



INVESTIGATION INTO THE ROLE OF SPORT PSYCHOLOGISTS IN ESPORTS

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I declare that this submission is my own work. Where I have read, consulted, and used the work of others I have acknowledged this in the text.

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Abstract

The world of esports is a new and incredibly exciting scene for both entertainment and psychology. Research is being done from many different perspectives, including sport psychology. Many professional esports teams are employing sport psychologists to help their players to perform to their maximum potential and there seemed to be a gap in research regarding looking at the work these professionals do. Elite interviews were completed with industry professionals (mental skills coaches and sport psychologists) to get a look into their job. Information regarding training they do with esports athletes, as well as a variety of other information about issues in the esports scene which impacts their work, and different approaches their work was collected. This research will inform other professionals on work done in the industry, and hopefully help create frameworks which will improve the performance and health of professional esports players.

Introduction

Professional athletes are consistently looking for an edge over their opposition. The area of sport psychology has been around since the late 1800s but only really gained merit and traction after Coleman Roberts-Griffith (coined the father of sport psychology by some) opened the first sport psychology lab in 1925 (Shaw, Gorley & Corban, 2005). Roberts-Griffith research focused on skill and the relationship between personality and sport, and it was not until the 1970s that mental attributes and early psychological training was investigated. Recently, the area of psychological training has erupted so there has been a multitude of research done to find out ways to gain an edge using this training. Included in this area is the even newer topic of esports. There is no set definition of esports as the topic is still relatively new in psychology and scientific research, however research has begun to be carried out linking sport psychology with esports in a wide variety of ways.

Tod (2014) outlines the role of psychological strategies in enhancing and optimising performance for athletes. Tod (2014) begins with mental strategies (e.g., goal-setting, or self-talk) which, in turn, train mental characteristics (e.g., self-confidence or motivation). These mental strategies and characteristics must be combined with traditional variables (e.g., physiology, nutrition) to perform at the highest level possible. Also talked about are different mental strategies that may be explored to improve performance (Tod, 2014). Sandovici and Alexi (2018) set out to utilise psychological training to make professional athletes more aware of their own “psycho-emotional resources” (pp. 86) to give them the tools to be able to better manage themselves while competing. They discovered that the methodology and training they used helped the participants to understand their personality which led them to be able to better use their own resources and perform better.

Beckmann and Elbe (2014) wrote the book on psychological interventions which included everything from understanding sport psychology and the role of sports psychologists, to the strategies one can implement to help athletes perform. They go in-depth into many concerns that professional athletes may have and give examples into how these concerns may be addressed to help the athlete overcome them. For example, Beckmann and Elbe (2014) discuss how anxiety can be a negative emotion which can inhibit an athlete from doing well. One of their solutions is to turn anxiety into fear which can be handled and conquered more successfully by utilising mechanisms such as desensitisation or personalisation.

There has also been research completed which assesses younger professional athletes and the skills and characteristics they believe to be important. Udayakumar et al. (2017)

interviewed young athletes in India and were interested in evaluating what were perceived to be the most important felt needs for training. They uncovered a wide range of different needs, but the most prominent ones included learning ways to maintain motivation, maintaining self-esteem, managing disappointments, handling stress related to injuries and managing anger issues. Regarding the trait of anger management, the younger participants rated this higher than the older participants (age range 16-21 years old) and males regarded it much more highly than females (males = 98, females = 68). Álvarez, Onetti, Fernández and Castillo-Rodríguez (2019) analysed the players of a young futsal team and aimed to understand if there was any difference in the characteristics of players based on what position they played. They discovered that among younger players, the more attacking roles had lower scores in self-confidence, stress, and anxiety control. In comparison, goalkeepers had higher levels of these two characteristics. This study claimed to be the first of its kind to attribute certain characteristics to positions on a team. They also noted that the more experienced players were more well-rounded than those younger than them.

Another interesting body of work was undertaken by Gould, Greenleaf, Guinan and Chung (2002). They surveyed US Olympic athletes and coaches to analyse i) what variables coaches believed would impact the athlete's performance, ii) compare these results to surveys of athletes and iii) see what variables would impact the coach's effectiveness. They reported that team cohesion, maintaining composure and self-confidence were important. They noted that perceived chance of medalling increased confidence and that previous performance success was just as likely to increase confidence as confidence is to increase performance. Regarding factors which made both coaches and athletes perform better, Gould et al. said being mentally prepared and social support from friends, teammates and the crowd were important. They highlighted the importance of avoiding distraction by utilising performance routines such as training in the place they will perform to get used to it.

1.1 Esports

There are hundreds of different games which are played competitively, and which make up the area of "esports" (Appendix A). Wagner (2006) defined esports as "An area of sport activities in which people develop and train mental or physical abilities in the use of information and communication technologies" (pp.3). More recently, Collins (2017) said "esports are a new category of competitive games, where groups of players compete against others in competitive video games on personal computers and gaming consoles. These games can be individually-based or team oriented" (pp. 4).

There is much disagreement among the general population as to whether esports should be considered a sport at all. Bányai, Griffiths, Király and Demetrovics (2018) argue that esports are sports as it includes play (both voluntary and internally motivated) and that the competitions are organised, governed, have rules and that the competition involves skill and has a winner and loser. Taylor (2012) outlines a multitude of different aspects of esports which are also true for traditional sports including rules, debates, materials, competition, and physical strain. Furthermore, in an interview with Russell Shilling (American Psychological Association, 2019), Kaitlyn Roose (Director of Esports in Michigan Tech) talked about the environmental factors in which esports athletes must perform under, which are comparable to traditional athletes such as performing on a stage in front of fans. The fact that these aspects are seen in both esports and traditional sports would imply that esports be considered sports.

Among the research that has been carried out into the topic of esports, certain authors have investigated setting a standard for future research due to the recent spike in interest over the past 10 years. Pedraza-Ramirez, Musculus, Raab and Laborde (2020) completed a systematic review which looked at setting a precedent for esports psychology research in the future as well as linking sport psychology research to esports with the aim of improving performance. Bányai et al. (2018) also completed a systematic literature review and looked at i) becoming an Esport player, ii) characteristics of players (e.g., mental skills, motivation) and iii) motivations of spectators. They also compared esports players to professional gamblers regarding addiction. In a similar vein to this, Faust, Meyer, and Griffiths (2013) looked at competitive gaming and its similarities to professional gambling in regard to negative effects it may have on competitive players versus casual players. Faust et al. (2013) suggested the need for further analysis of these negative effects and mentioned the necessity for distinguishing the difference between a competitive player compared to a casual one.

There is also an age difference between professional athletes in traditional sports and esports. ESPN (2017) revealed that the average age of professional, for example, League of Legends players is 21 compared to something like the NBA which has an average of 27. Furthermore, during the video produced by the American Psychological Association (2017), Kaitlyn Roose mentions that esports athletes are generally exposed to very high stress and high-pressure situations which are usually only experienced at an older age. Therefore, it is important to look at research into younger athletes to understand and help esports professionals as much as possible.

Collins (2017) completed a psychological training skills manual in which he outlined the importance and theoretical application of achievement goal theory, goal setting, imagery,

and self-talk to esports. This idea is supported by Poulus, Coulter, Trotter and Polman's (2020) research which outlines how esports athletes could benefit from psychological training to improve mental toughness to reduce stress and anxiety when playing. Another large body of work completed in the field of esports relating to psychological skill and training was by Nagorsky and Wiemeyer (2020). This study looked at three elements in players of five different esports games (League of Legends, FIFA, StarCraft II, Rocket League and Counter-Strike), i) the perceived importance of certain skills, ii) the importance of training certain skills and iii) the skills they actually trained. They reported skills like accuracy to be more important in games such as Counter-Strike (a first-person shooter), or teamwork in League of Legends (a 5v5 team based MOBA [massive online battle arena]). Certain skills, like technique, were reported as being very important to train across all the games but were not actually being trained as much related to their reported importance. Himmelstein, Liu and Shapiro (2017) interviewed League of Legends players to evaluate the type of mental skills gamers have and the main obstacles they come across when trying to improve and provided a series of techniques that could be implemented by coaches to get over these obstacles (figure 1).

Figure 1. Obstacles reported by gamers when playing and techniques that could be applied to help overcome them (Himmelstein et al., 2017)

Obstacles	Techniques for Successful Performances
Confidence Issue	Maintain Growth Mindset Practice Individual Skills
Trouble Performing Under Pressure	Playing Smart Utilize Pre-Performance Routine
Dwelling on Past Performances	Play Forward Stay in the Moment
Going on Tilt and Handling Harassment	Monitor Mindset Mitigate the Effects of Tilt and Harassment
Limited Ability to Regulate Emotion	Monitor Mindset Stay in the Moment Play Forward Rely on Their Team
Inadequate Physical and Mental Preparation	Utilize Pre-Performance Routine Monitor Their Mindset
Lack of Team Reliance	Build Team Dynamics Rely on Their Team
Ineffective Communication	Build Team Dynamics Communication
Limited Understanding of the game	Analyze Performance Maintain a Growth Mindset Practice Individual Skills Set Goals

Also, Taylor and Stout (2020) note that professional esports is overwhelmingly male dominated so much of the previous research will have been done on males.

1.2 Present Study

There is clearly an amount of research that has been completed and more that can be undertaken relating the use of psychological training in esports. By looking at research into traditional sports, psychologists and coaches could modify and apply those same trainings into the new setting of esports.

The aim of the present study is to look at how these psychological training theories are being implemented within esports, and to see what the psychologist's role is. There is a gap in the literature regarding actual research into the real-life application of these training methods. Although there is research into training methods and skills esports athletes' value, there is a lack of research into seeing how psychologists are applying these psychological trainings into improving performance.

RQ1: What is the role of a sport psychologist in esports?

Sub RQ1: How is psychological training being applied in esports?

Sub RQ2: What are the barriers professionals face when working in esports?

Sub RQ3: What are the differences in approaches professionals take working in esports?

Method

2.1 Research Design

This study is a qualitative one utilising semi-structured elite interviews, and the option of a survey/questionnaire should the participant not wish to complete an interview. The questions have been devised openly with the intent of getting the most information about the topic (appendix B).

2.2 Approach

This study takes a constructivist/interpretive approach. This approach has its roots in Wilhelm Dilthey (1900)'s theory of hermeneutics, the idea being that human sciences are not as black and white as natural sciences, so subjectivity is important, and it is vital to look at situations on an individual basis (Makkreel, 2020). As this study is a qualitative one which expects to get results based around the application of scientific theories, this approach fits best as it allows for subjectivity and interpretation of the theories to new situations (Chilisa & Kawulich, 2012). The questions will be open ended to allow for better results and the interviews will be semi-structured in line with other interpretive research.

2.3 Participants

The participants of this study were sport psychologists working in the esports space. The participants were found from Twitter and by talking to other industry professionals who pointed the researcher in the right direction. Inclusion criteria was that the person was actively working within esports as a psychologist. All participants fit this criterion. Participants did not have to be specific to esports, many have worked in both sports and esports which led to a good variety of data.

2.4 Apparatus

The interviews were completed via Zoom and Discord and transcribed using the Otter.ai Application (<https://otter.ai>). Zoom is one of the market leaders in video conferencing with millions of users and many features which make online meetings easier (Zoom, 2021). Discord is a chat and video application which allows users to create communities and chat to people within that community (Discord, n.d.). It is often used by gamers and was chosen to be used for that reason. Otter.ai allows the researcher to live transcribe and record the interviews for future analysis (Otter.ai, 2021).

The interviews were arranged with the participants at a mutually available time. The interviews began with a brief salutation followed by a short description of the research and purpose of the interview. The interviews started with the question “What is your job?” and moved forward from there. The interviews ended with a thank you once all questions had been asked. This schedule was set from before the interviews started and did not change during the interviews.

A consent form, information sheet and debrief (appendix C, D, E) was also created and sent to the participants before the interviews.

2.5 Ethical Considerations

Anonymity was assured from the beginning and consent was received from the participants for their interview data and quotes to be used. This was to make sure that no social or professional harm was done unto the participants, although none was anticipated by the researcher. Ethics forms were completed and sent for approval. Ethical approval was received from the IADT Ethics Committee prior to the onset of the research.

2.6 Procedure

The participants were recruited via general e-mail (appendix D) outlining the research and their potential role in it. Once the professionals agreed to participate in the study, they were offered the questions in advance of the interview (should they want them), and the interview was scheduled for a time and date which suited both parties. They were sent a consent form, brief, and debrief prior to the interview. The interviews (completed using Zoom or Discord) lasted between 40 to 1h30minutes and all information was recorded through the Otter.ai application if allowed by the interviewee. After the interview, the interviewee was thanked for their time and told that there may be follow-up questions in the future to ensure validity within the study. The participants were debriefed by reinstating the purpose of the research and their participation in it. Should the participant not wish to be interviewed, a survey/questionnaire was available to be sent and filled out in their own time.

2.7 Data Analysis

The results will be analysed by means of a thematic analysis. A wordle of each of the interviews will also be completed at the beginning of the analysis to visualise the data clearly moving forward into the thematic analysis. This is a visual representation of the interviews which shows the most common words throughout. The thematic analysis will follow Braun

and Clarke (2006) 's guide from start (defining a theme) to finish (report findings). Frequency tables and codes tables will be created to show the data clearly in respect to the themes. Inter-rater reliability tests and a Cohens Kappa will all also be completed.

Results

All participants were practicing sport psychologists or mental skills coaches who work with esports teams and athletes. Unfortunately, one of the elite interview's data was lost so only 4 transcripts are present in the appendices (appendix H, I, J, K).

3.1 Data Analysis

Upon completion of the interviews, the researcher added the transcripts into WordleItOut.com (WordleItOut, 2021) to create a visual representation of the data (Appendix E). Some filler words such as and or I, were omitted to represent the data as accurately as possible. After this was completed, the researcher began going through the data to create and define themes (Braun & Clarke, 2006). From here, a process of iteration began wherein initial themes were created and then changed as the process proceeded. Upon finalising the overall themes, sub-themes were then created to further refine the data. These sub-themes also went under an iterative process where some were completely omitted to reduce the number of themes or were merged with another theme if they matched well. The sub-themes were constantly changed until the researcher was satisfied (Figure 2). Relevant quotes were collected and added into a codes table for each theme and sub-theme (appendix L, M, N). An overall frequency table was also created (appendix O).

The inter-rater reliability was completed twice, once using quotes (appendix P) and reported a 50% agreement, the other using a section from one of the transcriptions. The first test showed a difference between raters on the approach theme and esports issues theme. The second differed more as it was a larger sample. Many codes were added after this test as the researcher missed some good information which was pointed out by the second rater during their reliability test.

Approach	Esports Issues	Applied Work
Background	Organisational / Regulations	Physiological
Applied	General	Journaling
Differences / Similarities	Social Media	Burnout
Self-Awareness / Goals	Age	Information

Table 1 details all themes and sub-themes created by the researcher.

3.2.1 Approach

This theme was created to get a sense of how the participant went about their work. This included what they would do in certain situations and other general information about their work. It was not actual information on practices they carry out, but rather information on their values and philosophy as a psychologist. The approach theme also included the differences and similarities seen between working as an esports psychologist as opposed to working in traditional sports. Self-awareness/ goals meant anything related to making the players understand themselves, enabling them to utilise the training better. It became clear that each expert took a different approach to their work so was important to document as a major theme.

“My initial goals when I walk into a team is to do a little bit more education about what I do and what I don't do. So that way, you know, everyone can have a better understanding of who I actually am versus the idea that they've got in their head”.

3.2.2 Background

Each expert talked about different areas which they saw as being very important to focus on. This ranged from mental and physical health, to making sure the players understood the purpose of them being there. Also mentioned was the wish to help people who may be addicted or using games as coping mechanisms, so that gaming can be a healthy pastime and not destructive.

“We are not machines; we are human beings”.

3.2.3 Applied

The participants discussed working frequently with the team coaches and creating a team culture. One participant noted that they would never be able to know the athletes as well as the coaches, which outlined the importance of having the coach on board with what was being done. If the whole team (or most of the team) were on board with their work, then it is more likely to stick than if it is just one person taking on board what is being taught.

