umpire Course or attended a Court Supervisor Course before being able to join the scheme. You will also need to have undergone a successful criminal record check in the last 12 months.

Once you become a member of the scheme, you will be required to comply with the minimum annual CPD (continuous personal development) requirement of 8 credits to retain your licence. This may be completed by attending courses, workshops and/or online learning.

The benefits of joining the licensing scheme include:

- The ability to apply for selections via the LTA's online tournament calendar;
- The opportunity to participate in courses and online training as part of your CPD requirements as an official;
- Free membership of the Association of British Tennis Officials (ABTO);
- Access to the officials' Wimbledon ballot;
- Personal accident insurance and civil liability insurance;
- Access to free legal and tax advice through BASELINE - a business advice support line; and
- The ability to purchase officials' uniform and accessories.

4. Starting out as a Referee

After passing the Referee Course and becoming a licensed official, you will receive an R4 referee grade and can apply to organise and referee Grade 5, Grade 6 and Grade 7 competitions locally, such as Mini Tennis and Matchplays at your local tennis venue, or local open tournaments. You may also be eligible to be selected to referee at Grade 4 tournaments and to court supervise at higher graded tournaments, although most work for new Referees is sourced through local LTA offices or tennis event organisers. As a Referee, you are also able to apply to the LTA to sanction a tournament at your local venue, and this can be a good way to start gaining experience.

On becoming a licensed official, you will have access to the Official Hub, where you can apply to be selected for tournaments relevant to your grade. As a newly qualified Referee, you should try to sign up for events as soon as possible to put into practise the skills that you have just acquired.

4.1. What to expect on your first day as a Referee

Once you have been assigned a tournament, and before the day of the event, it is advisable to read through the materials and guides that were issued at the course and prepare yourself for your first tournament.

On the day, arrive at the venue in plenty of time, and a minimum of 1 hour before the start time. Always leave plenty of time for your journey in case of problems and ensure that you have all the required contact telephone numbers so that you can let the appropriate person know if you will be delayed.

On arrival at the venue, report to the Duty Manager or the Event Organiser, who will inform you of any relevant information, such as where the fire exits are located, catering etc. If Court Supervisors will be attending the event, make sure that you brief them accordingly by sharing all the necessary information, such as the order of play, Court Supervisor rota etc. If you have Umpires working at your tournament, liaise with the Umpires Manager to identify which matches will be chaired. You should also provide the Manager with an order of play, give details of the format of the matches, explain what catering is available and communicate with the Manager throughout the day in case there are any changes.



Always ensure that you have all the necessary equipment with you to perform your duties to the best of your ability. Here is the list of items that you should take to your events as a Referee:

- Laptop with TTP software (Tennis Tournament Planner) or LP (League Planner) as appropriate
- Printer
- Copies of draw sheets to put on the wall/board
- Paper copies of player rosters including contact numbers as a back-up to the computer
- Sign-in sheet
- Mobile phone and charger
- Copy of 'LTA Competition Regulations' and/or other tournament rules and regulations
- LTA Mandatory Notices
- Copy of 'Procedures for Referees'
- Copy of 'Procedures for Court Supervisors' (if any are working at the tournament)
- Clipboard
- Stopwatch - always check that this is working before the event
- Pencil(s), rubber, sharpener and other basic items of stationery
- Tennis balls (it is wise to have back up supply in case there is an issue at the venue)
- Coin
- Tape measure
- Court bag - not mandatory but can be very handy

5. Starting out as a Court Supervisor

A Court Supervisor is an off-court official who supports the Referee with the running of larger tournaments. A Court Supervisor will be assigned a number of courts to watch and will help to ensure that play runs smoothly by handling any on-court disputes as they arise and managing player behaviour using the code of conduct as necessary.

To become a Court Supervisor you must complete a Court Supervisor course (currently available online), or be an accredited Referee.

