

**Midlands Region Hockey Umpiring
Association**

**Voice Management
2017**

- **When umpiring your voice is a powerful and important communication tool**
- **It is also a window into your state of mind for people listening to you**

How does your voice sound when you are:

- **Confident**
- **Calm**
- **Relaxed**



How does it change when you feel:

- **Stressed**
- **Under time pressure**
- **From players or yourself**
- **Rushed into making a decision**
- **Uncertain**
- **Did not see what happened**



It is sometimes difficult for you to recognise when your voice changes

Our colleagues can now use the radios to help you identify when changes happen.

How could they help you to manage how you sound?

- Keep quiet and say nothing. This could cause you more pressure.**
- Talk to you in a quiet moment during the game?**
- Discuss it with you during the post match discussion?**

There are 5 properties that can change in your voice:-

These make up the Mnemonic -

V A P E R



V

Is for Volume

Can you vary the Volume of your voice?
Ask yourself “Who needs to hear?”

Just the players near you for low level management.

The whole pitch and the benches for more important management communications.



A

Is for Articulation

Are you speaking as clearly as possible?

Radios distort your voice slightly.

Exaggerate your lip and tongue movements to pronounce the words more precisely.

Improve your diction so that you are communicating the maximum amount of information with as few words as possible.



P

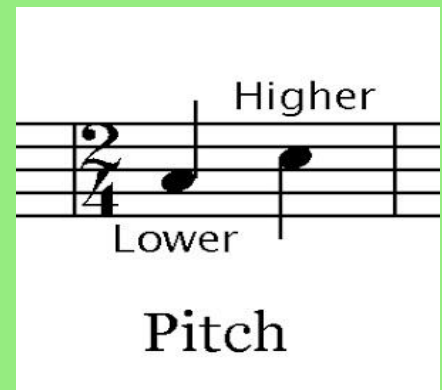
Is for the **Pitch** of your voice

Has the pitch of your voice risen?

This happens when we are anxious, rushed or under pressure.

You can vary the volume of your voice depending on “Who needs to Hear?”

Practice lowering the pitch and keeping it constant.

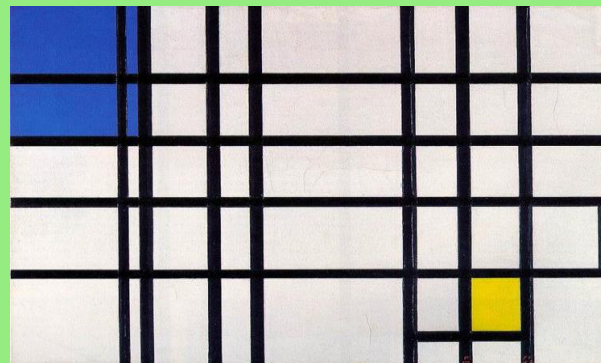


E

Is for Emphasis and Expression.

Can you add Expression to your voice and the words you use?

Putting Emphasis on the right words can improve the effectiveness of the message.



R

Is for the Rate at which you speak.



The rate at which we speak can increase when you feel rushed, uncertain, under pressure or when you want to have the last word.

Practice breathing more slowly to stay calm. This will help you to slow down your rate of speech.

Finally



By keeping the Properties of your voice constant you will communicate to the players that you are confident, staying calm and managing the situation.

Be aware of players who change the properties of their voices and are confrontational.

If the Temperature of the game has gone up, using VAPER will help you to bring it down again.