The first approach is a more hands-on approach involving talking with the team and making sure they are all aware of their role within the team. This helped form a team identity

and allows the psychologist to work with the team on dynamics and getting the players away from a 'solitaire mentality'¹. The other approach focused more on working to educate the coaches as much as possible so that they could create this team culture and do certain trainings onto the players. This approach was taken as it was reported that the psychologists do not generally have lots of time directly with the team, so they thought the best way to help was by getting someone the athletes trusted the most and the people they spend the most time with to do lots of the work with them. This bypassed other issues of, e.g., players not wanting to work with psychologists. This approach is also a long-term plan because teams and psychologists are not together forever so, relating back to the self-awareness, if the psychologist or mental skills coach leaves, the team and players are still able to use the skills they learned.

“So, what I'm doing is doing the best contribution for these young people's lives. So, they can develop life skills, performance, skills, management, self-management skills, self-regulation skills”

One question the researcher asked participants was regarding training they did with every team they work with. The responses varied from breathing techniques to self-awareness and mindfulness. However, every participant noted that it is great to do coaching with the whole team, but the real work is done at an individual level.

3.2.4 Differences / Similarities

The main difference between the traditional and esports was trying to change the methods of giving the training to players without being present and with them lots of the time. As mentioned before, this makes it harder to work than if they were all together all the time.

However, the participants said that much of the work they do or the training they would give is the same across both disciplines. Although esports and traditional sports differ in terms of how they are played, all professionals are dealing with similar issues like performance anxiety, stress, burnout etc, so many of the same tactics can be employed. Strategies must be adapted to esports just as they are adapted to football or GAA. Esports are

¹ This is where players play the game for 8 to 10 hours a day with no real goal in mind other than to play the game. It is very individualistic and not good for professional team play.

sports which means that sport psychologists can transfer their skills across, once they are able to understand the game they will be working with. This was mentioned as the barrier to transferring between the two disciplines by one participant.

“two different competitive disciplines that are, in essence, doing the same thing, you're competing to be the best”.

3.2.5 Self-Awareness / Goals

A popular belief with the participants was that if you teach a player to understand themselves, then they will be much more prepared to deal with any situation in game or in life. As some of these players are very young (ESPN, 2017) and may only know what it is like to be a professional gamer, the importance of personal growth is amplified. One participant saying:

“I’m here to try and help you be your own scientist”.

Much of the work done by the experts is aimed at helping the players understand themselves and their weaknesses so that they can be worked on with the aim of improving performance over time. This involved anything from helping the players to pinpoint areas they need to work on, to creating open spaces for players to talk about something other than video games so that they can explore other hobbies and interests they enjoy. One participant said that their aim was to help players to understand their emotional state objectively. Another point was that if players are more self-aware, it makes the psychologist's job easier as the player may be more inclined to partake in the work they are doing if they know exactly what they want out of it.

3.3.1 Esports Issues

The next theme identified issues within the esports scene. This was perceived as being relevant as it gave a good background on the esports scene as a budding field as well as understanding the role of the psychologist and some difficulties they must deal with. A big aspect of this theme is social media as this is a huge part of esports and teaching players how to deal with it properly is another aspect of the job. There are issues with esports in general and one of these issues is a lack of understanding in organisations and lack of regulations regarding players health and wellbeing which are all addressed in this theme.

“Gaming and esports isn't inherently bad but if it's left unstructured it can lead to bad things like obesity or depression or those kinds of things”.

3.3.2 General

One big issue was the fact that a lot of the time, psychologists and mental skills trainers must work with players online and not face-to-face. The psychologists mentioned the need to adapt most of their training so that it can be completed online, which is only the first barrier to their work. They also must consider that many of these players will be alone in their room at home so there are external factors like family. If a player is in an environment where they cannot do the training or anything assigned to them, it is impossible for the psychologist to do their job. This factor is less prominent if players are in a team house, but one participant said that they are working with multiple teams across Europe which makes it incredibly hard to work.

A recurring theme of the interviews was the lack of regulations in the esports world relating to player wellbeing which was evident at both a personal and organisational level. These two levels work together as if the organisation is not actively changing the way in which these players are being taught how to play and train properly, they will continue to do what they have always done which is this ‘grind’ mentality. This mentality is engrained in the brains of players as it is what professionals before them have done which is another issue for psychologists working with veteran players. One participant noted that many veteran players would be quite resistant to their work as they see the ‘grind’ has worked for them so far so why change what they already know. This is not only an issue with veteran players, but with some younger players too.

Another issue with esports is that many players cannot have a dual career. If you want to be a professional, your life must be devoted to gaming. This issue stems from the ‘grind’ culture in esports as the amount of perceived time you need to put into a game to be professional is very high so balancing other responsibilities can be difficult.

“Suddenly this thing that was your only stress reliever has now become the thing in your life that's offering the greatest amount of stress”.

3.3.3 Age

As ESPN (2017) said, esports is filled with young professionals and this means psychologists must work with them differently. There were mixed responses from the participants on whether younger players are easier or harder to work with than veterans. Some reported younger players to be very enthusiastic about learning how to better their performance and were always asking questions, but others reported heavy resistance to their work. On the other hand, veteran players also received similar reports. Some players understood the importance and usefulness of the training, whereas some were stuck in their old ways and did not want to change what had gotten them so far.

One participant broke down younger players into two rough groups, 14–18-year-olds and 19–20-year-olds. They said that 14–18-year-olds are enthusiastic about learning how to get better but may not necessarily implement advice daily. On the other hand, the 19–20-year-olds are more likely to implement the advice given to them the previous years if they see it being beneficial to them. This makes the slightly older group more likely to benefit from training.

“it's kind of like a bell curve where it's, it's harder to work with the youngers and it gets easier easier easier you hit that peak at maybe like 17 18 19, and it starts getting harder and harder and harder again”.

However, it was noted by different participants that on occasion, younger players were so used to the ‘grind’ culture that it was much more difficult to get them to change their ways than those who were more open to getting help. They also mentioned the difficulty in getting those players on board. One method mentioned was getting the rest of the team and coach to practise these techniques and hope that if the resistant player saw the benefits in others, they would also take part. This relates back to the importance of creating a team culture.

One participant noted that oftentimes it is not that esports athletes do not want to reach out to them, but more that they may not have the initiative due to their limited life experiences. These players begin their careers in their room, playing video games for 10 hours a day, every day, to then go onto being in a professional team and still playing only video games so their real-life experiences and personal growth can be very stunted.

3.3.4 Organisational / Regulations

The participants said that some coaches in the space do not know what to look for regarding burnout which then has a domino effect of the organisation getting a psychologist in to try to 'fix' burnout as opposed to preventing it in the first place. There is also an issue wherein teams bring in a player and work them until they burnout and then drop them for someone else. This is an incredibly damaging practise to both individual players and to the esports scene and makes the job of a psychologist difficult as it is harder to re-motivate a player to play than to prevent burnout in the first place.

Another factor is the lack of regulations and governing bodies within esports. This brings a major issue of outsiders entering the esports scene for money or other goals, even if they do not have proper qualifications which can be very damaging to players who get caught up in it as well as the overall esports scene.

“a lot of people coming into the space because there's a lot of money there, who maybe don't have the qualifications”.

3.3.5 Social Media

Unlike many traditional sports that are not based online, most professional esports players must be active on social media which allows fans to interact with them more than they would with traditional sports athletes. This can be very beneficial to both fans and athletes, but also has a negative aspect. Professional players are more likely to see negative than positive messages. Fans can send messages criticising an athlete's play - the term 'gaming chair analysts' was used by one of the participants. They observed that fans often just want to tell the professional what they think with no consideration of repercussions for the athlete. Participants noted that many players do not take the necessary precautions relating to social media as they believe it will not negatively affect them. However, the comments often stick and can adversely affect their performance with one professional saying that this negativity can sneak in during a game and make the player doubt themselves. One way this is curbed by coaches and psychologists is through social media blackouts (which one participant reported happened during a major competition recently) or through a social media manager who audits messages during the season so that players can still interact with fans.

Live streaming is when players stream themselves playing a game and fans can join and chat with the players. However, it is another place for negativity and toxicity to fester and can be even harder to get away from due to it being in real time.

“If you stick your hand in the fire, you're going to get burned. So, just don't stick your hand in the fire”.

3.4.1 Applied Work

This theme includes everything from how information is retrieved about the athletes and their need to the actual work and practices performed by the psychologists. The physiological sub-theme includes anything related to training done regarding physical techniques. Burnout is related to anything that is done to prevent or ‘fix’ burnout in players. The information sub-theme reports anything that was done by the participants to gain information on the players or initial information to help decide what they may need. It was included here instead of in the background theme as it entails actual work done and not just work that could be done to gather information, which would be in the background theme.

“performance anxiety or nerves or jitters whatever it is so teaching players how to do pre performance routines and how to centre themselves or ground themselves”.

3.4.2 Burnout

Burnout is the “exhaustion of physical or emotional strength or motivation as a result of prolonged stress or frustration” (Merriam-Webster, n.d.). The ‘grind’ mentality is a breeding ground for burnout because the training schedule for esports athletes is a lot more prone to causing mental stress than that of a traditional sport, as noted by one of the participants. For example, it is easy to know when a traditional sport athlete is tired from training as their body is visibly fatigued and can be recuperated by massages or ice-baths, but it is very difficult to see the same for an esports athlete due to the nature of esports being much more mentally strenuous than physical. The participants reported the necessity to work on preventative actions over aiming to ‘fix’ burnout through practices like creating healthy training schedules or structuring days properly.

“teaching people how to structure their days and prevent burnout”.

3.4.3 Journaling

One psychologist talked about how one journaling technique would be to write to the future self, telling them what they want to achieve etc.

“they express themselves, writing, and the best way he can express himself”.

The idea here being that sometimes a person might not want to talk to a psychologist about these issues but might be more inclined to write it down somewhere to themselves in the future in the hopes of achieving what they wrote down. This relates back to the idea that some athletes might not have the initiative or willingness to talk about themselves to a psychologist.

3.4.4 Physiological

Mental skills coaches and psychologists do not work very heavily in the department of physical health but that does not mean they do not understand and appreciate the importance of it, especially for esports athletes. Physiological education was reported as being very important by the participants with one participant noting that in esports, physical health and wellbeing is still relatively undervalued. For example, the importance of getting the correct amount of sleep and making sure you do not stay up all night playing as it can have drastic effects on mental functionality, or the negative effects of consuming caffeine late at night were mentioned.

Mindfulness and breathing techniques were also highlighted as being very important when dealing with stress or anxiety. These techniques were noted to help reduce stress and anxiety in game, especially for younger players who may be feeling lots of these emotions when performing for the first time on stage. Other de-stress techniques mentioned were visualisation and attention training.

“easy implementation. Pretty big reward and drastic improvements once you do”.

Another physiological technique was physical activation of the body to perform at one's peak. This technique includes doing some form of exercise, e.g., jumping jacks, to produce hormones which allow for someone to think more clearly and quickly, in turn increasing performance in game.

3.4.5 Information

To help the athletes understand themselves, the psychologist needs to understand the athlete. The first way of understanding the needs of the athletes was through observation. This involves multiple steps. Generally, it began with watching the players in different situations such as during practise or general interactions with teammates and staff. This allowed the psychologist to look at specific areas that may need to be worked on going forward which can either be dealt with directly or by getting the athlete to figure it out themselves.

Another way is through interviews and conversations. The importance of chatting to the athletes was widely discussed by the psychologists. Many participants mentioned how they began talking to the athletes with the aim of building a rapport with them, not as a psychologist but as someone on the same level as them. The point being to hopefully make it easier for the athletes to take on board what they were saying and to understand the needs of the athlete more.

“Really all the practical and useful information is going to come with just like the straight up, honest discussions”.

A psychological screening test was mentioned as being a useful way of understanding the players before they even joined the team. This allows the psychologists to have an understanding of the incoming players values and personality so they can begin to cater training toward them and their needs. Another test that was mentioned was more of a one-on-one test based around understanding skills and how highly a player values them. This method worked by making an athlete write down 10-15 skills that they viewed as important to them and their performance, and then rank them from 0-10 on how good they perceived themselves to be. Not only does this technique help the psychologist or mental skills coach see what may need to be worked on regarding training, but also see what their mindset is. This helps tie in the idea of self-awareness from a very early stage in the training.

Discussion

The aim of this study was to investigate the role of sports psychologists in esports, and the themes give a good insight into their work and issues they may come across in their job. Some previous research also backs up some of the information received during the interviews relating to work the experts do.

A popular belief with the participants was that if you teach a player to understand themselves, then they will be much more prepared to deal with any situation in game or in life. This idea relates back to Sandovici and Alexi (2018)'s research about the importance of utilising psycho-emotional resources. The importance placed on self-awareness by the experts is in line with this research as it puts forward the idea that if someone can rely on their own resources to improve their performance, they will be better than if they did not. A very interesting point made by an expert was that there are very few 'dumb' athletes. The point here being that a lot of the work that performance coaches or psychologists do is about setting athletes in the right direction to figuring out what they need to work on themselves and then helping them work on that which they identified themselves.

Gould et al. (2002) research surrounding the benefits of a good support system to performance is another piece which is supported as the participants put an emphasis on team culture and getting everyone on board with their work. Also, Tod (2004)'s research highlighted the importance of practises like physiological training and mental training working in tandem with each other to reach the highest performance level possible. The psychologists in this research also showed the importance of strategies like journaling and mindfulness together to help athletes with their mental and physical health, and thus performance.

Most of the participants worked heavily with League of Legends (LoL) professionals so some information about LoL training was recorded. The first big piece of training was related to role-swapping. This entails a professional player changing roles to understand different aspects of the game in more depth, aiming to improve their overall game knowledge and play. One way this can be implemented is through peer teaching². In teaching another

² For example, to the 'jungler' to understand the 'mid lane' better, or vice versa, they would sit down and begin a match with their mid-laner sitting over their shoulder advising them on what to do. The aim of this technique

player your role, you are reinforcing these mechanics in your own head. Another one participant mentioned was by getting players to offer free coaching to lower rank players which forces them to explain the game simply.

Vygotsky (1987) talks about how children use speech to “master their own behaviour” (pp. 28) when completing complex tasks. This same principal can be applied to this type of training as players, through speech, can learn and become better at their role. He also talks about the idea of the zone of proximal development (ZPD). This is an idea which means that people will learn more when working closely with more experienced people than they would on their own. (Vygotsky, 1987). This is evidence of the benefits of peer training used by some esports psychologists and coaches.

4.1 Future Research

Relating to this study, the researcher suggests looking at other games, potentially single player games, to see the difference in work a psychologist does. Also, research regarding women in esports is needed. As more women are becoming professionals, seeing if there is a need for different training compared to men would be beneficial. Research into transferable skills and the ZPD in gaming may be beneficial to help players perform better.

4.2 Limitations

This study was carried out with a small number of participants, albeit professionals. Also, some data was lost due to technical issues which meant less data was usable than originally planned. An abundance of information was collected on a variety of different aspects of esports which made reaching a consensus on which was the most important information difficult between researchers. Thus, a low agreement percentage for inter-rater reliability and Cohens kappa was reported.

4.3 Conclusion

Esports is a budding scene with many different moving parts which have not been fully explored yet. However, steps are being taken to ensure longevity within the scene and psychology is one of those steps. Everything from breathing techniques to life skills are being

is to help the ‘jungler’ understand the role and the lane which should help them become a better ‘jungler’ regarding ‘ganking’ and helping the mid lane.

taught to these new and young professional athletes to help them perform to their highest level and ensure they can do what they love for as long as possible.

