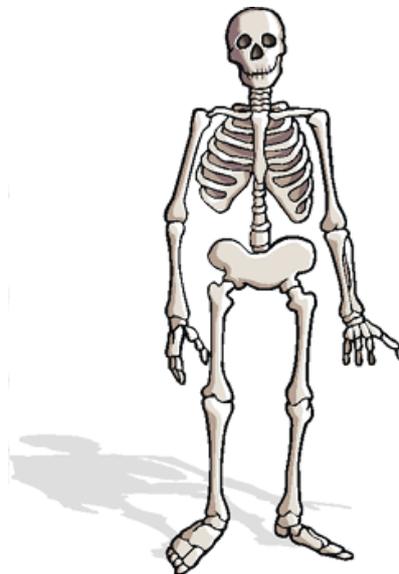


Director Workshop



What makes up a “good” bridge director?

with John McIlrath

Contents

Technical computer skills.....	3
Running a session	4
Communication Skills	5
Sales and Marketing	6
Handling people	7
PLAYERS - CODE OF CONDUCT	8
Stress Handling.....	9
Your Library	10
Knowledge of the Laws of the Game	11
Useful Links.....	11
Appendix A	12
Appendix B	13
Appendix C	14
Appendix D	15
Conclusion	16

Technical computer skills

Scoring programme, which one do you use – have you received any instructions?

I use Compscore2 from Altosoft, a Queensland company (Peter Busch)

Remote tabletop units, which one do you use - have you received any instructions?

I use Bridgemates (who is responsible for software) – do we all use the same defaults

Webpage, which one(s) do you use for displaying results – what do you do if you make a mistake?

I use Pianola, UK based company software, (smart tools for bridge clubs)

Dealing machines – (hand records) - which one do you use - have you received any instructions?

I use Duplimate – (from Sweden) – using bar coded cards

With all this technology that we are using today, we are spending more time becoming Scorers rather than Directors.
Now we can check for anomalies during play, rather than waiting for players to complain.
Any score changes should be made in the tabletop unit rather than the scoring programme.

Running a session

1. How early do I need to be, 30 mins? Like any sporting activity, there is a need to warm up.
2. Is the room ready? Table numbers, bidding sheets etc
3. People start arriving, I need to welcome them (say hello) – are there any visitors or first timers to be welcomed? If you have a walk-in strategy, how does this work?
4. How many tables ($\frac{1}{2}$ or $\frac{3}{4}$)? Can you separate sections, ie if running two movements can you leave a row between them to keep noise level down?
5. What movement can I use – do I have the boards available?
 - a. Irrespective of number of tables, we all play the same 27 boards
 - b. Mitchell or Howell ($\frac{3}{4}$) or Onewin
6. Are there any announcements to be made? (Upcoming competition/visiting teacher etc)
7. Announcing the game – just say “boards are out – have fun!” Remember, they are here to play bridge, not listen to you. Be seen and not heard.

Now you can make a group welcome at the end of the first round. Have you ever been on a plane with no welcome announcement from the captain?
8. Answering a call, be aware of your surroundings. Please try and recognize your voices or location. I question the need to yell “who called”. If need be, hover and wait for second call.
9. How do you display final results?
 - a. Ensures the scores are being recorded
 - b. notice an obviously-incorrect score
10. the room is “not too hot, not too cold, just right”. Try to ensure that premises are not cluttered.
11. How is the time going? Be aware of the chatter volume
12. Cleaning up, what is the routine?
13. Don’t forget to say goodbye, see you next week!

Communication Skills

How well do I communicate?

“Do you understand me?” versus “Did I make myself clear?” What is the difference?

Relate examples:-

1. Player replied “I understand”
2. 4H bid repeated, explanation given and player bids 5H
3. Opponent did not understand explanation!

Explaining the laws

1. Taking the player away from the table, understanding their system.
2. At the table, mechanical rulings,
 - a. Do you have your patten ready, say opening lead out of turn?
 - b. Do you fully explain the law, say lead penalties for withdraw calls?

