

NTLOA Observation and Feedback Policy

Effective Date: January 1, 2025

1. Purpose

The purpose of this policy is to establish a structured approach for observation of NTLOA officials. Observation of officials ensures constructive, objective and professional evaluation to promote improvement, development and accountability of the individual while maintaining a positive organizational culture and helping establish consistency in how we deliver our services to the respective leagues, teams, coaches and players.

2. Scope

The NTLOA is committed to improving the skills of its members to further their development and growth as a lacrosse official. Observation methods utilized by NTLOA may be in-person, via recorded game film, through peer reviews or any combination thereof.

3. Principles

The NTLOA observation and feedback process is guided by the following principles:

- a. Constructive Approach: Observations should be constructive and aimed at the professional and personal growth of the official. Observations should include recognition of strengths along with areas for improvement.
- b. Respect & Confidentiality: All observations should be delivered respectfully and shared only with the official being observed. The NTLOA board is copied on all observations. Where applicable, observations may be shared with the observed official's mentor.
- c. Timeliness: Observation documentation should be provided in a timely manner to maximize its effectiveness.
- d. Objectivity: Observations should be based on factual information and avoid personal bias. Observation criteria should be clearly defined.
- e. Two-way Communication: Observations are a collaborative process, allowing individuals to respond and engage in discussions. Observed officials are encouraged to reflect on their observation and are encouraged to ask questions, clarify points, and express their perspectives.
- f. Good Intention: Observations will include a mix of things done well and areas for improvement (constructive critique). Critique or questions should never be construed as personal or derogatory. The observed official should view observation points and the observation as a whole as being offered from a standpoint of good intentions to assist in their growth and development.

4. Official's Feedback Process

- a. **Contacting the Observer:** If after a one-day reflection period, the official wishes to subsequently discuss the observation documentation with the observer, the official should reach out directly to the observer.
- b. **Documentation:** When requesting additional review and feedback regarding their observation, the official should document the specific issue(s) the official wishes to address ahead of meeting with the observer.
- c. **Response Time:** The observer will acknowledge receipt of the official's request timely and will work towards addressing the request in a succinct manner.
- d. **Follow-Up:** After the feedback discussion, the observer will review the observation and give consideration to the feedback provided by the member. The observer may consult with other chapter members if necessary. Following the secondary review, the observer will follow up with the member timely.
- e. **Escalation:** If the official is uncomfortable discussing with the observation with the observer, the official should reach out to either the President or Vice President of the NTLOA board who will, in turn, designate a board member to ensure adequate due process.
- f. **Respectful Communication:** All communication in the observation process should be delivered respectfully to all parties. Disrespectful or threatening communication is grounds for disciplinary action by the board that may result in probation, loss of games or, if deemed worthy, dismissal from the chapter.

Conclusion:

The NTLOA prioritized development and growth of its officials, values the feedback of its membership and is dedicated to fostering a positive and constructive environment for all members. By following this policy, members can ensure their voices are heard and their concerns are addressed appropriately.