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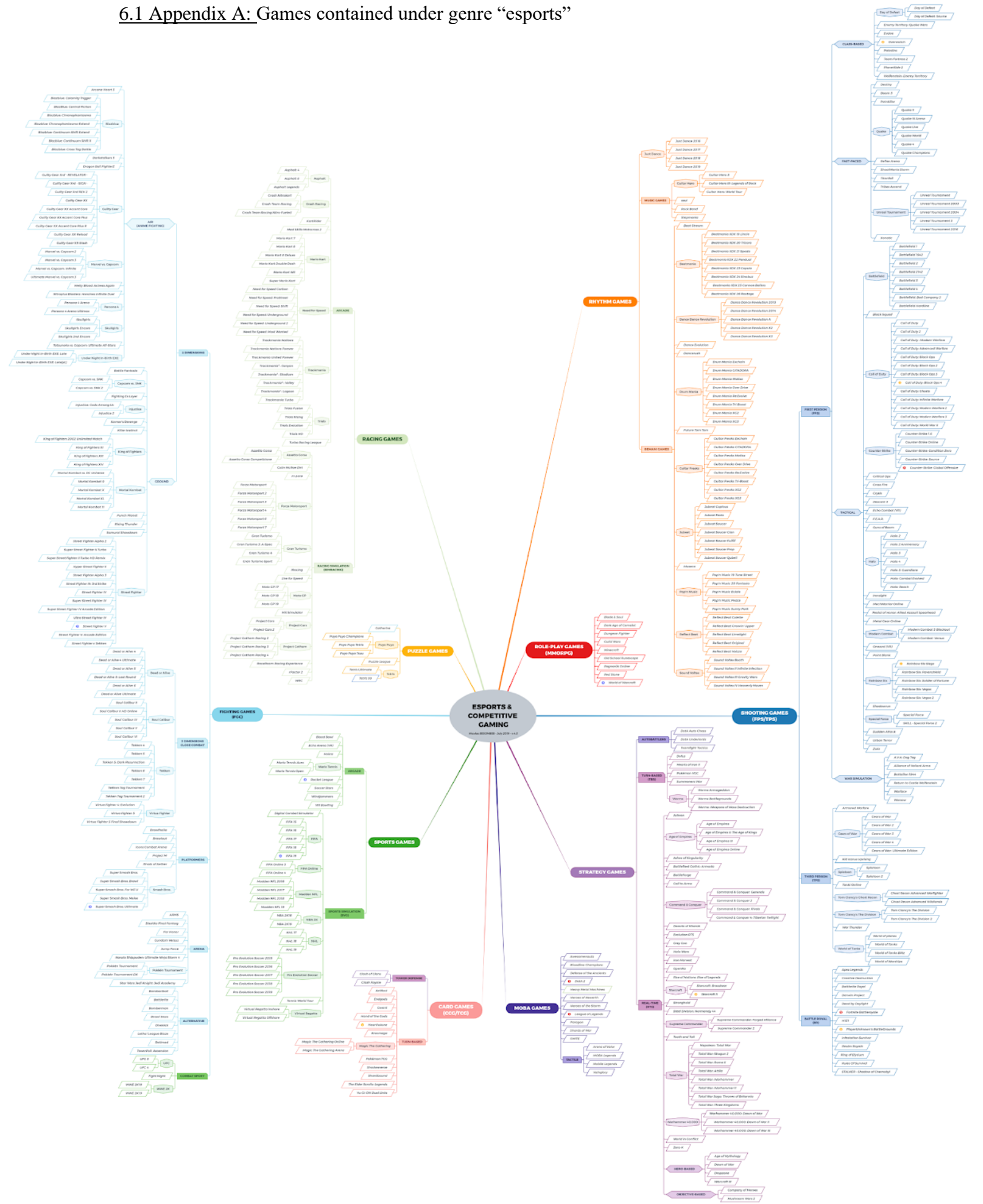
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6.1 Appendix A: Games contained under genre “esports”



6.2 Appendix B: Questions for participants

What is your job?

What kind of psychological skills and training do you impart onto pro players?

What are the differences between eSports psychologists and traditional sport psychologists?

Do you see a difference in younger and older players regarding approach to psychological training. Both in doing it and benefiting from it

What are the key variables to improving performance?

Have you noticed a significant improvement in performance of players after working with them for a period of time?

How do you go about figuring out what skills need to be trained in different players and deciding the best way to train those skills?

6.3 Appendix C: Consent form

CONSENT FORM

Title of Project: Investigation into the Application of Psychological Training in Esports

Name of Researcher: Denis McKeown

Please tick box

- 1 I confirm that I have read and understand the information sheet for the above study and have had the opportunity to ask questions. ☐
- 2 I understand that my participation is voluntary and that I am free to withdraw at any time. ☐
- 3 I agree to the interview being audio/video recorded ☐
- 4 I agree that data collected about me during this study will have identifying information removed before it is submitted for publication. ☐
- 5 I am over 18 ☐

- 6 I agree to take part in this study. ☐

Unique Identifier Code (optional)

Please enter your unique identifier code here. This is created by the first letter of a colour followed by a number (e.g. B45 [blue 45])

Name of participant

Date

Signature

Researcher

Date

Signature

CONSENT FORM
(for use of quotes)

Title of Project: Investigation into the Application of Psychological Training in Esports

Name of Researcher: Denis McKeown

Please tick box

- 1 I agree for any quotes to be used ☐
- 2 I don't want any quotes to be used ☐
- 3 I want to see any proposed quotes before making a decision ☐

Unique Identifier Code (optional)

Please enter your unique identifier code here. This is created by the first letter of a colour followed by a number (e.g. B45 [blue 45])

Name of participant

Date

Signature

Researcher

Date

Signature

6.4 Appendix D: Information Sheet

Information Sheet

Title of project: An Investigation into the Application of Psychological Training in Esports

You are being invited to take part in the research An Investigation into the Application of Psychological Training in Esports. This project is being undertaken by Denis McKeown for our major research project as part of the BSc in Applied Psychology, IADT.

Before you decide whether you wish to take part, it is important for you to understand why this research is being done and what it will involve. Please take time to read this information carefully and discuss it with someone you trust. If there is anything that is unclear or if you would like more information please ask, our contact details are at the end of this information sheet. Thank you for reading this.

What is the purpose of the project?

The aim of this study is look at if, and how, psychological training is being utilised within Esports. The researcher also wants to look at how the training has improved performance of Esports professionals. There has been a lot of research surrounding psychological training in traditional sports. This research includes ways to apply these theories into sports but there seems to be a lack of research into how these are actually being applied to Esports. There is some theory behind how these trainings can be implemented, but not much research into the practice.

Why are you being invited to take part?

You are being invited to participate as you are a professional in the area of Esports and have an insight into the behind-the-scenes of teams and players and have experience in the area.

What is involved?

If you choose to participate, you will be interviewed by Denis McKeown, via an online platform and recorded. If you do not wish to be recorded, please let the researcher know and you will be accommodated for. The date and time will be set to suit you, anytime within the next two weeks. The topics will include questions about the area of Esports, psychological training in professional teams, and performance changes as a result of training.

Do I have to take part?

You are free to decide whether you wish to take part or not. If you do decide to take part, you will be asked to sign a consent form that lets us know you have read this information sheet and understand what is involved in the research. You are free to withdraw from this study at any time and without giving reasons.

What are the disadvantages and risks (if any) of taking part?

The researcher foresees no disadvantages or risks to you or your brand but is willing to help in any way should any come up. You are free to not answer any questions without giving an excuse.

What are the possible benefits of taking part?

We cannot promise the study will help you, but the information we get from the study will help to increase the understanding of psychological training in Esports

How will my information be used?

Your email address or Twitter handle will be taken as part of the study but will only use this information to arrange taking part in the interview. You have the option to remain anonymous if you wish which means none of what you say can be linked back to you in the final paper. If you wish to be anonymous, please let the researcher know and they will assist you. Interview records will be labelled with your name or participant ID that is linked to you by a separate list that includes your email address/ Twitter handle. Your email address / Twitter handle will never be distributed without consent.

Interview data from all participants will be analysed for themes, and those themes will be described, interpreted, and some quotes (where permission is granted) used to illustrate the themes. All identifying information will be removed from quotes and descriptions. The resulting themes and quotes will be described in the final thesis for the BSc in Applied Psychology in the Dun Laoghaire Institute of Art, Design & Technology. This can be requested through the library at IADT, or by emailing the researcher or supervisor at N00173341@student.iadt.ie or emma.mathias@iadt.ie. This study may also be published in an academic journal article and may be written about for blog posts or media articles and these can be requested from the researcher.

How will my data be protected?

Under the EU General Data Protection Regulation (GDPR) the legal basis for collecting data for scholarly research is that of public interest. The regulations regarding the protection of your data will be followed. Only data which is needed for analysis will be collected. By giving your consent to take part in the study you are consenting to the use of your data as detailed in this information sheet.

The data will be retained by the researcher for at least one year, and may be retained for up to 7 years if the results of the study are published in certain capacities (e.g. in a journal article). There is also a possibility that the fully anonymised dataset may be submitted to a journal and made available to other researchers and academics worldwide for verification purposes, but if this occurs it will be ensured that you are not identifiable from the data.

As the supervisor on this project, I, Emma Mathias, am responsible for ensuring that all datasets will be stored in accordance with GDPR regulations and those which are not submitted to a journal will be fully deleted on or before date 7 years from data collection.

The researcher and supervisor will have access to the data collected. The recordings and transcriptions will be held on a safe, password protected computer which is only accessible by the researcher. If there is somehow a data breach, the IADT data protection officer will be informed immediately and will guide the researcher on what to do. The data will be deleted after one year or retained for up to 7 should the research be published in a journal.

You will find contact information for IADT's Data Protection Officer, Mr Bernard Mullarkey, and more information on your rights concerning your data at <https://iadt.ie/about/your-rights-entitlements/gdpr/>

Who has reviewed the study?

This study has been approved by the Department of Technology and Psychology Ethics Committee (DTPEC).

What if you have any questions or there is a problem?

If you have a concern about any aspect of this study, you may wish to speak to the researcher who will do their best to answer your questions. You should contact Denis McKeown at N00173341@student.iadt.ie or their supervisor Emma Mathias at emma.mathias@iadt.ie.

Thank you

Thank you for your participation, it is very much appreciated.

Date

19th December 2020

6.5 Appendix E: Debrief form

DEBRIEFING INFORMATION FORM

Title of Project: An Investigation into the Application of Psychological Training in Esports
Name of Researcher: Denis McKeown

Thank you very much for taking part in this research study.
The area of Esports is growing substantially and rapidly in the scientific world. This interview will help add to the growing research in the area and hopefully provide a basis for more research in the future.

Withdrawal information

If you have any questions about this study, or if you would like to withdraw your data from the study, please contact the researcher or supervisor at dmckeown48@gmail.com or emma.mathias@iadt.ie. In your email let them know your unique ID code (first letter of a colour followed by a number). If you submit a request for data removal, all data collected from you will be securely deleted. You will be able to remove your data from the study until February 15th 2021, when the data will be combined and analysed. Data removal will not be possible after that date. Please keep a copy of this information in case you wish to remove your data after leaving this screen.

Data protection

Your data will be treated according to GDPR regulations. You will find contact information for IADT's Data Protection Officer, Mr Bernard Mullarkey, and more information on your rights concerning your data at <https://iadt.ie/about/your-rights-entitlements/gdpr/>

Thank you again for taking the time to participate in this research.

If you have any questions about this study, please contact the researcher or supervisor at Denis McKeown, dmckeown48@gmail.com or Emma Mathias, emma.mathias@iadt.ie.

6.6 Appendix F: Email to potential participants

Dear

My name is Denis McKeown and I'm a final year Applied Psychology student from Ireland. I am currently doing my thesis on the application of psychological training in eSports and was wondering if I would be able to ask you a couple of questions regarding how these trainings are being applied in the context of eSports and whether or not you have seen an increase in performance in players as a result of these trainings.

There is an abundance of research regarding psychological training in traditional sports and how it is implemented to increase performance but there seems to be a gap when it comes to eSports which is why I decided to do this research.

It would be an honour to pick your brain about this and would really help me to get this research done and hopefully do well in my degree!

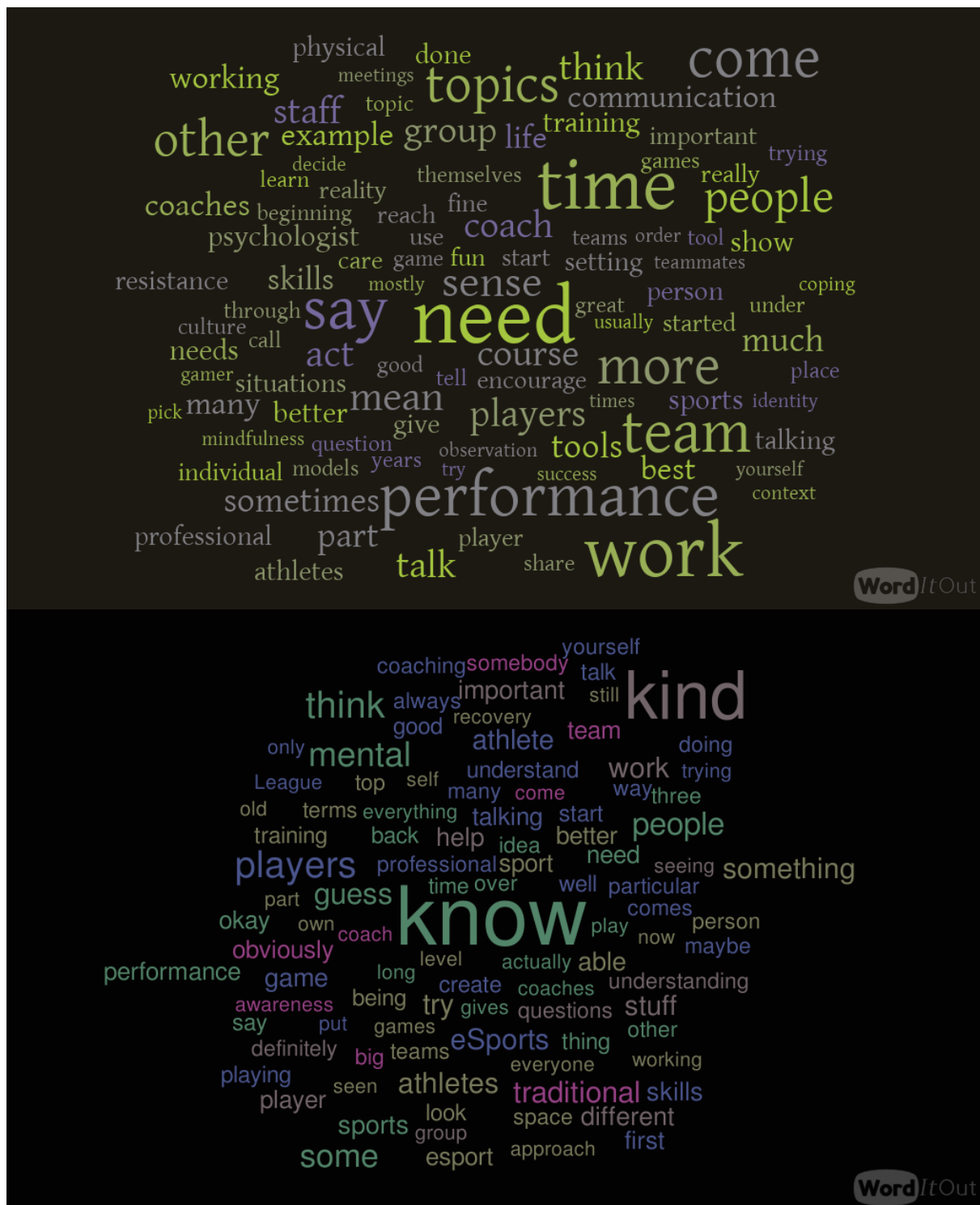
I can send you on the questions or, if possible, could give you a call and discuss them, whichever is easiest for you! I will also need to send you on a brief and consent form as it is for a scientific research paper!

I appreciate you taking the time to read this and hope to hear back from you soon!

Regards,
Denis McKeown

6.7 Appendix G: Wordle's from transcriptions





6.8 Appendix H: Interview 1 transcript

Interviewee

Mental Health, both performance and well being of players and staff in order to create the best conditions for learning and improvement. Okay, so it's my role, currently with three tips. Right? So one important thing too, I think that it's a bit unique in that sense that I'm not. Now, I'll speak as of now, I'm not in the house in the gaming house. I'm not physically with them ever since March. So again, I'll speak as the current situation. So it's a barrier because I work with three teams that are three cities and three countries. So I can't be everywhere. And I am currently juggling three, working from home. So there are barriers to my function and role. And I guess, to kind of come into that there's some coping mechanisms that are being used. But basically, yeah, three teams, three different stuff. And, and five players per team. And this is where they can come to me when it comes to any performance matters, juggling the topics with other performance stuff, and making sure that coaches are on board.