A newly qualified Court Supervisor will receive a CS2 Grade and can be assigned to court supervise at Grade 3 to Grade 7 regional – county tournaments or Mini Tennis tournaments at all grades.



5.1. What to expect on your first day as a Court Supervisor

Prior to your first event as a Court Supervisor, it is advisable to review the materials provided during the Court Supervisor course and re-familiarise yourself with the procedures. On the day, you should arrive at the venue no later than 30 minutes before the scheduled start of play, unless directed otherwise. Always make a note of the contact number of the Referee to inform them if you are delayed.

You are required to wear official uniform at all tournaments (see section 13 for details). If you do not have the correct uniform in time for your first assignment, ensure that you wear clothing that is as similar as possible (navy blue polo, beige/chino trousers etc.) and try to acquire the official uniform in time for your second assignment.

On arrival at the venue, report to the Referee who will share with you all the information that you need to know, such as the order of play, the rota for Court Supervisors etc. Listed below are the items that you should remember to take with you:

- Copy of 'LTA Competition Regulations' and/or other tournament rules and regulations
- Copy of 'Procedures for Court Supervisors'
- Clipboard
- Stopwatch - always check that this is working before the event
- Pencil(s), rubber, sharpener and other basic items of stationery
- Coin
- Tape measure
- A Court Supervisors' backpack or court bag to keep all the equipment you require on the day

6. Starting out as an Umpire

Once you have passed the Umpire course, you will become an L3/U3 Umpire and are eligible to join the LTA Officials' Licence Scheme (see section 3). Once you have acquired your licence, you will have access to the Official Hub, where you can apply to be selected for tournaments relevant to your grade. You should try to sign up for events as soon as possible in order to put into practise the skills that you have just learned. As a U3 Chair Umpire, you will be eligible to chair matches at non-professional events only; you can also apply for professional tournaments however you will only be eligible to work as a Line Umpire at these events.

6.1. What to expect on your first day as an Umpire

Once you have been selected for an event, you will be notified by the LTA Officiating team. The selection email will direct you to the Official Hub, where you will need to confirm your selection and where you will also find details of the Manager as well as the address of the venue and the start time.

The Manager will be aware that you are a new Umpire but it is advisable to contact them in advance to let them know that this will be your first day (or make sure you mention this to them when you meet them on the day).

You should arrive at the venue no later than 30 minutes before the start time, unless you have been advised otherwise. Make sure that you have the contact details of the Manager so that you can let them know if you are running late.

You are required to wear official uniform at all tournaments (see section 13 for details). If you do not have the correct uniform in time for your first day, ensure that you wear clothing that is as similar as possible (navy blue polo, beige/chino trousers etc.) and try to acquire the official uniform in time for your second day.

The Manager will try to ensure that you are not on court for the first session so that you can watch the more experienced umpires in action before stepping on court. The Manager will also assign you to chair a match (or matches) of a standard appropriate to your experience. Before the day of the event, make sure that you read through the materials and guides that were issued at the course and prepare yourself for your first chair.

Matches at non-professional tournaments will usually be umpired in one of the following two formats: 'one plus one' (one Chair Umpire and one Line Umpire) or 'one plus two' (one Chair Umpire and two Line Umpires). In both cases as a Line Umpire you will cover one side line, including through the net, and the centre service line, including through the net. As a Chair Umpire, you will make all baseline calls, service line calls and, for one plus one matches, will cover the side line closest to you.

At the end of the set, as a Line Umpire you may be required to measure the net, so remember to bring a tape measure with you, and be sure that you know the correct height of the net.

Although it is difficult to know how long the day will last, you are expected to stay at the tournament for the duration of all matches. You should therefore wait until you have been released by the Manager before leaving.