The first thing we learn as budding Directors is “the better the Director, the less they will be noticed”. The Director is there to help keep the game rolling smoothly so the focus for players is on the game.

Remember – communication is ‘*receiver based*’. The responsibility for conveying a message is with the director. If it is not understood, it is your fault.

Sales and Marketing

1. I am a firm believer that the players in your session are your CUSTOMERS.
 - a. Do you know them by name? You see their names listed several times.
2. You are therefore a SALESMAN for your club
3. Are you a non-playing Director? Are there incentives for you?
4. Do you play with singles? Do you become a player or are you still the Director?
5. What information has the club given you to promote?
 - a. PowerPoint on a projector
 - b. Flyers / brochures
6. Following up on absentees, do you know who has not been for last xx weeks. I can obtain a listing from Pianola.
7. What is the routine for visitors to your club? Is there any registration form? Is there any club promotional information to handout?
8. Do you identify yourself? Do you have a name badge? Do you have a club shirt?
9. So, what environment are you trying to create?
10. You are the “HOST” for the session
11. Situation now with ***Playing Directors***

Non playing (me)	Playing (you)
	Several listed
Set-up room	??
Layout boards	
Computer – set up	
Control – slow tables/time	
Rulings	
Finalise	
Clean-up	

Handling people

1. What training have you had in psychology, dealing with the behaviour of our customers?
2. So, dealing with difficult players.
 - a. Let's define "what is a difficult player?"
 - unreceptive" (those which need to have explanations given multiple times or in extra simple language)
 - belligerent
 - bullying (including those who make their own rulings)
 - disingenuous (including those whose "evidence" you have trouble believing)
 - obsessive (players with "tunnel vision", "victim mentality", non-"grown up behaviour")
 - other (for example, players with personality disorders)
3. At the table,
 - a. Only allow one player to speak at a time. Start with the one who called you.
 - b. Let all players have their say.
 - c. Do not interrupt
 - d. Confirm – speak in quiet voice
 - e. Do not be loud, disrupts others
 - f. How do you refer to the players, by their names or directions? If you do not know ALL their names, then I suggest direction.
 - g. It does not hurt to say "Thank you" when leaving the table.
4. Always be courteous.
5. Even with difficult players, try and say "goodbye and see you next week".
6. Often it assists if, at the start of the session, ask a player for their help today.
7. Are you a BULLY?



PLAYERS - CODE OF CONDUCT

- **I will be polite and courteous at all times**
- **I will respect other people's rights to have different opinions or ways of thinking**
- **I will conduct my game in a proper, mature and inoffensive manner**
- **I will assist new members and guests and try to show patience and understanding**
- **I will at all times abide by the Ethics Code and rules of my Bridge Club, my State/Territory Association and the Australian Bridge Federation.**

Stress Handling

1. Do you do anything special to help when stressed?
 - a. Breathing exercises
 - b. Stretching
2. For a director, the two most stressful times are at the beginning and the end of each session.

START OF SESSION

1. How close to start time are we?
 - a. How many tables, tables, full etc. For whom are we waiting, etc?
 - b. What movement will I use?
 - c. How many board sets?
 - d. Ethel wants a pen!!
 - e. Air-conditioning is too cold!!

DURING THE SESSION

1. Collect money + reconciliation
2. Prepare hand records for distribution
3. During last round, collect table numbers

END OF SESSION

1. Results for the session
2. Cleaning up, do the players help, do we have cleaners?
3. Uploading results to web.

STORY

1. You were in a bad mood today. The answer is “you picked me at my most stressful time Getting the game started.”

Your Library

System Regulations

<http://www.abfevents.com.au/events/tournregs/ABFSystemRegs14.pdf>

Alert Regulations

<http://www.abfevents.com.au/events/tournregs/ABFAlertRegs14.pdf>

Law Book

<http://www.worldbridge.org/duplicate-bridge.aspx>

Written Bidding and Bidding Box Regulations

<http://www.abfevents.com.au/events/tournregs/ABFwbbb10.pdf>

ABF/NZ Bridge – Law Interpretation, Regulation and Guidance

<http://www.abfevents.com.au/events/tournregs/InRegGuid11.pdf>

Appeals Form

<http://www.abfevents.com.au/events/tournregs/ABFAppealsRegulations.pdf>

ABDA Bulletins

<http://www.abfevents.com.au/directors/bulletins/abda49.pdf>

NSWBA – Tournament Regulations

<http://nswba.com.au/tourn/regulations/Regulations2015January.pdf>

Knowledge of the Laws of the Game

I pose the question here; does it depend on the type of game as to how you apply the laws?