Interviewer

Yeah. So this, so I guess we'll start off this. So you're saying that, like you, I guess you've been working around the, you know, sports like traditional sports, like basketball kind of inside of that, that's where your bread and butter is, so to speak? Would you see that a difference between, I guess, eSports as a, as a general sport, when it comes to your work, as opposed to traditional sports? And then furthermore, like the actual athletes, when they take on yet the information that you give them? Would they be a massive difference? Or did they not see that you're not with them? At this time for like, full time? Like, how does that impact your work?

Interviewee

So weird question, always first one. Okay, so I won't answer to it. But in the as the fundamental kind of ground for this question, we're having two different communities, or two different competitive disciplines that are, in essence, doing the same thing, you're competing to be the best, right? So we parting from that now. gross motor skills, fine motor skills, that's a whole different Park, darts, chess, archery have very much similarity when it comes to this kind of differentiation. But again, I fall back to, they are in essence, doing the same thing, trying to excel in their skill and abilities to become the best in what they're doing human performance, right, to go to the second, or under other sub question of this topic. So I was, as I said, first professional experience was with eSports. So I don't have a vast majority of I don't have a lot of people in athletic field that I work with a few years. But that's working relationship. I don't have ground to say, you know, to compare to right, but I do like you said, it's my bread and butter, it's my life, traditional sports and I mean, I still consider myself now in other sports an athlete right. So when it comes to that, do individual differences in in athletes, gamers, athletes, wherever you want to call them, for me is the same. And if we look at the trajectory of an athlete and offer gamer, which we see two different paths, me as a basketball athlete, basketball player, I started with four years old. Most of my teammates started from anywhere from five to 10 years old, in an organized setting with a coach with an

assistant coach with a physical Trainer with times for playing with times for official games, organized, I learned values I learned everything on doing discipline. And similar because I had models running. Okay. In gamer situation. They start off from their bedroom, right? They start off with a computer with a guy with a group of friends are alone. Anywhere between then I had like Six and 10 years old, some later but that's like also like early in life that I have experienced to work with, they have stopped either elementary school last grades, most of them high school. And I think that literally three of for sure I have worked with 4-5 athletes and I can give you an exact number later. Three of them. One has finished university, one went, but didn't finish and the other one as well. And the not so for for haven't finished university, but they started first year one has finished uni. Okay. So athletes have dual careers, as we say, gamers can't or don't have the trajectory, which has dual career, they pick one over another. So they train to become the best inside of their four walls of bedroom alone or with their friends. So they are isolated in that sense. And their models are on Twitter, their models are on TV, their models are not by their side, right until they don't become semi professional, they don't even have a team, right, they play with their friends. So coach figure mentor figure is missing. Okay, apart from that, your career athlete, most of them gamer leave school, on their path to become the professional athletes in both senses. The gamers are missing the life experience that comes through formal education. And it doesn't have to be from books, it can be from having to speak to that teacher that you hate from having to look at that, to that teammate, that friend in a school that you just despise, and can stand from creating different visions about life through other people's eyes, right? Because, yes, they speak with their friends, but it's a different setting. Interpersonal skills, again, is something that they don't naturally develop, because they're not exposed to situations where they can physically touch situations. So some of them are taken aback by so physical activities is something that they don't consider to be necessary to be become the best way because the models that they have around haven't been a thing that is necessary. Right? So they have different trajectories to come to being professionals. Now, if you see teams, professional teams, basketball compared to gamer I remember first time that I came to observe and I kind of started to get League of Legends sounds like huh, five rolls, baskets, five rows. Communication, quite important. The voice the tone, the everything okay, haha, coach, Okay, assistant coach as well. Okay, but only when you reach the professional level, right? That's the thing. That's the thing, right? You already past 10 years, maybe of your upbringing, or getting breast without the mentor. Above, right, I'm not saying so the competition and training is kind of going in the same direction. But the upbringing is different. They come with different skill set. Completely different, again, can't have the same exact data. But what I've seen is more resistance. More resistance, more tendency to follow in the footsteps of the past generations who have done it this way, play 10 hours a day, right. So this creates resistance towards any other way of training. When in professional sports, you know that you can't go a week or two weeks without a massage. You of course physical need is different things right? but also being relying on other stuff is something that athletes want when it comes to gamers. They don't See the need? Even a resistance? Right? So again, this is a big picture of how I see it being the same, but also different because of the paths and trajectories that they need to reach spot.

Interviewer

Yeah. So would you see a USA? Like, there's a, there's a difference between the sports and the East, the traditional sports and eSports? When it comes to like, obviously, they're a bit

more resistant to the work. Is that anything to do with age would you see either like, within the esports players, I don't like a lot of the older players wouldn't have, like, I think psychology in eSports, sports psychology and eSports is still a new thing, like 10 years ago, when the esports scene was kind of boring, that that wasn't a thing. And if the younger players now can see that older players didn't do it, do you think that they would then like, I don't really know how to like our older players easier to work with sometimes? Or would they be hard? Would they be more resistant? Just because they're used to not doing it? Or would they be because they're older, because they've had those life experiences, they realized that this stuff is actually really, really important, as opposed to younger players who were coming in, they've seen older players that they haven't needed it. Like some people that I was talking to was saying that older people are harder to work with, because they're stuck in their old ways. Newer people are easier to work with, because they see how important this is. But if you were saying that, like the guys you've been working with, some of them are just stubborn, because they've seen the older people, would you see a difference age wise? Or would it kind of just be is it really just such an individual thing.

Interviewee

So both in a sense, but young players, young people in general are more easier to mold into whatever you want. So the culture is easier to be taken. Yeah, you know, and ingrained. But when you come with a already predetermined setting, and you have built your success on that, like who would say that there was professional athletes of traditional sports that have said like, but if I've been doing this for forever, and now a sports psychologist comes to me and says that this and that, even without you. So why do I need right? So yeah, a bit in that sense. Now, I also have, for example, Counter Strike players are older in average. Yeah. And most of them are very well aware of the importance the mind advantage can give you. Right, so but we have to be careful. Because one thing is when the players are open to working with you. And the other thing is when psychologist is an interventionist, right? Because what I'm in general, and one of my functions behind the title, in my mind, that accuracy, the most important is to create the team culture, I mean, not me to, to, to encourage them to actively and deliberately create identity and supported by actions, behaviors, communication, and similar because if I talk one on one to a player, and we've gone to this grand concepts and explanations, and then you go to the training, and in training setting, everything we talked about, isn't being done.

Interviewer

Yeah. It falls

Interviewee

into water. So the buy in this great buy in that all psychologists talk about needs to be seen in all staff, and team and organization.

Interviewer

Yeah, that's all true. Right? Which is, I guess it's difficult, like do you would you be working with the close the coaches just as closely as you work with the players? Or would you be kind of, would you work with the players on their performance and the coaches on implementing those things as the culture or would you? I imagine you'd work with culture with everybody, but would you specifically work with culture with coaches and performance with players? Or is it just would you do similar things to everyone?

Interviewee

So I always say, if the coach is not on board with you, you are a surplus. Yeah, you are in the shadows, like you always will be. That's something that just we need to understand. It's always going to be like that, and we need to take that, because this is the only way like we're not heroes. We're not we're the ones who came later. So also respecting the elders, you know, in that sense, um, so I would like to work even more with coaches than what I am doing now. And I think that this is even easier. Okay, let me correct this. There is more impact when the coach is trained and preaching this culture, communication and being the example because he's the prime kind of I mean, authority, it doesn't have to be that he's authoritarian, but he's just going to be seen with more weight of decision and importance in what he does and how he does it. So if I say, and my colleagues and performance, exercise is important, and meditation and blah, blah, and the coach does nothing, it's it's taking off of the possible potential to actually have anything beneficial out of these routines and similar. So in that sense, I would first start to work with the coach Coach, to see that I'm that the ideas that I bring to the table are useful. And Coach is actually going to spend the most time with the players, and he's going to be able to kind of deliver it in different ways in context, if this is something that is part of his mindset already. Right. Okay. Players, yes. one on ones, team activities, stuff like that. That also works, right. But there are some players, that any psychologist, they all psychologist and all performance stuff, but especially psychologists, we can't work with everyone. Right? Right. But they don't want to work with us sometimes even from the beginning. So it's not like, I'm not gonna even try like you have a few meetings. But if you see that there's great resistance, and that what you're creating is spite and more resistance, don't push, there is no need. So what do I do with this first, surrounded, cold? former staff, teammates, high cut have kind of a smarter way to input your ideas without being the bullet? Like, we can't be that, right. There's many ways that we can deliver ideas, and that we are very useful without being there like 100%, I do this and do that and say, No, no, that just is not how I've seen in my example, in my experience, that there is many more effective practices that we can do without being there to determine, right, asking, observing, opening spaces times to discuss stuff. So yeah, I really enjoy work. I think that working with coaches is the most rich way of working as performance stuff, being very close with stuff. You know, if there's five stuff, well, at least with two heads, or whatever it is, right? This is just the unity between staff members and the trust that you need to earn, with coaches, so you can actually get the time with players. Right, you know, so yeah, this is how I see the practice to be the most effective.

Interviewer

When you're, you're saying like, you want to get with get to talk to the coaches, there's different ways that you go about like, like the observation and all these different things to work around players, when you first start and like join into a team, what do you do to kind of figure out what different individual players and coaches will need to like improve their performance? I like, obviously, you're talking about culture. So culture is a huge thing to get into the overall team. But on a more like individual level, what kind of stuff would you do to try and I guess, just to figure out what, what you're going to be working with individual players with?

Interviewee

So before we even the player comes into the team, we have a psychological screening, it's a test that we have bought, basically a platform, that is mindset test. Right? So this is the first before they even step foot into the team. So this is also part of like a screening tool to also see what we have in front of us more so than soloqueue games right? Now, is this going to say yes, we want this guy or not? Most definitely, no, it's just giving us more information. Right? We are brought, you know, if the guy's the best at what he does, and he has like, low growth mindset, beats me, you know, it beats me literally. But there's nothing that that he changes in when it comes to decision, right. So, first of all, there's a great amount of information about how the person performs and what the person needs is only from that screen. Secondly, there are some little tests that I give That can be more personality that can be more we call entry form, just to get to know their habits, their self out valuation, their families settings, stuff like that. So there are different kinds of evaluation forms that are kind of done at the very beginning, right Apart from that, ice, IRS presence, right? Listen, here, be present, ask random questions, see how they interact? What are their thoughts battered? Would they rather sit back and observe? Or would they just put themselves in? How are they just you need to be present. Or, or listen to scrimms. And you get you get a sense, right? Listen to reviews as well. So observation is huge. I mean, I tell you the screen test before because they kind of come as soon as they come. And then then you have all the observation, which lasts forever, of course. But that's one. And then you have all of these. I mean, this is the observation of this team activities that can be organized with some fun games, or just like talking about goals and team identity and stuff like that team culture, to see how they share, interact, what do they believe in, you know, what do they want to reach? how motivated they are and stuff like that. So we have screening that then we have group level, and then we have individual ones, right? So when it comes to one on ones I try to do at first at least two or three obligatory in a sense, because it's like, what's the name Good Will Hunting the movie, right? He's gonna hate it. Hey, Kate, it like what is this? But do you have an offer yourself enough so they can actually see some point in it? And then it's okay. Like, if after that is still hated, like, don't push gonna get a push back. And it's gonna affect your you personally, as well as, as like the team. You don't want to be a pushover. Right? So one on one is also another tool that is defined by the attitudes attitude of the other. Right, like, he can only go as far as he wants, right? I can't take him where he doesn't want to go. So that's mostly how I get to know them.

Interviewer

And then once you know, kind of them and what they need, what kind of stuff do you do with them? Another broad question. But like, one of the questions have written down as like, what would your key variables be in like, like, increase in like bettering performance? So it's kind of just like, what do you think are the most important things? But even like, I guess further is just what kind of stuff do you do with the players? Like, the whole idea of the research is to look at like the trainings the application of those trainings? So I guess it's just like, what it is, it's hard to like question, it's hard to like put into words like, what exactly would you be doing with them? Are there specific ones that you prefer over other things when it comes to different difficulties that they come up with that you can see? Like, what? I don't really love this individual question, you know what I kind of mean,

Interviewee

yeah, I know what you want to ask. And, Okay, so first of all, when the team gets together, and let's say it's a new team, right, so you said like, what are the topics that you go to? That was just like, first topics? Yeah. And there was like, three, that we always start with? Um, and it's mostly group, I'm talking now about group work, right? One, and his team identity, team culture? How do we want to make this work? Who do you want to be connected with goal setting? What do we want to reach with this thing? So as soon as we come, right? In the reality of things, sometimes these things get pushed, is just what we're always going to see. It just it just like, third, sleep hygiene. I'm lucky to work with a group of professionals in performance. So we should we don't have to give that topic but that's also a part of our performance stuff topics, right? So I will freely and happily do that. But sometimes, performance, physical training takes over and stuff so but that's all one that needs to be like started back, you know, yeah. So and I have these things also written There's not to forget. That's like the startup buck. Right? Right. And after that, of course, in the very beginning, there needs to be some team building. So even if they go and play painful, I still consider this part of unnecessary thinking process planning of the psychology store of performance stuff, or I don't care if it comes from coaches, but I want to see that I don't care who comes to it and organizes it. But this is just something I want to have to see. So even if they don't think of it, then I'm gonna, hey Right. So this is some kind of a beginning, right, just to make sure that they understand who we are, where we headed to. And of course, it's who we are, as they get to know each other. It grows and builds up. So we need to kind of reiterate this topic, what are our standards? What are the minimums? What are the wishes, what are the objectives that we want to set us? So that, and then I know also, what you wanted to ask a difficult way to ask that I know, um, but every so for example, in the press sessions, I have no topic, right? To the stars, um, usually what happens is that in the first one or two, one pro session, we kind of paint the picture of what can we talk about, because we go in, but I want to meet him. Family, I want to get closer to him. And I want to show him that I'm no superior or nowhere. I'm the same of working with you here. Hey, Robert, Robert, all the time. Apart from their things get individual, right when it comes to one on ones, right? When it comes to groups. As far as us performance stuff, we'd love to do preventative things. When it comes to reality. Sometimes we're pushed to the edge not fire, so we need to do intervention. So when we hear that they're starting to call themselves names, and it can be fun names, but fun. You're stupid. I mean, fun. That's not the best word. But you know what I mean? Like, you don't share it, or Bah, ha, ha, but they're laughing like, yeah, you know, alarm start to blink. So one of the common debates that can persist again, is communication. Right? How do you want to communicate? How do you receive criticism? How do you give feedback? nonviolent communication?

Although this is like very many steps, at least they get the gist, what's nonviolent communication? Why you're defensive? What is your first impulse when someone tells you that you did something wrong, stuff like that? So again, this differs from top sec, or SLR Academy? You know, there's different because these guys who've been beaten and punched all around, so they know, what's the criticism and how to see that. But sometimes, you know, you have to adapt. So again, this is adaptation. But there are some three, four topics that are kind of always welcome started back. Right. So communication is big, is really big one. And then when it comes to communication, on a group level, it's like, roll shot callers. When who, why, who asked who is the more quiet Some things are? Natural? Yeah, some people are more quiet. And some things when you have five guys that talk a lot need to be taken care of. Yeah. So again, to see this, it's not that I'm talking about a lot of topics. And if I wanted to cover that topics, I would need to have like three hours with them. Anyway, that's, that's surreal. So how do I work? teams, staff meetings, we talk about these things. Now. Staff coaches can decide on these topics now who I need to make sure I do I encourage them. I mean, I encourage them, I can't I'm not ruling over them or anything. I encourage them to say, hey, communication says all which of them there's lots of overlapping voices. How about reading roles? And the declared defining better who talks when and why? Right so Oh, okay. And then they do it then boy, boy, I'm not involved in the Doing it sometimes. And most of times, I don't want to be, because this is how I make sure that when they fall off track again, they recognize, okay. So this learning process is very much comes from stuff.