Always ensure that you have all the equipment that you will need as an Umpire, including:

- Clipboard
- Stopwatch - always check that this is working before the event (and does not beep)
- Pencil(s), rubber, sharpener
- Copy of 'ITF Rules of Tennis'
- Copy of 'LTA Competition Regulations'
- Coin
- Tape measure
- Court bag - not mandatory but can be very handy



7. Progression as an Official – General Principles

We appreciate that everyone has their own individual aspirations in terms of how far and how quickly they wish to progress as an official, so the grading structures have been designed to provide a clear pathway through the various grades. It is worth taking the time to familiarise yourself with the relevant grading structures; these set out what is required at each grade, how to be promoted to the next grade and the types of tournaments that you are eligible to officiate at. All grading information can be found in the Official Hub (in the Resources section).

The current grades are as follows:

	Referee	Court Supervisor	Line Umpire	Chair Umpire
International grades	A (gold badge) B (silver badge) D (white badge)	-	-	A (gold badge) B (silver badge) C (bronze badge) D (white badge)
National grades	R1 to R4	CS1 to CS2	L1 to L3	U1 to U3
Trainee grade	RT	-	LT	ZT

All policies relating to grading are determined by the LTA in consultation with the ABTO Grading Panel. The LTA is also responsible for annually reviewing whether each official has met the criteria for retention at a grade or whether they are due to be re-graded. Grading reviews take place towards the end of each year. If you are unable to meet the requirements for retention of your grade because of exceptional circumstances that have affected your ability to officiate during the year, you should notify the LTA Officiating Manager (Matthew Morrissey - matthew.morrissey@lta.org.uk) in writing as soon as practicable during the year, and before the grading review takes place. This will enable your circumstances to be taken into consideration when making decisions in relation to your grade.

You may also wish to contact the ABTO Grading Panel (abto.grading@gmail.com) who can assist and advise on any grading matters. ABTO's role is to represent members by continuing to review and, when necessary, challenge grading decisions to ensure that they are fair and that grading structures are transparent.

7.1. Progression as a Referee or Court Supervisor

As a newly qualified Referee or Court Supervisor, you should look to sign up for as many events as possible to start gaining experience as an R4 Referee or CS2 Court Supervisor. It is also important that you maintain an up-to-date online record of your work cards on the Official Hub, as this will be reviewed at the grading review at the end of the year. Importantly, your work cards must be completed **by 15 November each year** in order for them to be considered as part of your retention, promotion or re-grading criteria.

Promotion to the next grade (R3 or CS1) is based on the number of days worked, maintaining an up-to-date online Referee work record, any assessments that may have been carried out and, in the case of Referees, satisfactory use of LTA tournament software (TTP).

The next stage of progression for Referees (from R3 to R2) is to attend and pass the LTA Regional Referee Course, and to progress to R1 you will need to attend and pass the LTA National Referee Course. Selection for courses is based on the number of days and tournaments worked as a Referee. Please refer to the Referee grading structure for further details.

7.2. Progression as an Umpire

Each tournament that you work at is a learning opportunity, and you should look to apply the lessons learned from previous events as you build on your experience. When you work at a non-professional event as a trainee, the Manager will be aware that you are a new Umpire and if time allows, they will observe you throughout the day and provide feedback. The Manager should complete an Umpire Report Form and take you through this at the end of the day (if there is no time to go through the form on the day, the Manager will email it to you as soon thereafter as possible). This will highlight the areas that you are doing well and suggest areas for improvement. The form will then be sent to the LTA Officiating team. You should take the opportunity to ask questions of the Manager and more experienced Umpires throughout the day, and where possible, try to complete a scorecard under the guidance of another official.

