

Q2 TOURNAMENT DIRECTOR WEBINAR

March 12, 2024
12 pm by Zoom

THE MOST IMPORTANT THING YOU CAN DO IS TO:

ARM YOURSELF WITH **THE CODE** AND **THE FRIEND AT COURT**

Protective Mechanisms: Friend at Court & The Code

Standards of Conduct

1. General. Players, persons who appear to be associated with a player (including, but not limited to, parents and coaches), officials, and organizers of any tournament are under a duty to encourage and maintain high standards of proper conduct, fair play, and good sportsmanship. They are under an obligation to avoid acts that may be considered detrimental to the game of tennis. Detrimental acts include, but are not limited to, the acts in USTA Regulation IV.C.

The Code

THE PLAYERS' GUIDE TO FAIR PLAY AND THE UNWRITTEN RULES OF TENNIS

The Code is not part of the ITF Rules of Tennis. Players must follow The Code, except to the extent to which an official assumes some of their responsibilities. This edition of The Code is an adaptation of the original.

SPORTSMANSHIP POLICY

Sportsmanship is the foundation of tennis. It is essential to tennis as a welcoming, open, and inclusive sport. Sports integrity follows core values and attributes that enrich the lives of all who play. Attributes include, but are not limited to:

- Understanding and following the rules
- Being fair
- Acting with character
- Respecting others
- Winning with humility and losing with grace
- Maintaining composure
- Being accountable for one's own actions
- Giving others the benefit of the doubt

Tennis is more fun when players are good sports, and when played with the players and the sport reinforce the ideals of good sportspeople to stay involved with the sport their entire lives. Being a good sport is its own reward—both on and off the tennis court. Sportsmanship builds trust, generates mutual respect, and grows among all people. As we grow and develop the game, we do so with a commitment to sports integrity.

USTA  NORTH CAROLINA

USTA JUNIOR PLAYER OATH

I recognize that tennis is a sport that places the *responsibility* for *fair play* on me.

I promise to abide by the rules of the game, which require me to *give the benefit of the doubt* to my opponent.

At all times I shall strive to compete with the true *spirit of sportsmanship*, recognizing that my behavior on the court is a direct reflection of my *character*.

Whether my matches end with my *victory or defeat*, I promise to conduct myself in a way that *honors my opponents*, those who support me, and the game of tennis.



*SHARED BY NATALIA PEDROZA, GUEST SPEAKER AT THE USTA NC ANNUAL MEETING

Code of Conduct:

Messaging:

- **Regular Reminders:** Regularly remind and reinforce these rules. This can be done at the beginning of each season, before games, and during practice sessions.
- **Focus on Learning and Fun:** It's important to remember that the main goal of playing tennis is to compete and have fun rather than just winning.
- **Focusing on the process** rather than the outcome can help reduce pressure that might lead to negative language or behavior.

Respectful Communication:

Players should communicate respectfully with everyone involved. This means using polite language, avoiding yelling or aggressive tones, and actively listening.

No Offensive Language:

No derogatory language or slurs are allowed during games, practices, or off-court interactions.

Positive Encouragement: We encourage a culture of positive reinforcement, fostering team spirit and reducing negative interactions amongst

Lead by Example: Our coaches, parents, and adults involved should model the behavior they expect from their kids. Children often mimic the behavior of adults, so all staff must demonstrate respectful language and conduct.

Accountability: Make it clear that there are consequences for breaking the rules. This could vary depending on the severity of the infraction following the guidelines of Friend at Court.

*SHARED BY NATALIA PEDROZA, GUEST SPEAKER AT THE USTA NC ANNUAL MEETING

RESOURCES

1. NCTENNIS.COM

- [Tournament Director Resources](#) (USTA NC documents, slide decks and recordings)

2. USTA ONLINE HELP CENTER aka USTA CUSTOMER CARE

- [Serve Tennis Articles for Providers](#)
- [Webinars](#) (USTA National, upcoming and past)

3. FRIEND AT COURT 2024

- Online copy for free and easy reference (linked on our TD Resources Page)
- USTA North Carolina will provide a hard copy upon request and while supplies last.
 - To order you must fill out a “Request Form”, linked [here](#) and will be posted on our TD Resources page

4. FEEFO (Surveys)

JUNIOR SPECIFIC “HELP” MATERIALS

1. The Code – USTA NC document straight from the FAC
2. Parent Behavior at Tennis Competitions, USTA National
3. BE A GOOD SPORT – The Junior Tournaments Champion Pledge, USTA National
4. Good Chase Sportsmanship Race Campaign with USTA Southern and Match App
5. Other- Player and Parent Responsibilities
6. Points examples, by level and draw type
7. TD HANDBOOK, in process



THE JUNIOR TOURNAMENTS CHAMPION PLEDGE

I promise to:

Compete with true spirit of sportsmanship

Have fun!