And other things think our routines, that is kind of a starter pack as well. So as I work very closely with Performance Team, and physical side, we kind of have a routine that he does physical and then I do the mental and we put it together. So they have it is a little bit. And what we do is I'll say mindfulness, but that mindfulness includes common things, attention, training, visualization, relaxation, breathing exercises, all of these tools, they learn over the course of first weeks. So we can apply them they can apply it's or when they feel they need, when they feel jittery before the game, just before it starts, they just get calm kick in close their eyes, you can see them in a strange context of zone is how they learn. I don't have to be there. And this is one of the coping mechanisms for overcoming the barriers that I'm not there, I'm not going to be there. Hey, the he knows it took time to learn that. So when they need it, they would use right. Okay. Um, so that topics, those topics that go under the mindfulness umbrella are one part, I like one of the routines that we implement from the very beginning. What else? Now I can go more into the one on one, but as I tell it performance psychology topics, and then I have to mention a big v one. I've recently done a course on act, acceptance and Commitment Therapy while training in my case, because I'm not a clinician, right. And that's, that's gold. Right? So in when I see individual cases that are struggling with resistance, they're struggling with topics that are fitting, and most of those topics are fading. I quote some of the methods that fall under act. Oh, and of course, I didn't mean mentioned. But this mindfulness and mobility, which is done on the other side of the physical preparation, would fall under the regulation of activation, called stress management colonisers, right, just finding their optimal activation, right? If you want to do your jumping jacks, and then you do a meditation to find that spot where a hot spot, great, nice regulating activation, teaching them different tools and methods, which take place when we have time. So we would love to have five hours a week, it's impossible, right? So we need to be very deliberate. And in what and when, and how Yeah, if we come disorganized and confused about what we want to deliver, that's a waste of time. So we need to be very exact and

deliberate about this is what we want. Because this for this amount of time. Usually, it's forever because it's not forever, it just dies off.

Interviewer

Do you say you just did the course on act? Do you want to talk about it a little bit more and how you use that and apply it then to the players? And I don't know how much time you have probably talk for hours on it, but if just like just like talking about Etsy, why you kind of do that.

Interviewee

So, act as basically being clear on your values in order to act upon them mindfully. So the act process begins with Team identity. The Act process begins with standards with then joy syndrome from group to individual with Who are you Where have you come from? What do you bring to the table? What's your attitude towards life like what do you value? What are your principles you know, you get mad why you get mad because some borders or limits or boundaries appears across their boundaries are what usually they value a lot. Like I don't like when this and then you wonder why how come Because when they're late, they're not working enough hard work. Okay, so you see the guy waking up at 11? And you're like, ah, hard work, right? Yeah. Yeah, like not chaining them, but since like, bringing back these values in always picking up on them. So one thing is to show them, for example, there's lots of these grind, in Unfortunately, they just they grind to everything. So you can grind your emotions, that your emotions are there, now, they are not aware mostly. So we have to also awaken this awareness in which emotions exist, then they are functional in their essence, you can change the emotion, you can give it attention, as much as you want, you can emphasize you can modify it, you can avoid it and then explode at some point. So showing them waste, but the most important thing is that they can understand that motions that labels and thoughts are not fused with them. So we come to the fusion part of her, right. So they can find distance between Ah, this is happening, ah, I'm frustrated, okay, and what do I do tools, but without being aware, and without becoming one with it? Right, I want them to eventually be able to recognize their state, objectively, that's something that we can do, right? to step out of the experience that might be putting them down and to find tools, which is another vital act. And I'm sorry, I'm talking all over the place, but act and all of these goal setting stuff, this is all adopted, like I can't talk pure act for one session, because there'll be therapy. Yeah. So I combined act by drawing on to the needs that I'm building up. And I have systems of noting information, and of having a record. Right. So it's deliberate. That's what's important is that you bring up topics that have been dragged along, and they're unaware of bring them to surface, show it, what do they want to do, but book, mindfully aware that this is what you're doing? Is it what you want to be doing? Right? So in that sense, act, figure out what is it that's happening, separate yourself from the emotion, the thought itself, change it if you need, but don't resist it, because it's asking for your attention. And then decide upon what you want to do with that, and do it mindfully and constantly remind yourself and grow into that person you want to become? So you see how it's act, but it's very ingrained with individuals approach to performance and to their well being?

Interviewer

Yeah, so it seems to me that you're kind of someone I was talking to said that with younger players, because they don't. I know, at the beginning, you were saying that a lot of the players you've worked with haven't gone through university, so a lot of the life skills they don't have. So he was saying that his he seems one of his parts of his job is to teach these young players life experience. So instead of learning it, you kind of teach them about what it is like about living, but all these different things about emotion regulation, about like going into third person seeing what the emotion is, and then you give them the tools to figure it out, instead of them figuring it out themselves. Would you kind of agree with that? Or would you do you think it's something a bit different. So

Interviewee

in order for them to acquire life skills, they need to be in contexts where they can train them. Now, the context is very, not married. There's not much variety in their context, right? So I can't make them come to a situation where an uncomfortable situation that you have to deal with in life, for example, when you're looking for jobs, like when you are getting a no like when you are I mean, I'm not saying that they didn't receive no but some situations that are organic, in essence, and you just can't teach it through words. Right? Right. So what we're doing is trying to also separate them from being like where they used to be at their PC is the safest place. It's the safest place you can click x you can get out you can get out when in front of you is an angry friend, or a person who doesn't know you're, you know, a fan, a fan which is going to happen one day so sometimes they have problem with coping with hip hop on internet. Yeah. Right, why because they dig this flame other people and they leave the game when they want. Yeah, and this is something, you know, but so organically, they need they there is very little situations in which they can learn. But what we do is we will talk, of course about stuff that's happening to them, and try to teach them through many, many examples. To show them as you said, some tools so they can know when to use these tools, because I'm not going to use the tools for them. Right? Show. This is as far as we can go and be existing on staff. And that's just part of it. But then it's about the player. So this is why I say, we have limits in that sense. We can do it all is the safest place you can click x you can get out, you can get out when in front of you is an angry friend, or a person who doesn't know you or, you know, have fun. Have fun, which is going to happen one day. So sometimes they have a problem with coping with it talk on internet. Yeah. Right. Why? Because they dig deep blame other people and they leave the game when they want. Yeah, and this is something nobody. So organically. They need they there is very little situations in which they can learn. But what we do is we would talk of course, about stuff that's happening to them, and try to teach them through many, many examples. To show them as you said, some tools so they can know when to use these tools, because I'm not going to use the tools for that. Right? Show. This is as far as we can go. And be insisting on staff, and that's just part of it. But then it's about the player. So this is why I say we have limits in that sense. You can do it. Oh,

Interviewer

yeah. I didn't like it's the next question is kind of, it's a difficult one for me, because it's, I would like to win you. And it's I guess it's for psychologists in general. It's like, how do you

know if what you've taught people has actually benefited them? Like, how do you know that you've done a good job as a psychologist, like, obviously, you talk about like the you give them the tools? So would you think that when you see a player going sitting down just before a match, and closing their eyes, with their headphones off and meditating? Is that something that you're like, Oh, this is good. And that's how you know that you've done a good job and made an impact on them? Or is there? Because it's kind of difficult to see value inside? Yeah. And see you actually, like working I guess.

Interviewee

Yeah. So this, for example, this question ties to, for example, when someone and you want to get a job, right, as a sports psychologist, and then they tell you show me your success. And you're like, Look, one thing I tried to divide myself as a sports psychologist in the team from can be bad and good. I just don't I just say it as it is my work. If I took good work, are they going to win tomorrow? I don't know. If I do a bad work either going to win tomorrow, I don't know. There's some million variables. And I'm just one player on the field. So what I'm doing is doing the best contribution for these young people's lives. So they can develop life skills, performance, skills, management, self management skills, out regulation skills. So they can confirm better situations that they're unprepared for. They're not thinking of so we think of these situations, deliberately preparing for something that might occur, or working on something that happened. And that might occur. Right? So when you tell me, how do I know that I've done a good job. And one thing, we call it my performance group a success is when after a meeting, or DVT or something. A, they make a meme out of it, because it means that they remembered it, too, when we have one objective that we settle on. So it's not just like babbling into the thin air. Free super success when they come and ask you this is like magnificent feeling of self accomplishment. Like this is like you if you come as a sports psychologist, and you get them to write to you, you know, you're succeeded, you're succeeded in the sense of relationship with that person. Yeah, that's difficult to reach there mostly need to be approached, and not to be a mistaken. One doesn't mean the opposite. If they don't write to you, it's not that they don't want to talk to you. Most of them just don't have this initiative. Right. So I said, so some of the successes or their successes, how I kind of measure it, but I kind of am giving up on that and explaining what I'll explain why. So after some seasons, we have given them an evaluation form, in which they evaluate all of this stuff, both positives and negatives, and what like, what could we do better? And then I also introduce some questions for my particular class. What do you remember the best from our work? And I know what they're going to say, because I know what session was golden golden And those sessions are when I use like, look at the tool. This is a tool. This is a tool. It's terrible. And I draw stuff. tables. And they come to the conclusion. It's true. I drew and then the silence. And then after Okay, okay, okay, okay, okay then okay. Okay, motivation, motivation relation tomorrow, he comes to me as he said, I tried it like, amazed by, you know, this, this has worked. And you see, this is not seen by no one and not resolved never as this is going to be causal to the result. But he's doing a great contribution to the team by bringing this attitude by bringing objectives forth by being focused on what he has to do. And I know players who have benefited greatly from one session one, and they have taken this lesson, week after week, and we haven't reminded them and remembered, kind of refresh this topic over and over again, it's really takes a lot of initiative from our side, for them to pick up that, okay, we're getting better because this is difficult to say, oh, we're fine. We're six. But every time they come back and make sure that I tell them, I like what you're doing data. And

I think that we could do we'll work on that. What do you think? Like? Yeah, okay, then. Okay. I'm going to bring next time some topics, small, small thing. So what's going to be in my portfolio? But I don't want to know, I don't want to put it. You know, they asked me, right, your KPI writer key performance in that, like, how do you get the bonus? Yeah, it's been months. And I didn't do it. And I don't and this is something that probably is, for me, it's negative. Because whatever I write that, I'm going to get a bonus. Some part of it. Yeah. And if I don't, I just don't, I don't want to tie my work to result.

Interviewer

Yeah,

Interviewee

I don't want I don't want, I don't want to because I see a bigger need in this generation. And I know super competitive psychologists and performance stuff, we're going to come say, this is the edge and we're going to when I first want them to be functional people. And then later on, they're going to fly, when they have some things clear in their minds about who they are, where they want to go, some things are just going to start circling in the right direction, in the direction that they want. I want awareness, picking up on that developing individual paths. And seriously just getting closer to them and meeting these people. I don't want them to be machines. And I'm trying to develop this human line of work, right? We're not every time talking about how we can get better. Okay, complaining, bitching about stuff like, there needs to be time for that as well. So I'm very when it comes to evaluating how i do i know and the person who needs to know knows. Yeah, I think that's for me.

Interviewer

Yeah, it's just because I think the within eSports I guess, like it's the same as traditional sports, but it is such, it seems like it's such more of an individual thing that people and kids are spending so much time in their room, they may be on their on a call with their friends, but at the end of the day, they're alone in their own room. As soon as they leave that call, they take their headphones off, there's nobody else there. So this like human centred kind of psychology, the kind of I do a little bit of technology stuff. And there's a massive thing and human centred design, which is basically designing websites and apps to make the user's life as easy as possible. And I feel like that's a really really important thing within psychology that I got through that question at the end. How do you like measure measure your your success is like, if you do measure your success as a psychologist but based on like, how much you earn, it's like, that's not really like, you come into this, like line of work to help people. So if you're, like, way of evaluating and valuing your, your use isn't that I made someone's life better, or that I improve someone's performance by making them realise something about themselves. It just to me anyway, yeah, seems like kind of you're in it for the wrong reasons.

Interviewee

And I want to add something I didn't Finish this word forgot completely. I stopped doing evaluation forms because of this bar that I told you, I can't work with everyone. And I don't want to push myself on top of them. Right. So I work around, do they know that this has this this whatever he's improving on has gone because of the work together? No, I don't care. They don't need to know. Has it been delivered? implemented? Yes. When? Yeah, who knows? No one, I don't care. For me, and this is a very much personal definition of mine, I need to be fine with my conscious. And it this is very personal. This is very personal. And I decided to share it every time because I'm very honest with what I want to how I want to do it, and he likes you or you don't. But that's just what you get. So. And, for me, it's finding ways to bring contribution in the sense that I see the most need and importance. And so far, it has been getting closer with these young people contributing, sharing, talking about random topics, just to give them the space and time to be on about something that is not League of Legends, necessarily, right. Something where they can expand their motives. And there. Yeah, because some people really do talk about performance and League of Legends. Okay, we usually end up on the call that the face of performance at the first part is me asking you raffle questions of trying to see if you want to pick up on any of the topics that are, you know, outside, and they do sometimes,

Interviewer

yeah. Do you work with them on like, I know, you say you talk about random topics, do you find that it helps them by talking about other things, and like, does it because I was talking to someone last week, and he was saying that what he does a lot of the time with some players that he gets them to play a completely different game. Like he understands that, let's say somebody needs to work on like their reflexes, he'll get them to play, let's say Counter Strike, which at its core is a completely different game to League, but it works on a specific thing. So would you do something like that, but it might not be with another game, but just something completely different in the same vein that you're trying to open them up to other things, even just to get other hobbies so that they can completely disengage from Lee, then when they come back, I have a kind of a fresh look at things.

Interviewee

So I know that there's so many things and cool stuff and interfaces and platforms and games and apps and so much cool things. But we only get as much time. Yeah. And I decide we decide a group of people that I work with that are performance oriented and coaches included. That the time we have that is rare, needs to be diverse for them. So they are playing other games without me. They will be playing other guests. Without me. There is really so many things like when it comes to improving their mechanical skills. I don't want to do that. Yeah. Because I have only have as much time and I chose to put ahead. For example, super big one. Let's teach them indirectly, how to delay gratification. Yeah, how to say, click doesn't mean that to get quick, doesn't mean that you don't get, I want you to make long term plans, and we can develop some kind of protection for the first time in your life. I want you to improve everyday by 1%. One thing, and yesterday, we talked about decisiveness, especially and especially outside of the game, because he's just getting lost in choosing one sandwich or

another. Because this has to do with his game. I would say that eventually in grand scheme of things. Yeah, you're losing energy on that. Right? So what are their habits and stuff like that, all these little routines that I told you law really was giving them some kind of material so they can actually look for the these things themselves giving them resources so they have time to do that. They have time. Now what they do in their free time we just more of the same. So I can't make them and I don't want to take their free time is equal to a more relaxed while still training. I don't want to take that away from them. I want to offer them a variety of things out of which I know that Most of that are going to be done in my one on one sessions just fine. There never been because of that. But it just like, Nick, what I said, deliberately choose few topics to work over a long period of time, in order, my wish, my biggest wish is that they leave this club, leave this team, and they take all these things with them. Right? You know? That's,

Interviewer

yeah. That's pretty much all the questions I have. I think it just hit five o'clock for me. So I don't want to take up too much more of your time. That's Yeah, I do really appreciate it is really interesting that the whole, like, the way you go about is that you're not, you don't want to put yourself at the forefront where you don't want to, obviously, you want to be helping with them. But you think the culture thing is so important for you, and it makes perfect sense why, cuz you're not going to be that forever, they're not going to be there forever. But by learning these things, like they can bring that into another team. And then overall, it'll just kind of the domino effect, and one person will just keep on going. And like the real like, human centred like aspect where you're really, really want to just work with people to make, because I guess these guys, they don't really have a whole lot of life skills, they come they play games, they grind, as soon as they hit maybe 1617, even like 15, they'll try to be on to the pro circuit, they'll be hitting amateur teams. So they just miss all of this stuff. So then, going into a team, they now have to work with four other people all the time, and then coaches on performance stuff. So it's really, really important to be teaching them these things that they wouldn't really have known by just sitting around all day and playing so lucky, or whatever it is, depending on the game.

Interviewee

Yeah, I know what you're doing all the time is interacting with their teammates, right? So what I care a lot about is how they do that. Like, what kind of setting are you creating? Are you putting them up for a loss? Are you making them be a better version of themselves, I constantly putting them down, even if it's far away. That's not. But you know, until you reach to explain that you need to repeat yourself over and over again. And not only you, that's the thing, that's the thing we're apart from, it only comes from me. And my pack my bags and leave Yes.