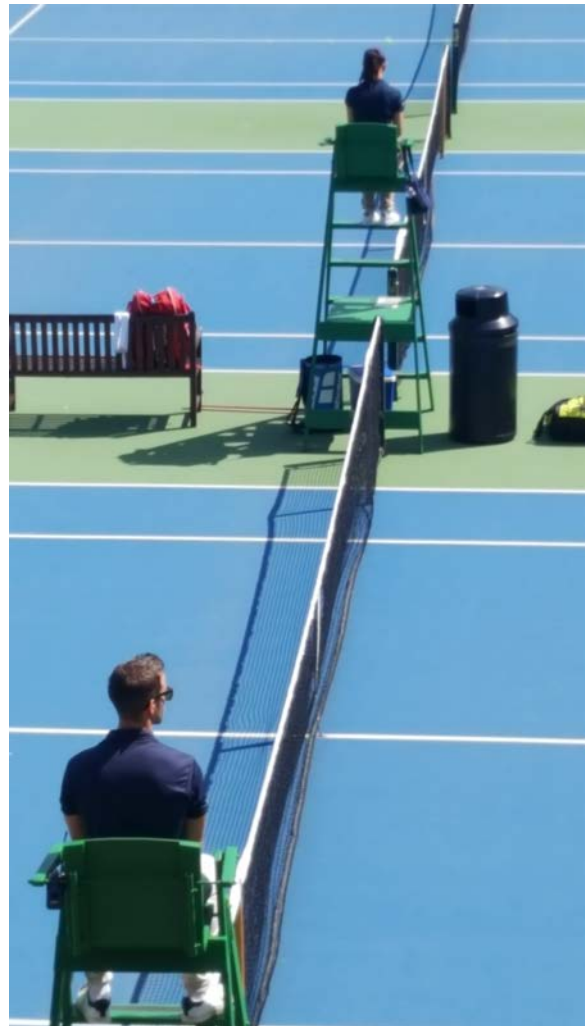
The next stage of progression as a Chair Umpire is to attend and pass the Professional Tennis Course. Selections for these courses are based on the number of matches that you have chaired to date, and on the feedback received. The Professional Tennis Course is a 2-day course and will test you on the rules of tennis and will also include a practical on-court session. Once you have passed the course, your chair grade will become U2 and you will be eligible to chair matches at the early stages of professional tennis tournaments. You can find more information in the Chair Umpire Grading structure.

Progression as a Line Umpire is based on the number of days worked and on the Line Umpire assessments that you receive at professional events. As an L3/U3 Umpire, you can apply for professional tournaments where you will be eligible to work as a Line Umpire only.

Experienced Line Umpires will also have the opportunity to apply to work as Match Assistants at ATP/WTA Tour events. This is a new role and the selection criteria and other details are still being worked on, and will be included here as soon as possible.

7.3. LTA Development Groups

The LTA has created and runs a number of development groups, the aim of which is to maximise the potential of promising officials. These include the White Badge/U1 Chair Umpire Development Group, the U2 Chair Umpire Development Group and the U3 Chair Umpire Development Group. Individuals are invited to join the groups by the LTA and the criteria for membership are determined by the LTA.



8. Continuous Personal Development (CPD)

Continuous Personal Development (CPD) is an ongoing process and continues throughout your career as an official, no matter what your level. Not only does it enable you to maintain and enhance the knowledge and skills you need to be a proficient official, but it also helps to raise the standard of officiating in the UK.

Online courses and tests are available on the Official Hub, and these are updated annually. Successful completion of each test provides licence credits that count towards your annual requirement (as mentioned in section 3 of this document, you are required to comply with the minimum annual CPD requirement of 8 credits to retain your licence). Officials are required to complete the most appropriate test(s) for their role and grade each year to stay up to date with the rules of tennis. The tests include topics such as Rules of Tennis, Tournament Software and tests specific to different officiating roles (refereeing, court supervising, umpiring).

Please note that you can only take a test once. When you have completed a test, you will not be able to book onto it again.

In addition to the online CPD tests, ABTO organises webinars throughout the year on a range of different topics to help officials develop their skills. Links to previous webinars can be found [here](#), and look out for emails with details of future webinars.

9. Selections

As a newly qualified official, you should try to sign up for events as soon as possible to put into practise the skills that you have just acquired. Selections are managed through the online calendar, which is accessed via the Official Hub.