Always give the benefit of the doubt to my opponent

Manage my emotions and be respectful to my opponent, tournament officials, and parents

Play to win with grace and lose with dignity

Invest time in knowing the rules

Obey the rules and respect the officials' decisions

NEVER QUIT!

Parent Behavior at Tennis Competitions

Parents! Children love you watching them play tennis and your behavior at competitions makes a big difference in their experience. As a suggestion try the following practical tips.

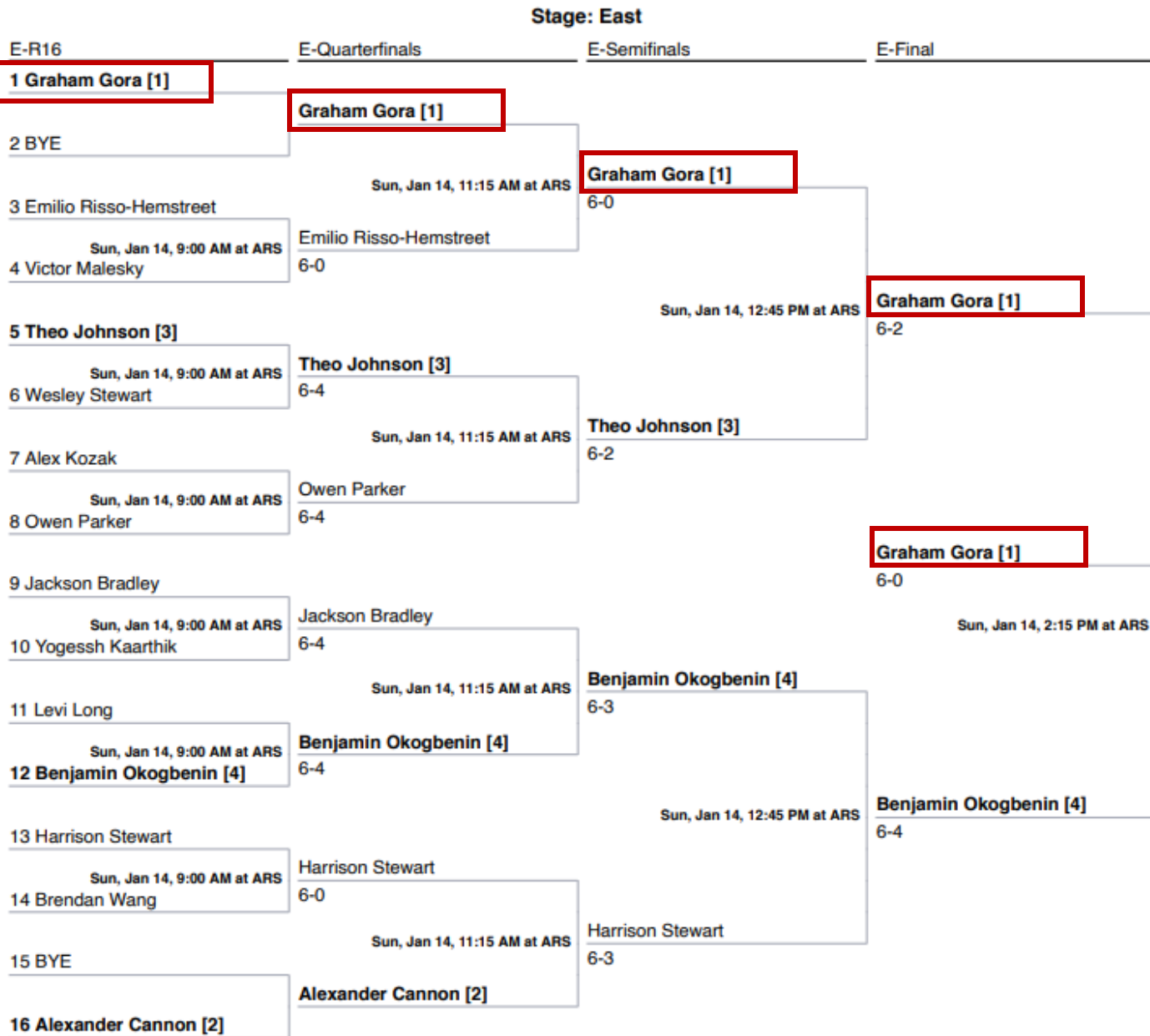
- Take the time before, during, and after your child's practices and competitions to reflect on your parenting behaviors
- Ask your spouse or partner, or other parents to provide feedback on your behavior around competitions.