Interviewer

just doesn't work doesn't work, you know, and it's just what it's just one person who's the psychologist and people like, psychologists, it's not a thing, I'm not gonna listen to them and every sign. But if their friends, is that a while is that one way deep, when you're when you find people who you can work with, or they don't want to work with you? Do you find the other teammates and the coaches, kind of I guess inadvertently put the things that you have been teaching them onto them? That's kind of how that's kind of how you go about it.

Interviewee

We have had manifestations of how do we go on about displayer? How do we go about this problem? nimbi challenge. And you put your heads together? And even though if you ask me one question in the whole account of things, it's true. Yeah, if you sell your observations, if you say or, again, they're not gonna pick up 100%. Because I'm very, a very optimistic be very direct, I would go directly in but they're very cautious when it comes to coaches, what they want to bring in, they know how impulsive are the players, and especially the pro players who are more resistant, you know, so they know them better in the end. And this is why I say, I'm never going to know them as much as their coaches are, or have the observation time as they will, you know, they see them in they're worse than in their best. I see them sometimes. So, of course, in this staff meetings, like for me, good group, meetings of staff, people who are leading, in one sense or another, is where we actually have to come to terms of what are we doing here? And what do we want to achieve? And are we all on the same page, and I share what I do, of course, under the ethical principles and what I can't share with the staff, so they know like, and well, you might want to open your ears for them. I know. Yeah. talking a bit better with the rest or to themselves and encourage that, you know, encourage, just say ah mazing or that, like, whatever it is. So it has to come from the group and it has to spread from within. It's like the idea is like to put it in everywhere. So it grows and just becomes you know, the reality. Yeah, no, you have to grow it into a reality and but to grow it into reality. You have to actively be doing it until it becomes habit that you don't have to think about it. nice things to teammates. Yeah, it's just just you want to do that. You want to do that you want to make people feel safe and confident. Again, I'm very optimistic. And I'm trying to do that. How much of these things take over a long time is very few. Yeah. And some people benefit greatly about it. They're very grateful about working with with me. Other people go on not. And that's fine. Like, that's fine. You, as a clinical psychologist also need to say no to some people. Yeah. It's just how it goes. So Reality of Things.

Interviewer

Yeah. can't save everybody. Yeah. Yeah, that's yeah, that's pretty much everything then for me, as far as I can tell. So just thank you so much. Again, I really, genuinely do really, really appreciate you taking the time out. And I probably ran over a little day pretty busy, but it's just gotten so much. I really do appreciate it. It means a lot to me that people, people are willing to talk to me

Interviewee

that you're doing this, and I'm so interested about the results like, well, I really, this is like missing link, you know,

Interviewer

yeah. So hopefully, if even if Mine isn't that good, it'll be out there, then somebody smarter than me can do a better job.

Interviewee

Just put it out there. Whenever you have, you know, political research. I've done one and just putting it out there.

Interviewer

Yeah. So it's going to be out there. I can send it on to you and I when once it's all finished everything unsent in I think I think that'll be March as far as I know, March or April time. So I have a little bit of time to get it done. So if you want to see it, I can send it if you don't, that's completely fine.

Interviewee

I would love to do it. So let me know what you read. And good luck. Good luck.

Interviewer

Thank you so much. I really appreciate it. Good luck to you. Hopefully the rest of the year is good for you and and madeleines and all the other teams that you work with. Tomorrow, isn't it? The LSE is starting tomorrow. So their first game maybe tomorrow? Yeah, I think yeah. So yeah. Fingers crossed. They do well, we'll be we'll be looking at. Thank you so much. I really appreciate it. Bye

6.9 Appendix I: Interview 2 transcript

Interviewer

There you go. Okay, so I guess I'll start off, the first question. Probably the easiest one what is your job

Interviewee

entails is working with esports athletes I also work with traditional sport athletes, but in this context, esports athletes on anything and everything that has to do with the mental side of performing from stuff like stress and anxiety management confidence building motivation training, you know, tilt management, things like that.

Interviewer

Perfect. So you're saying you work mainly with men. You traditional and esports, would you see a big difference between, between both either as athletes, or even just working as a psychologist and the two like would you have to change a lot of how you go about your work. Um, I think that comes to like the things you would teach, or like the kind of yeah the way you're going to go about them, or is there is, would it be a huge difference between the esports and the traditional sports

Interviewee

experiences. Concepts tend to stay the same, it's more about the approach and how you kind of interact with with those different populations. Right. Yeah, traditional sport athletes. Traditional sport athletes, typically are a little bit more inclined to understand how their brain is impacting their performance because traditional sport athletes especially athletes who have been in sports for a really long time, have a lot of practical knowledge that they've just developed over their experiences right. Whereas esports athletes tend to kind of miss out on some of that because their start is usually as a hobby or something like a you know something fun, that they enjoy doing. And then over time they just get good at it and then they start asking questions. Oh well I'm kind of good at this. How do I continue to build off of that, you know, continue to get better. And that's when a lot of these mental questions started. So a lot of my approach is going to be a little bit more tailored depending on you know my working with an athlete who kind of understands, a lot of the court or at least kind of the under the underpinning of their mental and how it impacts their ability to perform. Or am I working with someone who's just kind of at like an absolute like square one doesn't have any understanding of it, you know, and just kind of looking for that.

Interviewer

Yeah. So when you're when you're talking to somebody, until I can you a client or a player, how do you go about finding out what skills they need to train or how do you go about figuring out like where they are on that kind of scale of going from zero, knowing absolutely nothing to 10 knowing everything about themselves.

Interviewee

My first sessions are. And sometimes begrudgingly to like my clients end of things but I usually start with something super basic and just getting to know them.

Interviewer

Right.

Interviewee

and just asking questions. Hey, where are you from, how'd you get into eSports, you know what, what is your trajectory look like, you know, what are some things about who you are as a person in your family, things like that, you know, and then typically when you're sitting down with an esports athlete, especially like the professional level, those are like some of the things that they absolutely don't want to talk about incredibly important with building that rapport, because a lot of these concepts are things that they've never had talked about before, there are a lot of internal workings in their mind. But they are a little hesitant to share that information. So working with them to kind of open up is the first step and then once that happens, I do a lot of things that I actually do in traditional sport in terms of, you know, getting an athlete profile done, you know, sitting down with the athletes discussing with them hey what are the, you know, top 10 skills that you think someone playing at the absolute top of your professional right is pass, and then where do you kind of rank yourself in those areas. And then that gives us a really great starting point to kind of discuss okay well what areas then can we work on and what areas are we super strong in, and that can really kind of create a game plan of how to work forward to try and maximise potential.

Interviewer

So when you were saying that you do that, that that skills list will say, Are there things that you look for like for you, as a as a as like a psychologist, what would you think are like key variables and improving like performance for like an Esports professional will say

Interviewee

definitely similarities like a couple of things. And I definitely keep an eye on those, you know if if for instance an esports athlete comes to me and says, Hey, you know, I feel like being able

to manage my emotional state throughout it throughout a series is really, really important. I'm going to put in my top five things that I think a high level player needs to be able to do in order to be successful in their career. That's going to give me a deeper understanding of where that athlete that athletes attentional focus is going. Right. And that can help me then to better decide like okay, if this is something that you're putting at such a high premium and such a high level of focus for yourself, then that also one gives me an idea of okay well we need to talk about this then, but it also gives me some understanding of what other factors might be impacting right maybe they struggle, they've struggled with that historically throughout their career, so we can talk about that or you know their ability to control the controllables and that side of things may be a problem that we might need to do. You might need to delve into any you know it really is kind of teasing out some of those questions and honestly the, the athlete kind of questionnaire the athlete profile that I create is especially it specifically for that. Yeah, it's to try and help give me an idea of what questions I should be asking to try and get a little bit more information tease out a little bit more about his players personality where their focus is, you know, their intentions and like that because that's definitely gonna play a huge role in the effectiveness and the mental performance.

Interviewer

So what goes into that athlete profile you're saying it's kind of like goals that they have, and those but like is there, like, what, what would you like do you have kind of like a framework that you kind of go through like the same questions with everybody or is it kind of just like different things that you just kind of gather about the person, or what kind of stuff is it.

Interviewee

Top 10 to 15 List of skills, right, and then reading those skills from a scale of one to 10. So let's say as an example, you know competence tends to be another one that crops up pretty readily being able to feel confident going into games going into matches, so they'll rate that as, you know, on a scale of one to however many skills you're listening. How important is that right a lot of athletes, or a lot of esports athletes will put that one to five, typically, so they'll go to let's say I say that that's a three. I think that that's something that the top people in my esports have. And then I go okay but in terms of my personal competence. I feel like that is you know maybe I'm only at like a three or four right so it's really really high importance, but I don't feel like I'm necessarily at the skill level that I need to be in that particular. Okay. What will kind of continue to fill out that athlete profile will be me asking questions like okay you rated yourself a three. Why did you not rate yourself before Why did you not rate yourself a two, and then that gives me a little bit more indication of where their mindset is in regards to that and what ways we might be able to improve that score from a three to four. And it kind of gives a couple of different pieces there is that if one helps to fill out the kind of framework of. Where are we going to go next what particular topics are we going to discuss and create actionable things that we can do to improve these numbers, but it also gives the athlete, a sense of, oh okay I see a path forward with things that maybe I haven't seen a path forward with before. You know you ask any professional esports athlete you ask them, What do you need to do to get better at your game and nine times out of, 10, you're going to hear them say that they just need to play the game or they need to, quote unquote, grind the game. And that's how they're gonna get better. And that's part of it for sure

playing the game is definitely a necessary part, but there are so many other things that they could be doing and this athlete profile is kind of about figuring that stuff out. And kind of creating an actionable plan of how we're going to go about.

Interviewer

Would you see different traits and skills being like, more important or perceived to be more important by eSports athletes, as opposed to traditional sports athletes like because I've seen that some of the research that I've done there was one or two studies that looked at traits and again like even further, between games like they're one of the studies that I saw was that there was, they gave out a certain amount of different traits and said that x trade is a lot more important or perceived to be a lot more important by CS:GO pros as opposed to something like league so like crosshair plays like aim, or like game sense was one that was a crossing there was it was Rocket League Dota league cs go, and I can't remember I think I can't remember what that there was one F and other FPS I can't remember which one it was. And there was different things saying that like, different games obviously would have much preferred on wood high value a lot of trades higher. So would you see differences between like eSports professionals and sports professionals and even further, between different games. Yeah.

Interviewee

of stating to the player that I'm not just talking about mental skills usually again I'm a mental skills coach, so they come to me and when I tell them that they're going to create a list of the 10 most important things their mind immediately goes to, oh he's referring to the mental aspects, and I make a point to say no no I just want you to list the most important things. So some of the things from, and I read some research myself on, on some of the stuff that you had mentioned right you know things like for a CSGO player their ability to, you know, control the crosshair, you know do things like clicks and things like that is going to be more important but at a higher premium than something like, you know, macro map awareness, which might be something that's a little bit more akin to League of Legends, right, in terms of the games. When you start to extrapolate that even further out to traditional sports, because there is such a premium on physicality in most traditional sports. A lot of traditional sports athletes will put more physical skills onto their onto their profile than they will on to, you know, like an esports athlete. Understanding that those things are still going to have an impact and how they're going to have an impact is crucially important and that's part of the educational piece that I try to do with both traditional and esports athletes. But there's definitely I've seen personally in my work I've seen a higher premium on mental skills, being put into eSports space than traditional sport strictly because of I think that the physicality tends to take up a lot of the attention for traditional sport athletes. And that's one of the problems that it currently exists with mental performance coaching in the traditional sports space. And one of the reasons why if you look at how quickly mental performance coaching has cropped our eSports space over the last 10 years or so. He's grown exponentially more and faster than mental performance in traditional coaching. Traditional sport coaching. And that's just because the premium on mental performance in eSports is just so much higher. There's a lot more focused on it.

Interviewer

So I guess the next question is kind of broad. I was obviously you've talked a lot about the mental skills training, and especially in eSports where it's so much more about it's such, I would consider a lot more of a mental game than a lot of traditional physical sports. So what kind of things would you. I phrased the question like what kind of psychological skills and training Do you impart on pro players but like I, I know yours is a little bit different, like what kind of stuff. Guess what kind of stuff, would you be doing with these players to kind of help them perform. Obviously it's very different per player and you use your athlete profile to decide, but like, are there are there general things that you would do with everybody like I was talking to, to some other psychologists who were saying that they would do a lot about one of the big things that they would do is breathing techniques or physical things to make sure they get out and they stay active and like that kind of like, obviously, the breathing techniques are so important for for copying skills and it's good for everybody, no matter what. So when their skills, kind of like that like general was that you teach everybody, or they're like specific ones that you would would use

Interviewee

traditional sport. The first skill that I will always work on every athlete with regardless of what they're coming to you that is self awareness. Okay. And the reason why I work self awareness is because I'm a big believer in the old saying that you can't fix a problem that you don't know exists. Right. And so the idea is if I can help that person become more self aware, they're probably going to be able to solve, or adapt to a lot of problems on their own. Because they're going to recognise where that problem is stemming from an either cut off that that whatever is causing it. Or at least be bit better able to understand its its triggers and why it's occurring. And so that's going to help them to kind of utilise those things in terms of actual like how do you train self awareness. The big one that I like to use these different different forms of different forms of journal. Okay. Being able to sit down and take the machinations of your mind and put them onto a page can be extremely powerful for helping you to better understand where your focus is going what your mindset is telling you how long you're existing in certain emotional states. You know all of those confidence level, all of that stuff kind of comes to light over just a, you know, a week to a week and a half of consistent journaling. You know, and so that's kind of one of the big things that I do in terms of like, you know, a lot of sports sites and a lot of, you know, people who work in sports people talk about, you know, managing. You know tilts and their emotional awareness and things like that and that's certainly important. What I've come to find out though is that if you work with self awareness first those athletes will be much more inclined one to to take recommendations on how to manage those things. So you mentioned, like, kind of like mindfulness exercises based around like breathing. You know those kinds of things. So they, they're going to be much more open to try those things, and they're going to recognise in themselves, where that might fit and how that might help. And the other thing is, it's also going to help them to see the bigger picture of what mental skills training can offer them, you know once you kind of have that understanding of yourself. You can start to really pinpoint on some of those those crucial areas that you can see are lacking or that maybe you've been ignoring you can put it on the back burner. you know, things like that. And the good thing that I always say to, to my athletes, full traditional anti sport is. I'm here to try and help you be your own scientist. Okay.

My goal isn't to create a reliance on me, or to create a reliance on other members of the coaching staff or your teammates. It's to try and help you to be more in line with yourself and understand what you need in order to perform your best. And then once you have that. It's kind of really poor for me in terms of like jobs. When I do that, you know, players becoming much more self aware much more in line with the person that they would like to be as opposed to you know some things like you know if you rush stuff like breathing exercises mindfulness training or things like that you might run into some, some problems because they're like, you know, kids food that doesn't work. It might be that they aren't interested in it or they try it for a little bit, but they're not bought in. So you know, it really is kind of that that's my approach my personal approach. Yeah.

Interviewer

No, it is it's really interesting because a lot of the guests, it is, it's a it's a bit of like, I don't know, I think oxymoron is the right word where like, you want to help them, but in helping them you do such a good job that you end up losing your own job it's like it's a weird. It's a weird thing that like I one of the other questions I had written down was how do you know, or like, how do you do you see a massive difference or a massive improvement in players. After working with them and I guess for you it's kind of like you know you've done a good job if you don't have a job anymore, which is, is a really weird thing to think about but it means that like I guess you're the probably one of the only people in the world that did like the more unemployed you are, the better you are at your job which is such a weird thing to think about, like, Are there other other things that you would see in like a lot of players that you would need to work on, like one of the two of the big things that I've kind of seen so far will be like discipline is one that that people talk about a lot and burnout burnout will be one of the bigger ones that I've seen so I there are there different. I'm not going to live a different like things and issues that crop up a lot within eSports as opposed to traditional sports or are they similar are they different or like when it comes to when it comes to that kind of issues that you have to kind of help people come through. Are there massive differences between the two and are there even any big ones.