You should look out for email notifications from the LTA Officiating team letting you know when the online calendar for a specified time period has gone live. The email will also let you know what the deadline is for submitting availabilities.

We understand that for many people officiating is a hobby that fits in with work and other commitments, so it is useful to offer your time wisely. For example, if you can consider travelling a little further, this may help with being selected, especially if your 'local' tournament is likely to be oversubscribed. London events tend to be heavily oversubscribed, so if you are London based, you may need to consider applying for events further afield. Likewise, if you are limited in terms of when you can officiate, you should consider applying for all tournaments in the same week to maximise your chances of selection.

As an L3 Line Umpire, you are able to apply for professional tournaments however please be aware that you will only be selected for the first day(s) of the event. Do not apply just for the end of a professional tournament, as you will not be selected.

It is also recommended that you look out for emails sent from the LTA Officiating team asking for last minute availability, as this can be a good way of securing additional selections.

Once you have been successfully selected for a tournament, you will be notified by email and will be directed to the online calendar where you will need to confirm your selection. Further details of the event (location, start time, details of the Manager) will also be available via the calendar. Remember

that if you are unable to honour a selection after you have accepted it, please withdraw as soon as possible so that a colleague can be selected to replace you.

In addition to the events posted on the LTA's online calendar, Referees and Court Supervisors are encouraged to find work from sources other than the LTA calendar, for example through local LTA offices or tennis event organisers. Another option is for Referees to apply to the LTA to sanction your own tournaments at your local venue.

The ABTO Selections Panel's remit is to support its members by reviewing all selections to ensure that they are evenly assigned, and the Panel is available to advise and assist members with matters relating to selections. Should you wish to discuss any matters relating to your selection, the Panel can be contacted by email on abto.selections@gmail.com.

10. Mentoring

Receiving support and guidance is especially important during the first few years of your officiating career, and we appreciate that as a new official there will be many instances when the support of another more experienced official would be helpful. For this reason, we offer all new officials (or those officials transitioning into a new role) the opportunity to participate in the ABTO Mentoring Programme. By pairing mentees with more experienced mentors, we hope to provide a supportive environment for you to develop as an official. Any new official who feels that they would benefit from being mentored should get in touch with the ABTO Training and Development Panel (abto.training.development@gmail.com).

11. Fees and Expenses

The fees and expenses paid to officials are set out in the Fees and Expenses Structures documents, which can be found in the Official Hub [here](#).

Referees and Court Supervisors are required to issue invoices for their fees and expenses. Umpires working at non-professional tournaments will either be paid in cash on the day, or by BACS after the event. Umpires working at professional events will be required to show their receipts to the Chief Umpire on their last working day to confirm the amount due, and will be paid by BACS.

12. The ABTO Way

At ABTO we are committed to ensuring that officiating is a welcoming, positive and supportive environment. The way that we behave can make a big difference to how enjoyable officiating is and this in turn can impact our performance on and off the court.

Based on the five values of *inclusion, teamwork, integrity, passion* and *excellence*, we have defined a culture – called The ABTO Way – which sets out the behaviours that underpin each of these values.

ABTO members are asked to make a personal commitment to adopt and embrace The ABTO Way. By demonstrating the positive behaviours in our interactions with fellow officials, we can encourage others to do the same and do our bit to make officiating enjoyable for everyone.

You can read a full version of The ABTO Way in Appendix A.

13. Uniform

The official uniform is made up of the following items:

- Branded navy polo shirt
- Branded navy sweatshirt
- Branded navy rain jacket
- Beige/chino trousers (cargo, combat trousers and jeans are not to be worn)
- White (or predominantly white) trainers
- White socks
- Navy cap (optional)

Beige/chino shorts can also be worn in the summer, however for professional events this will be at the discretion of the Chief Umpire so please check in advance. Long-sleeved base layers can be worn under the polo shirt for additional warmth; these should be navy and unbranded.