Show Powerpoint – The Director at the Table 1

The main queries a Director is called to a table for include:

- Leads out of turn.
- A bid out of turn.
- An insufficient bid
- A revoke.
- Penalty cards

Useful Links

1. Australian Bridge Directors Association
<http://www.abfevents.com.au/directors/index.asp>
2. Bridge Winners Website <http://bridgewinners.com/>
3. ACBL Club Director Handbook
<http://cdn.acbl.org/wp-content/uploads/2014/02/Club-Directors-Handbook1.pdf>
4. ACBL Become a Tournament Director
http://www.acbl.org/clubs_page/club-administration/club-directors/become-a-tournament-director/
5. Laws of Duplicate Bridge Made Easier - With flow charts illustrating chapters IV, V and VI by Laval Du Breuil
<http://www.abfevents.com.au/directors/PDFs/Laws-charts-Web.pdf>
6. ABF suggested club guidelines
[http://www.abf.com.au/about/docs/DEALING WITH UNACCEPTABLE BEHAVIOUR.pdf](http://www.abf.com.au/about/docs/DEALING_WITH_UNACCEPTABLE_BEHAVIOUR.pdf)

Appendix A



North V

♠ A J 6 3
♥ J 8
♦ A J 3
♣ 9 7 3 2

West V East V

West: ♠ 9 7 2, ♥ K 9 7 5 4, ♦ 7 4, ♣ A J 5
East: ♠ K 8 5, ♥ A Q 3, ♦ Q 8 5, ♣ K Q 10 4

South D V

♠ Q 10 4
♥ 10 6 2
♦ K 10 9 6 2
♣ 8 6

HCPs: 11, 8, 16, 5

West	North	East	South
			P
P	1NT (11-14)	X	XX (Pls bid Clubs)
2H (Alerted Tfr S)	P	2S	P
3H	P	4H	All Pass

Hand from local GNOT 11th May 2016

1. Any infractions?
2. Any unauthorised information (UI)
3. How do you communicate and to whom?

Appendix C

<div style="background-color: #c8e6c9; padding: 2px; border: 1px solid black; display: inline-block;">North</div> D NV ♠ A K 10 9 8 7 2 ♥ 2 ♦ 7 ♣ J 9 5 2	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center; border: 1px solid black; padding: 5px;"> <div style="background-color: #e0e0e0; padding: 2px; border: 1px solid black; display: inline-block;">West</div> v </td> <td style="width: 50%; text-align: center; border: 1px solid black; padding: 5px;"> <div style="background-color: #e0e0e0; padding: 2px; border: 1px solid black; display: inline-block;">East</div> v </td> </tr> <tr> <td style="border: 1px solid black; padding: 5px;"> ♠ 5 ♥ A Q 9 8 6 ♦ A K 9 ♣ A K 8 7 </td> <td style="border: 1px solid black; padding: 5px;"> ♠ 3 ♥ J 10 4 3 ♦ J 10 8 4 3 2 ♣ 4 3 </td> </tr> </table>	<div style="background-color: #e0e0e0; padding: 2px; border: 1px solid black; display: inline-block;">West</div> v	<div style="background-color: #e0e0e0; padding: 2px; border: 1px solid black; display: inline-block;">East</div> v	♠ 5 ♥ A Q 9 8 6 ♦ A K 9 ♣ A K 8 7	♠ 3 ♥ J 10 4 3 ♦ J 10 8 4 3 2 ♣ 4 3	<div style="background-color: #c8e6c9; padding: 2px; border: 1px solid black; display: inline-block;">South</div> NV ♠ Q J 6 4 ♥ K 7 5 ♦ Q 6 5 ♣ Q 10 6
<div style="background-color: #e0e0e0; padding: 2px; border: 1px solid black; display: inline-block;">West</div> v	<div style="background-color: #e0e0e0; padding: 2px; border: 1px solid black; display: inline-block;">East</div> v					
♠ 5 ♥ A Q 9 8 6 ♦ A K 9 ♣ A K 8 7	♠ 3 ♥ J 10 4 3 ♦ J 10 8 4 3 2 ♣ 4 3					