Interviewee

Really, the really big ones right off the bat. There. And if you had another, I don't know, four or five hours of time I could, I could really get, get going. Because it is just so prevalent in eSports. It really is and you know I've done a lot of research on this stuff, a lot of my, a lot of my colleagues, a lot of other professionals in the space who can do work I do have done a lot of research in this because it is just so, so prevalent. And there's a lot of different reasons for it but some of the big ones are just the training schedule for an esports athlete compared to a traditional sport athlete creates a lot more mental stress, that's a lot easier to hide. If you don't know what you're looking for and a lot of coaches in the esports space don't know what they're looking for. Unfortunately, yeah. And so, you know, it can kind of go under the radar. And there's also you know you're talking about the, the population that exists in sports are relatively young, young kids. So, you know, your that particular population is just really prone to this grind at all costs mentality, and they can be fed that from a really young age, and then have that persist, all the way up until they become a professional. And then once it becomes a professional, it becomes something completely different, you know again going

back to the idea of a lot of, a lot of people started playing video games as escapism as a method of reducing stress and reducing anxiety. And then you get good at it, to the point where you can go pro. And then, now all of a sudden this thing that was your only stress reliever has now become the thing in your life that's offering the greatest amount of stress. There's a lot to be said about helping helping teams better understand workload, how workload is affecting their players what recovery looks like versus what recovery doesn't look like you know some of those are some of the big topics that I'll talk with. I do think that, in particular to burnout is a much more organisation organisational issue than it is a particular player. You know, so it comes down to what is the organisation asking these players to do. And are they giving those players, the correct outlets for them to be able to recover properly from these really really intense training levels. If a football player football. I guess we'll say, we'll say soccer football.

Interviewer

Appreciate the clarification. Yeah.

Interviewee

They train for for so many hours a day right eventually they start to become sluggish, their chance for injury immediately starts to go up. You know, all of those things and then a coach can look at that player and readily see like, oh okay this player has reached their physical limit for this form of training right so then we need to go into recovery mode, and they have kind of a really good idea of what recovery looks like. Looks like time off, it may look like icing may look like you know getting a proper nutritious meal, you know, to kind of help with the body's recovery and things like that. But that's just not necessarily the case. And so those are those are some of kind of like the clear differences on the host things I kind of went off on a tangent,

Interviewer

no no that's. I'm so used to them I do them all the time myself so when other people do them attack. That's great. It means that I'm not that weird. When like is for burnout is just such a big thing like are there specific things you would do when it comes to trying to deal with burnout one of the really things I was talking to a guy I don't know if you know him, his name is REDACTED I think I can't remember his name, but he's. Yeah, I was talking to him yesterday, and he was saying that it was really really interesting he was saying the hardest thing as a psychologist is to come into a team where there is already an issue and trying to fix it, as opposed to trying to like nip it in the bud. So like you're. He was saying that his job often is to try and stop things, it's, it's more of a prevention as opposed to a fixing. So, would there be things that you would do in, like, prevention of skills or prevention of of negative things happening to people in the, in the industry and people that you would talk to you like, what kind of stuff I guess we might as well stick on burnout or if there's anything else that you would that you would see often like what kind of stuff would you do to prevent those

things as opposed to trying to, again, we can get on to fixing them as well, if you want to but prevention I think seems to be much more of a thing than fixing.

Interviewee

Yes. First off, I'm actually supposed to play video games with REDACTED this weekend.

Interviewer

He also had an interview but I guess his wasn't as, as scuffed as this one. He didn't have to wait for 40 minutes.

Interviewee

What 110% agree with REDACTED on this one, an ounce of prevention is worth a pound of cure. Right. And so, when it comes to when it comes to what our role or my role as a mental performance coaches, a lot of it stems, in the education. Going back to full. I would personally think again at the organisational level, initially. But then, you know, hopefully that is able to trickle down to players and more direct staff. The idea being you know sitting down and having conversations with Team managers with people who are doing the scheduling for these players and helping them to better understand what the needs are, of that particular team or that group is going to do way more than if you're if you send a player to me and say he's, you know, being super sluggish he's unmotivated and not doing what he's supposed to be doing again he's like, not focusing. You know those are all the kind of telltale signs of burnout for me. And while I'll definitely do the best that I can to try and help that player work through it. It really is a much more difficult situation to bounce back from than it is to just have the structures in place for, you know, for these players initially when they come in, so that way they can have honest conversations about how they're feeling. You know if we can have more more discussions around what a practical training schedule looks like for them. You know, and then on top of that, you know, you're talking about specifically professional players. It's not just the game at that point as well. There's also things like content creation and marketing, and, you know, being active on social media which is its own mental, you know like, all of these things that these players have to keep in mind their own brand and making themselves viable to other teams, you know, all of that stuff plays a role. And so really it is kind of up to the organisation to to better understand and educate the players on on what they need to be doing a little side note on this as well. Currently to speak to this point. A group of performance coaches both physical and mental for the esports space are actually trying to build out a kind of association might be a little bit strong of a term, but a gathering of us a cluster of us to kind of talk about this stuff right have a greater understanding of what the needs of this population are. Because the more we're seeing it. I'm seeing it land and sea and get some of your mental performance coaches in the space receiving it. So we finally have decided to kind of try and come together to discuss this stuff, and hopefully create a go to place for organisations to get this education that I'm referring to, you know, and I think that's as far as like my role in the esports ecosystem. I think that's a really big one, it's just continuing to push the education forward, continuing to help you know these 20 something

year old managers who are in charge of players lives, you know, to better understand what what the needs are there.

Interviewer

That's really interesting. I didn't know about that if, if there's any more information on that send it on to me I'm really interested in it, like would you. So would you be working with. If, if you were on a team, or like be like put on there as the team, like, psychologists and mental skills trainer, would you be working, would you try and work with the manager as well as the players, obviously the players are really important the manager is really important as well but like to, in order to like get those skills in obviously working on a personal level to improve performance but then those extra, the physical kind of things of making sure people are eating healthy and getting enough sleep getting enough time off, would you be working with the manager and the organisation to try and help the players or would you be mainly just like athlete based work straight with the players. Right.

Interviewee

My personal approach is to always go in with the idea that I am going to try and get as many people on board with what I'm doing, as I possibly can. Right. Because the more that the players in particular, and even, you know coaching staff is another one that can also have like a high rate of burnout. Yeah, trying to get as many people on board with what I'm talking about as possible just helps to create the vernacular, and create that open line of discussion. Now, whether or not managers and coaches and players and further higher ups in the organisation are willing to listen to me as it is. But I do think that it's worth it for me in terms of my job and my ability to be effective to try. At the very least, and it does look a little different depending on who I'm talking to you know for for a manager it's it's stuff about scheduling and stuff about, you know, what are the current demands on players, you know, what is their structure for their schedules individually like all those kinds of things. You know, if I'm talking to the head coach or assistant coaches, you know it's much more. You know how are we talking to the players what kind of verbiage are we using, are we talking about are we only talking about things that they need to fix, you know, are we not giving them Pat's on the back when they do things well you know all of those kinds of things and then when it comes to the players, kind of touched on it a little bit more individual players. You know where their mental state is where they're currently, you know, and so it works differently throughout the various levels. But I really do think that in order to be the most effective as possible mental skills training has to be an every one thing. Yeah, not just a, we're bringing you into work with just our players.

Interviewer

Would you see a difference between younger either between. I know you're saying there that like a lot of Esports players are younger and there is research behind, like the, I guess, I don't know if that's the right word to use but like the usefulness of Esports, and especially the athletes, would you see a difference between. I guess older, younger and older players and

then also, it's a little bit hard I guess to draw a comparison between the players and the managers but older people within the organisation. would there be a massive difference between like the younger and the older people, when it comes to players managers, people under, like in just within the organisation or their coaching staff, or would it be kind of is it really just a really individual thing that some people take these mental skills on and really see the benefit in them and some people just don't.

Interviewee

Yeah, so, I think, I think I've seen personally I've seen you know the 35 year old, old executive who works in the organisation as kind of like a general manager for all teams or whatever. And he immediately hops on board right and it's like yes mental skills training, totally invested. I've seen the exact opposite as 20 somethings wouldn't want anything to do with me. And there have been situations where I've walked into the house and said hi I'm Carl dobbert I'm your mental performance coach and I've had an 18 year old run up to me and be like, I've got questions for you.

Interviewer

Yeah.

Interviewee

It really is a little personalised, you know, in terms of the way that I like to approach them. I do try to meet people with where they're at and have that understanding that not everyone is going to immediately hop on board. Yeah, and you've got you've got kind of three groups that you're working with. You've got the people who are interested, They want to know more, they're they're willing to sit down and listen to you. You got your fence sitters the people who are kind of like and I kind of see the benefit of it but I'm not entirely sure. And then you got the people who are just nope don't care don't want to hear anything about it. Like, I don't, I think I'm fine. Don't neet it. You know, and so I tend to spend more time focusing on those first two groups. Yeah, with the knowledge that if I do my job effectively, I've had people from that third group who look at what's happening to their, their teammates, or staff members and go oh wow, actually I, there might be something here to this. Yeah, you know, and so that's the way that I kind of, I kind of focus on it. It really is kind of a little bit more personalised. You know everyone kind of has their, their own takes on it. It really is. My initial goals when I walk into a team is to do a little bit more education about what I do and what I don't do. So that way, you know, everyone can have a better understanding of who I actually am versus the idea that they've got in their head. you know from hearing. Oh, he's a mental performance coach he's going to try and talk to me about you know everything I've heard everything from he's going to talk to me about you know my childhood. Parents treated me too. He's going to try and read my future, which

Interviewer

was hilarious. That's a good one. I'd love to be able to do that.

Interviewee

That particular player. A lot of it is just kind of that initial, here's what I do. Here's what I don't do short and sweet. You know, you have questions that they ask.

Interviewee

Yeah. Would you when it comes to the third group, obviously you can never force psychology onto anybody or skilled mental skills training onto them, but would you make sure that the. The environment is kind of that open environment that if they do at any stage want to come in or would they be specific, would they be things that you would have in your head that would be a little bit more accessible like obviously things like goal setting doesn't work for everybody or those mentors like a lot of the things don't work for everyone but either go because it's kind of going back to that whole broad thing that when you were saying that like the first thing you do when you go in is trying to teach people to about like learning about themselves. Is there something along that same line that kind of, you might do sometimes to try and like get people into it like, just something like eat like somebody simple, just to kind of get them to be like, oh, maybe this there is something married to that, or would you usually just leave it to kind of hoping that the people that do take into account what you're saying, kind of bring that other person into into helping you or would you just kind of, I might you don't really want to just leave somebody completely out like would you would there be different things you would do to kind of get that person in into the, into the groove with everyone else.

Interviewee

I want to see dark but but the idea of. If I can get the manager on board, I can get the coaches on board, I can get most of the players on board or at least somewhat on board. Right. The person, or a couple of people who are maybe not on board at all or aren't interested are going to look around at some point and go. Hey, when this guy he gets up in front of the room and addresses us, everyone is paying attention. Everyone is listening to what this guy has to say. So maybe there's something you know and so there's there's that aspect of things that it kind of creates a little bit of a groupthink isn't the healthiest. Definitely not. Definitely not what I'm going for, but if it does open up the door where they're at least going to pay attention to a little bit of what I have to say, I'm confident in what I teach that something will hit someone you know and meet them where they are, you know, and if that's what it takes to kind of open up the door and get them to at least try it. Then, you know, I'm not gonna, I'm not going to stop them from going that route but it is, you know, as you mentioned, it is, it's impossible to get someone to do anything psychology, you know, kind of forced them to do it. So it's more important for me to, you know, try and lower the barrier to entry like you mentioned, you know if I can get a player to commit to try and journaling for three days, you know, and just

really, really commit to it full go full bore with it, and they can see some kind of benefit over those three days, you know at the end of that third day, then that's typically where all all kind of go you know and I'll try and work with players as much as I can in one on one to help them find that that in for them. It really is a matter of just trying to wear them down it's a battle of attrition. But I have seen success with it and there's also i mean i'm not going to consider it to my whole team that I've walked into and I've worked with and there have been players who've never bought into what I had to say never, you know, never got on board with it and you know it's it's unfortunate. And I think that those players could have definitely benefited work on it, but I think that I've seen less of that situation occur. The more that mental training and mental performance accepted by the larger eSports space, you know, the more information that gets out there about the impact of that mental performance coaches

ears are open to the idea of talking to someone. Yeah, for seeing that, you know, in the future, it's going to become more and more commonplace and less athletes are going to kind of play the guessing game or be, you know, so some negatives about it.

Interviewer

Yeah, it's it's super it is it because it is one of those things that it's always psychology and that kind of stuff has always been so polarising within pretty much since its birth I guess since the start of psychology everyone's wearing like a copy reel it's definitely just look to do with my mom, and then we'll be fine. We'll leave it at that. But it's interesting to see that like I was the person I was talking to this morning Sandra, she was saying that a parent like she was saying apparently within National Sports anyway. In the German football, the soccer league. I think there, it's mandatory to have a psychologist, a sports psychologist, for the first, I think the first three the top three leagues. I think you have to have one, maybe not for their first teams, but at least for the Academy. So would you. I know you were talking earlier about your kind of the group of you that are coming together to try and help with like, like scheduling back like burnout, to kind of the the watch for the environment around pro players, would you be trying to do something, obviously I don't know if you'd be able to get that far but working with the big leagues like the the LCS for league or ESL, that kind of stuff for CES, would you be trying to work with them or like the the organisational bodies on like specific teams to have proper like conditions and eSports for the players over like over time obviously it's not gonna happen anytime soon but with that kind of be an end goal I guess in eSports I'd be so be kind of more similar to traditional sports or is that something else you're kind of aiming for. With I guess with that with that group or, like, your ideal ideal environment for an Esports professional.

Interviewee

We are would like to see happen. And I think the level of professionals that we have involved in it are definitely going to be able to make decent headway and working with these working with, you know, different governing bodies that currently exists is definitely something that we are interested in doing and he this educational piece, you know we've talked about it a lot throughout this, this kind of conversation and the conversation needs to earn that that

conversation I think needs to expand beyond just the organization's to those governing bodies. You know, I think that putting different, different qualifiers in place for what it means to be a professional player in certain leagues will do a tonne to help to help create that environment that this stuff is more ready, it's more prevalent it's also of the highest standard possible because that's another problem that currently exists in sports. You know a lot of, a lot of people coming into the space because there's a lot of money there, who maybe don't have the qualifications, they don't have the ability to work effectively with with teams of the organisation so they come in, they actually end up maybe doing more harm than good. And then, that kind of sours that organization's taste for this stuff, right. Even things like nutrition, physical therapy, and that kind of stuff. So it really is important that we're working together to create a standard for organisations and also working with the league's to, to create a standard that the league's can then pass down to the organisations as well. And yeah, we're definitely interested in doing stuff like that we've had a lot of conversations on how to go about doing that. and there will definitely be plenty

more conversations

viable option to try and create what we see or try and fix at the very least you know some of these problems around burnout or just overall mental and physical health for for players.

Interviewer

It is like the longevity of it. I guess it's kind of similar in both sports that like someone's career. Will. It's like, there it is very very limited I guess in traditional sports it's limited by your how long your body can hold up that in eSports, I guess it is kind of how long your, your brain and your head can keep up, as well as obviously things like reflexing stuff will diminish over time but I feel like the mental part of Esports is so much bigger than the physical part because you can always go back like you can you can be a little you can miss some more of your shots but that like, you'll still be, you can still stay in the game, but if your head goes then you're never going to be able to play the game, the same as you used to. And that kind of making sure get those frameworks in to try and help with the longevity obviously some players have been in there for years, like, I know, I started really looking at eSports back in. I want to say 2016, maybe 2015 when kind of the that fanatic team on CS that was my first kind of introduction into eSports with no with flusher and I laugh a lot though like a lot of those players will still be playing now, and like it just be, but then you also see a lot of the players are playing then aren't playing anymore obviously some of them still do like the Australis team at the moment like with device and everyone like they're still playing, but a lot of players will have diminishing have dropped off. And that's mix between obviously they haven't been in the game they don't want to play it as much more as they used to but it's it's kind of sad to see players with such like long careers, dropping off because they lost their love for the game because they burned out of it, like getting these frameworks in it'll kind of increase longevity increase. So many things in the esports i think it's it's only going to be good things like a lot of the something like wrestling like WWE like those wrestlers would have been in the in their sport for 40-50 years, but like in eSports obviously it's not that old yet, but like you won't see some of the like the original players be playing at that at like the

older ages because they just they just aren't into it anymore, even if their bodies can hold up to it so I think it is important to get those frameworks in and that all helps and that all goes with this. All these trainings and things that people can get from psychologists which are very, very important that I guess it's not as people are just slowly starting to realise that now as they are psychology always has been kind of shown at the start and then realise that oh this actually might be helpful and then very much in demand come the next in the next 510 years. I guess your job security may be a little bit weird team to team but longevity wise I think you might be okay.