All items of official uniform, as well as accessories such as caps and stopwatches can be purchased via the officials' webshop [here](#).

If you do not have uniform in time for your first day as a trainee, ensure that you wear clothing that is as similar as possible to the official uniform (i.e. navy polo, beige/chino trousers etc.) and try to acquire the official uniform in time for your next event.

Please always keep uniform clean and smart and in a manner that portrays an appropriate image.

14. Use of Social Media

The use of social media to keep family and friends up-to-date with regards members' officiating activities is something that we value and are keen to support. We recognize that use of social media is popular amongst our community of officials, however, it is also important to acknowledge the potential risks. As such, we have written an ABTO Social Media Guidelines document, which can be found in the Official Hub [here](#).

These guidelines are intended to help ABTO members make appropriate decisions about the safe, effective and professional use of social media, particularly in relation to officiating matters and activities. It also governs the use of social media in relation to non-officiating matters when a member clearly identifies their relationship with ABTO and/or the LTA through their social media activities.

The guidelines apply to all ABTO members and cover officials of all grades working at all levels of tournament. The guidelines also provide specific social media guidance in relation to The Championships, Wimbledon.

All members are expected to comply with these guidelines at all times, so it is important that you familiarize yourself with them before becoming active on social media.

15. ABTO Facebook Group

ABTO has set up its own Facebook group, which aims to promote the many positive aspects of tennis officiating within ABTO, and showcase the hard work that members do throughout the year.

Anyone who is a member of ABTO is able to join the group. Once you have joined, you can post photos of members officiating, write brief updates from tournaments, recognise colleagues for any notable achievements or post other items of interest.

All posts will need to be approved first so when posting anything to the group, please follow these simple rules:

- Be respectful at all times and avoid anything that could portray officiating in a negative light;
- Avoid anything that could cast doubt on members' impartiality, particularly if any players are included in a photo of members at events;
- Do not share other members' group posts to your own Facebook profile; and
- Always ensure that you are complying with the ABTO Social Media Guidelines, as referred to in section 14 above.

To join the ABTO Facebook group, please e-mail a request to any one of the following:

- Sangeeta Arora – omjaikali@hotmail.com
- Selena Coburn – selena.coburn@gmail.com
- Sophie Kitson – sophiekitson@talktalk.net

Once your details have been verified you will be sent an e-mail invitation to join.

Please note that the Facebook group is not intended to replace any existing methods of communication, and any member who does not wish to join will not be disadvantaged in any way. All formal notifications and official communications will continue via emails from the LTA Officiating team, from ABTO and/or on the Official Hub.

16. Official Hub

This is the main tool that all officials use to access a breadth of information including details of selections, assessments, grading structures, rulebooks and contact details of other officials. There is a separate [ABTO section](#) on the Hub, where you will find details of ABTO webinars, the ABTO mentoring programme and lots of other helpful information.

17. Change of circumstances

Having become a newly licensed official, we hope that you will stay with ABTO for many years to come. However, we understand that there may come a time in the future when you need to cease being an active tennis official, whether temporarily or permanently, perhaps due to a change in your personal circumstances.

In this situation, we ask that you write to the ABTO Honorary Secretary (abto.secretary@gmail.com) to inform them of your decision. If you still hold an LTA Officials' Licence you will continue to receive communications from the LTA until your licence expires. If you wish to cancel your licence with

immediate effect, please include the LTA Officiating Manager Matthew Morrissey (matthew.morrissey@lta.org.uk) in your email to the ABTO Secretary.

In the event that your circumstances change again, and you would like to return to officiating, please don't hesitate to contact the ABTO Secretary and Matthew Morrissey, who will guide you through the steps required to do so.