	What Children Do Want From Parents	What Children Don't Want From Parents
Before Competition	<ul style="list-style-type: none"> ✓ Helping athlete be physically prepared ✓ Attend to child's needs for mental preparation 	<ul style="list-style-type: none"> ✗ Comments focused on child's performance ✗ Communicating expectations about winning ✗ Tactical advice with no knowledge
During Competition	<ul style="list-style-type: none"> ✓ Etiquette and compliance with guidelines ✓ Positive tone and body language ✓ Control over emotions ✓ Praising good performance ✓ Encouragement after poor execution 	<ul style="list-style-type: none"> ✗ Intimidation towards opponents ✗ Drawing attention towards themselves ✗ Criticizing/coaching child or team ✗ Disputes with officials, coaches, or parents ✗ Contradicting coach instructions ✗ Repeating instructions ✗ Booing opposing team
After Competition	<ul style="list-style-type: none"> ✓ Positive feedback on effort and attitude ✓ Realistic feedback ✓ Give feedback when child is ready for it 	<ul style="list-style-type: none"> ✗ Criticism of performance ✗ Blaming outcomes on referee or others ✗ Focusing on negatives of performance

Learn More at netgeneration.com/parents

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POINTS EXAMPLES



LEVEL 7

Draw type = **Compass**

- This example is a 16 draw with 14 players
- The 1st and 2nd seeds received a BYE
 - BYES do not receive points or count as a match
- Example here is with the #1 seed
 - 1st match = BYE = 0 points
 - 2nd match = won = 12 points
 - 3rd match = won = 12 points
 - 4th match = won = 12 points
 - Finishing as the Champion = 8 points
 - **Grand Total = 44 points**

All players may only play in a maximum of 4 matches per event



Build trust and inspire confidence

Trust

Reviews can influence buyers - from finding answers to purchase-dependent questions to knowing reviews are from verified customers. Trust builds loyal customers and advocates.

Knowledge

The more you know about your customers the more you can tailor your offer to their needs. Use feedback to build on what's working, tweak what's not and enhance your customer journey.

Growth

Reviews boost sales. Especially when displayed at the point of sale. We have a multitude of tools to help you gain the profit-boosting advantages that come with feedback.

2024 YTD = 237 RESPONSES

- NORTH CAROLINA OVERALL TD AND REF RATING = 4.3
 - RANGE = 3.1 TO 5 (5 BEING THE BEST)

Count	5 Star	4 Star	3 Star	2 Star	1 Star	Avg. Rating	% Neg	% Pos
237	62.03%	17.30%	11.39%	4.22%	5.06%	4.3	9.28%	79.32%

TD CONTRACT REMINDERS

- Homepage Notes- Updated *at least* 6 weeks ahead of your tournament, earlier is preferred.
- Referee Requirements- 6 and higher tournaments must have an approved Referee who has accepted the role in Serve Tennis at least 8 weeks prior to registration closing. Failure to do so will result in your tournament being "Hidden".
- Multiple sites- still expected to have sufficient coverage of officials (in relation to number of courts used).
- Tournament Director and Referee must be different people and are expected to be on site throughout the event (L7 tournaments allow the TD and Referee to be the same as long as the Dual Role course has been completed).
- Refer to expectations that were put in the TD Contract

ADULT TOURNAMENTS SPECIFIC REMINDERS

- Homepages- update ASAP from the template that we emailed
- Selection Criteria - First Come First Served vs Top Down by Ranking
- Seeding- DO THIS BEFORE YOU CREATE A DRAW (must use standings list first and then can use WTN to supplement if a division needs more info or if a division doesn't have a corresponding standings list)
- Referee for L6s- update
- Inclement Weather process

SERVE TENNIS WEBINARS AND USTA CUSTOMER CARE

- HEAD TAX
 - USTA North Carolina reserves the right to bill an event provider should Serve Tennis/Stripe not function correctly
- [WITHDRAWALS](#)
 - New Process from Serve Tennis, go to USTA Customer Care