	HCPs				
	<table style="margin: auto; border-collapse: collapse;"> <tr><td style="border: 1px solid black; padding: 2px;">8</td></tr> <tr><td style="border: 1px solid black; padding: 2px;">20</td><td style="border: 1px solid black; padding: 2px;">2</td></tr> <tr><td style="border: 1px solid black; padding: 2px;">10</td></tr> </table>	8	20	2	10
8					
20	2				
10					

	♣	♦	♥	♠	NT
North	-	-	-	2	-
South	-	-	-	2	2
East	-	6	5	-	-
West	-	6	5	-	-

West	North	East	South
	1S	P	3D
3H	3S **	Pass	Pass
Pass			

“At the point of *** above, means before E made the second call, S reminded N to alert the 3D. East called me and talked to me away from the table, complaining S passed unauthorised information to N. After understanding the situation, I asked them to keep going. E chose to pass as did the next two. The contract was 3S by N making 9 tricks +140.

East called me back saying that if he knew 3D bid was not showing D, he would have bid 4H. He claimed he might make 6H. I took the information away and looked at the hand record.

My ruling was, the 3H bid was just an over call, W has nowhere to show he has got a strong 22 HCP hand. There is no reason for E to bid 4H with only 2 points. Also, E has a chance to bid 4H after the UA passed out from S but he still decided to pass. Hence, result stands.”

Appendix D

7. Pairs, Dealer North, All vulnerable

	♠ K Q 4		
	♥ K Q J 10 8 7		
	♦ 4		
	♣ A 7 6		
♠ 10 9 7 2		♠ A J 8 5 3	
♥ A		♥ 9	
♦ K 8 7 5 2		♦ A 10 9 6	
♣ J 5 2	♣ K Q 3		
	♠ 6		
	♥ 6 5 4 3 2		
	♦ Q J 3		
	♣ 10 9 8 4		

North	East	South	West
1♥	Dbl	4♥	Dbl
Pass	4♠	Pass	Pass

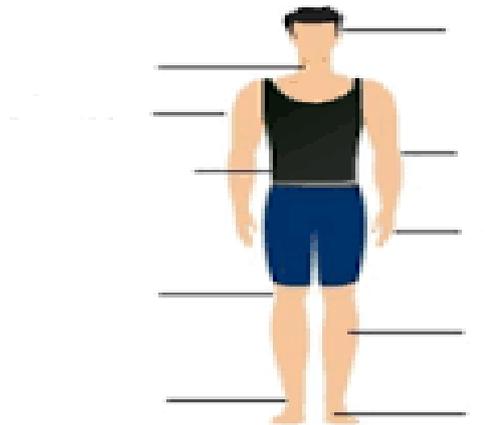
At this point, while North is considering his next call, South leads ♣10. How do you rule? (Hint: Consider all relevant Laws)

New South Wales Congress Director Exam

Conclusion

Show Powerpoint – The Director at the Table 2

1. Have we succeeded in establishing “what makes a good director”? in other words have we “fleshed out” our skeleton.



2. List the items here which help you to achieve your directing goals/

- a.
- b.
- c.
- d.

3. Do you have a bridge directing mentor? Is there one particular director you would like to follow?

4. Remember that Bridge and Life go hand in hand, they often mimic each other.

- a. The hardest thing in life is to LISTEN as it is with bridge
- b. We do not necessarily like our neighbours