18. Contact Details

The LTA Officiating team and the ABTO Management Committee are here to help answer any queries and provide further guidance as required. We can be contacted as below:

Matthew Morrissey LTA Officiating Manager 020 8487 7047 matthew.morrissey@lta.org.uk	Chris Drew LTA Officiating Co-ordinator 020 8487 7060 chris.drew@lta.org.uk	Malgorzata Grzyb ABTO Chair 07976 836690 abto.committee@gmail.com
ABTO Secretary	abto.secretary@gmail.com	
ABTO Grading Panel	abto.grading@gmail.com	
ABTO Selections Panel	abto.selections@gmail.com	
ABTO Training & Development Panel	abto.training.development@gmail.com	

Details of all other ABTO Management Committee members can be found in the Official Hub.

19. And finally...

Once again congratulations on becoming a tennis official. Officiating can be challenging but it is also very rewarding and there are plenty of exciting opportunities ahead of you. We hope that you will enjoy being part of our community for many years to come, and look forward to seeing you at the various events taking place across the country.

We wish you the very best of luck with your officiating.

Appendix A

THE ABTO WAY

A culture of **VALUES** and **BEHAVIOURS** for ABTO



INCLUSION



We truly value people's differences and believe they make us stronger

HELPFUL BEHAVIOURS

- ✓ We welcome all and all are welcome
- ✓ We recognise that everyone is different
- ✓ We treat everyone as we would wish to be treated
- ✓ We recognise that everyone has a contribution to make

KEY WORDS

• Belonging • Respect • Understanding

UNHELPFUL BEHAVIOURS

- ✗ We allow constraints to be barriers
- ✗ We lack tolerance of others and do not accept differences
- ✗ We are narrow minded and self- centred

TEAMWORK



We work together to grow British tennis officiating

HELPFUL BEHAVIOURS

- ✓ We trust, respect and support colleagues and team mates
- ✓ We are prepared to ask for and offer help
- ✓ We share knowledge to promote tennis officiating
- ✓ We put ourselves into the shoes of others
- ✓ We communicate positively
- ✓ We encourage colleagues to enjoy their successes and celebrate with them

KEY WORDS

• Togetherness • Understanding • Communication

UNHELPFUL BEHAVIOURS

- ✗ We perpetuate unfounded information
- ✗ We are overly competitive and jealous of the success of others
- ✗ We are insular, remote and unapproachable

INTEGRITY



We take responsibility for our actions and do what is right

HELPFUL BEHAVIOURS

- ✓ We work to earn the trust of others
- ✓ We are genuine, open and honest
- ✓ We are impartial, transparent and fair
- ✓ We ensure our conduct reflects the highest standards
- ✓ We are courageous and call out conduct contrary to The ABTO Way
- ✓ We demonstrate integrity in our roles as ABTO members and officials

KEY WORDS

• Honesty • Courage • Fairness

UNHELPFUL BEHAVIOURS

- ✗ We allow negative conduct to go unchallenged
- ✗ We act in a way that shows officiating in a bad light
- ✗ We disrespect the confidentiality of others

PASSION



We have an enthusiasm that makes everyone part of what we do

HELPFUL BEHAVIOURS

- ✓ We approach things with a positive mindset
- ✓ We inspire, enthuse and excite others
- ✓ We celebrate successes small and large
- ✓ We act as positive role models

KEY WORDS

• Pride • Inspiration • Motivation

UNHELPFUL BEHAVIOURS

- ✗ We are negative about things with no suggestions for improvement
- ✗ We are a drain on our colleagues

EXCELLENCE



We continually strive to be the best we can be

HELPFUL BEHAVIOURS

- ✓ We challenge ourselves and others to achieve
- ✓ We encourage and act on constructive feedback
- ✓ We recognise the need for change and improvement
- ✓ We are professional and organised
- ✓ We focus on getting things right
- ✓ We seek opportunities to learn and develop

KEY WORDS

• Ambition • Drive • Learn

UNHELPFUL BEHAVIOURS

- ✗ We fail to learn from our mistakes
- ✗ We don't listen
- ✗ We think we have nothing to learn
- ✗ We think there is no need for improvement

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