Interviewee

Particular particular my interests now from working with this, this group of professionals that I've kind of alluded to, as has started to kind of go a little bit more macro. A little bit more, You know if we're going to be if the current performance coaches who are working in space are going to be the godfathers of performance psychology and just performance training in general. You know how, how can we best. You know, make a lasting impact versus you know yes I can go and I can work with a handful of teams and impact a handful of players and impact a handful of staff. But if we can do something that's a little bit more on a grander scale to really influence the trajectory of Esports over the next 5 10 15 20 years. You know, I think that that's going to do much more, you know much more to help more players and more staff over the long term, which is definitely something that, you know, I've been, I've become passionate about. I know that there are a lot of other individuals who are passionate about it as well so you know we're looking at, looking at kind of okay we got our foot in the door, you know, like you mentioned, we've got a couple of, you know, got a couple of really great professionals who are doing some really great things. And now that we have that we're gonna really, you know, for lack of a better way of saying it we're gonna keep that door open. Yeah, to really shed some light on what might be some of the best methods of how to you know create longer lasting professionals. You know we've had conversations about as well like obviously from just a moral standpoint, right, not burning players out and then kicking them off your team is great, but even from a financial standpoint for teams that are trying to build their brand and build their, you know, a following you know having players who are going to be there for more than five years. Does weigh more for your brain growth and for financial security and bringing people in because they like the players that you have than just the kind of current meat grinder of, we're going to get a couple of players and run them down super, super well and then once they're kind of burned out where to get rid of them. Yeah, you know, and so we're looking at, we're looking at it from all different sides, ultimately to try and figure out what's the best way to approach some of these conversations with leads with big organisations, so that way they can really see the whole, the whole picture of this stuff, because it's just so super important.

Interviewee

Yeah, I, I'm a sucker for a framework, I love them so much. I think they just that they just the best, it means that nobody, you have to do your own little bit of work but the the the backbone like this. There's no body without a spine so there's no, there's no way you can build an industry without some sort of guidelines to it I think that work is like, it's incredibly important because I imagine like every, every team gets a new psychologist or a new skills

coach and they do different things and they might override what people have used to learn and it's, it's just, it can just get really really confusing and like that whole thing of like, longevity with one team like, I guess you, I think, for me, like the biggest ones would obviously be like beards and and Faker and league like they just like you. When you think of either those to be those players you think of T one and you think of TSM and seeing them anywhere else or anything like that just, it just feels like off like I know, I guess, showing my, my, my affinity for League of Legends i guess i like it like a lot more like, I've gone through different games at different stages but like seeing I think yesterday T one where we're playing nltk game or the day before and Faker wasn't on the team and it's like, it just something feels off, it feels a bit weird to have him not there, but I guess at this stage is probably just because he's not as good as it used to be but like to have like just for building a brand and everything like having those players on the team just like it's just so, so valuable, as opposed to like people who just like constantly dropping off and go into new teams and it hurts the brand and hurts their individual brand as well because there's, there's not much like unless you really really like an individual person that's hard to, to kind of latch on to them as a player or less, you'd like to see them constantly and it's a little bit all over the place but I think overall like these trainings and things like it's, it's important for people to to get them to kind of help them stay in the game for longer and obviously there's, like, there used to not be a whole lot of things to do, but now I guess if somebody doesn't want to play anymore you can go into managing and coaching or content creation or, like so many different things you can be an Oregon, like NadeShot did or whatever like this. There's like hundreds of different ways to go into which I think is really really important but I guess it all does start with learning. I guess it goes back to the the very, very first thing, like you would do with somebody is learning to understand themselves and if somebody realises by only signing themselves that I may not want to be a pro player I want to do this instead, that it's only going to be good for them to just swap as early as they can to give them more time to become as good as it as they can. I just think it is it's just such an interesting area from, like every perspective from both my perspective as somebody looking in as a, as somebody who loves the game to understand. And then, as well as, like the psychology background like I love watching the game but I love seeing how like I'll always watch those behind the scenes videos like anytime one of those comes up I'm straight on it because I love seeing the inner workings of teams and how that stuff works and which is why I wanted to do this kind of research where I get to look at how I get to talk to people like you, like REDACTED who's like, they know you know what it's like to be within an Esports team, like it's great, being able to see somebody who can hit as hit shots and score goals and Rocket League or do whatever it is but being up to see how they get there and what they do in the day the week before between games is, it's just, it's very very valuable very very interesting to me and I think it's just as pretty much as, like, that's kind of like the end of my questions I was gonna just, like, thank you so much for giving me the insight into what you do, like that kind of like I guess I guess I'm using my college degree to, to be a little bit to be a bit annoying and being able to be like oh I guess I'm just gonna use this excuse to go and talk to people about things that I like but I guess I wouldn't be, I probably wouldn't be in college if I didn't get to do it like this. So, thanks so much for, for talking to me for however long it did eventually when we got there at some stage. The all the awkwardness and everything at the very beginning.

Interviewer

piece of advice that I ended up getting into the job that I currently have I always got it I love psychology that was what I wanted to do and I was lucky enough to find sports psychology at a really young age. And it was, it was super enlightening to me and I was able to follow that passion. Actually to London in London for a couple of months during my undergrad, never got a chance to go to Dublin.

Interviewee

Yeah, It's better than London I'll tell you that

Interviewer

had a lot of really great opportunities in my getting into eSports happened almost accidentally, you know, and so I would wouldn't change my trajectory for the world but, you know, there really is something to be said about you know I was in the place that I was because my passion, put me in a position to do that, you know, and you mentioned in your reasons for for wanting to do this and your interests. You know, there's there's nothing more that comes across better than when someone is doing something that they're passionate about, but you know that's that's one of the reasons why I think I've had the success that I've had as much performance coach because I'm just genuinely passionate about this stuff, you know, so that would be kind of my only bit of bit of

Interviewee

insider knowledge.

Interviewer

After that thing that you're passionate about. You never know when you know you might get that that lucky break that just kind of sets you off on maybe didn't even expect. Yeah, it's been an absolute pleasure the questions were awesome. But they're they're really great and I hope that you can take something from this and use

Interviewee

it for fun.

I really enjoy it hopefully hopefully it'll record it, because that would be.

6.10 Appendix J: Interview 3 transcript

Interviewer

Okay, we're good. Um, so first question I guess just, like, do you want to explain your like yourself and what your job is.

Interviewee

Yeah, I can give you a little bit of a background of the kind of work I do know is like looking for perfect. Sweet. Yeah, so I'm essentially as lifelong of a gamer as you can imagine, I've been playing video games since I was like five or six. I pretty much could play games, the same time that I could walk, that's, that's been my life, all the way through. And I through my teen years I took kind of a right turn and went down some really unhealthy roads within eSports. I got morbidly obese at one point I was severely socially anxious and I had just some mental health issues all around. And I think a large that was due to the approach that I took to gaming I was, it was isolation, addiction like the the bad parts of gaming right like the the dark side of it. And I realized that I wanted to try and shift the approach that the next generations came into gaming so I went through a bachelor's degree in psychology and then I finished up with a master's degree in performance psychology, actually did my master's degree over in Scotland, so I was living in the UK for a little while. And I went down those ruins with the anticipation that I build a career in the realm of Esports and I bring the principles of sports psychology and SPORT SCIENCE into eSports so that instead of kids going through the negative sides of gaming we actually utilize gaming as a very positive and reinforcing industry that helps develop kids in real life so helping with some of their. I guess social and emotional learning skills so like emotion regulation communication skills leadership, all those kinds of things, while also improving in game performance because ultimately a 14 year old doesn't necessarily care about their emotion regulation they care about how, how many shots, they get hit in fortnight. So combining those two fields is like the sports site and the Sport Science industry, and then pulling that into the esports industry so that we can build what I would call like happy healthy and high performing esports athletes. And that's really ultimately My mission is one I have a extremely deep passion for gaming and the elite expertise side of gaming and how you kind of create those gamers, but I also have another passion of making sure that we prevent a lot of the issues that happen in unstructured eSports, because I think gaming and eSports isn't inherently bad but if it's left on structure it can lead to bad things like obesity or depression or those kinds of things. So, if we put structure and then eSports in gaming becomes a very positive tool so it's it's, I see the industry is more of like a neutral. And if we approach it properly, it becomes a positive if we leave it just to kind of without the structure it becomes a negative so it's really up to the professionals in the industry and, like, coaching staff for management staff to make sure that players are guided in the right direction and that's where I face make sure that players are guided in the right direction with, like I mentioned, the two ultimate goals of improving performance and improving overall health.

Interviewer

Yes, I think it is really really important, obviously, everyone wants to, who said everyone's hit more shots but like they really. People really forget about the whole like this is at the end of the day, it can really spiral, like I know of myself. Yeah, I've gotten very addicted to games, to the extent where like I didn't realize at the time but like, in hindsight looking back I've lost. I think I've lost maybe two years of my life at least to just playing every day. Never noticing anything and it's obviously had massive impacts on my mental health, which I'm now, like three or four years later, now realizing and coming to grips with and be like, Oh, I probably shouldn't have done that. Yeah, but like that's about stuff like getting in at a young age is like a really really important thing. Like what kind of what kind of stuff would you do like with these with people like I've seen what you were talking about like different things to getting people like aware of and everything like why did they kind of like, guess what, like the training the real thing is what what kind of stuff would you actually be doing with people.

Interviewee

Yeah, so one of the big issues that kind of emerges in eSports is that people don't realize or they haven't recognized how much health impacts performance. So what I mean by that is stuff like sleep. I mean it's starting to come, you'll see these all in the industry now people talking about this stuff so it's not, it's not unheard of knowledge, it's very common to talk about these things now but up until this point, nobody was really connecting the dots of how much health impacts performance so if we don't get enough sleep chronically if we're not eating properly, all those things really impact your brain's health and your brain's ability to make decisions to react to regulate emotions, whatever it might be. And the moment that those domains or those areas start declining, it has such a profound effect in your performance in game. Because eSports is a industry of milliseconds like five seconds is a very long time we're talking about like a 10th of a second that's, that's how fast you have to make decisions or utilize your micro mechanics or your macro strategies, whatever it might be. It happens in milliseconds so even the slightest shift from any kind of health areas like sleep and nutrition and exercise does have a fairly profound effect on in game performance so the in terms of what I would do. Or I guess any performance coach really is, you really target the low hanging fruit right off the gate. The reason why you go for the low hanging fruit is one, most people aren't doing it. When I and when I say most people I'm talking about like the 14 15 16 year old hopefuls that want to get on a big team down the road. They aren't really applying those principles in their life. And so it's it's very easy to introduce or it's very simple topics to kind of put in their life. And then you also get that profound effect so it's it's kind of like the low hanging fruit in the sense that easy implementation. Pretty big reward and drastic improvements once you do. So that really revolves around just sleep education like explaining what what an appropriate or an effective sleep routine looks like all look good sleep hygiene is the hours that you need to sleep at night, in order to have a high functioning brain, the implications of staying up all night or consuming caffeine late at night. So all this education around sleep as well as then education around nutrition that's another, another good topic, that's kind of low hanging fruit not really my area I don't deal with nutrition cuz I'm on, I'm training the performance side of things like the mental performance in the sports like. So I don't touch the nutrition a whole lot but I still have my base ideas that I can work with, with the kids. But when we're looking at the more competitive players that have been doing these things because when you look at the competitive scene. Most pros or even semi pros at this point are starting to already apply these principles. So, you have to go a little bit further, you have to go a little bit beyond the low hanging fruit. So at that point, we're now looking at

teaching people how to develop team dynamics. So, within that topic we're looking at shifting the ideology from the solo queue mentality is what I would call it because in League of Legends for example if you're trying to climb the ladders, you're solo queueing and if you're solo queueing you're very focused on how do I win this game and what can I do use it's really like centered around you doing everything right so when you get a head of team. Exactly. And that's, that's just the environment of solo queue, nothing wrong with that, but when you go into a competitive team or say you got signed to cloud nine or TSM or whatever it might be. You really have to shift from that soloqueue mentality because there's not to use a cliché phrase from back in the day but there is no I in team right like you can't win at the LCS or the academy level. If you play with a solo queue mentality, it's just not feasible so you have to, as people are moving into that more competitive scene, whether it's like the high school league or collegiate league or even the professional scene. You have to start teaching what effective team dynamics look like so. Conflict Resolution communication skills leadership development team culture team values identity all those kind of things really come into play. And that takes a lot of work because you're trying to bust open somebody's four or five year grind soloqueue mentality and then immediately translate into a team dynamic setting and it's. That's one of the big primary things that you'll be working with as you kind of go into the more competitive scene. Yeah, as well as teaching people how to structure their days and prevent burnout. Obviously burnout is one of the hottest topics in eSports right now because it's it's what everybody's talking about so when you're working with professional previously what we'd be doing is trying to help people recover from burnout, because the performance coaches are being put into teams, as somebody who's burnt out, or they're, they're brought in to help somebody get back the motivation and focus that it used to have. Now that it's been kind of implemented the role has more switched from trying to fix burnout to try to prevent burnout because we're now in place trying to focus on those things we don't really want to fix things we want to prevent things, fixing things is like a last ditch effort. So as you move into medicine you're working on things like teaching people how to structure their days what effective breaks look like building routines so that they don't burn out like everything that revolves around burnout trying to figure out a way to help prevent that. And then also, simple things like performance anxiety or nerves or jitters whatever it is so teaching players how to do pre performance routines and how to center themselves or ground themselves in the moment and stop focusing on what the social media backlash might be if you perform well or what the career backlash might be if you don't perform well like really just grounding themselves in that moment to attempt to produce a big performance. I think that kind of covers the basics of what we do on a team but

Interviewer

it's really interesting though the the social media part is that something No, because I imagine that's a relatively new thing now like do you, do you kind of not train but do you have to like talk people through how to, like, how to print off I want to say, expect but like do like prepare people for social media backlash against if someone has a bad game because that's something now that you've been thinking about.

Interviewee

Yeah, it absolutely is because here's the here's the kind of like unfortunate thing is that most people, or at least in my experience I can't speak for everybody but a lot of people that I've worked with don't always think that social media has an impact on their mental health, they think they're like, I'm fine I can handle it it's just people online, but unfortunately over time, even if it's just online and you're able to disconnect yourself from it. It still adds an extra weight to your mind right like if you repeatedly see people trash talking you online or calling him out for bad plays or whatever it is. Eventually, that is going to seep into kind of like your default thinking so that when you go into game, you know that everybody thinks you're bad at clutch plays or you're bad at jungle routes or you can't hit your op shots or whatever it might be, they you know that people already criticize you for that and that thought can sneak in at the wrong time. Right. And so a lot of a lot of players don't take the necessary precautions against social media because they, they have this gut feeling that they can handle it. And it's just like that's not the way that humans work. I know a lot of perfection.

Interviewer

Sorry, go for it so it's just what kind of still Stan would you would you do with them to like, prepare them for that. Is it like I have no I wouldn't even be able to begin to think what kind of stuff, like what is it, would you like get them to just like talk through it and when they see it or is it like a limit themselves on how long they should go on social media or what kind of stuff would it be.

Interviewee

Yeah, it's really just social media blackouts II there's you can always discuss things and talk about how things impact you but truth be told, like if you stick your hand in the fire, you're going to get burned. So, just don't stick your hand in the fire. I don't want to boil down to. So, I know that a lot of proteins like I was, I was chatting with, who was it I think it was the performance coach from Mad lions, the couple weeks ago and she was telling me that when they were at Worlds it was complete social media blackout like nobody was on nobody was supposed to be on social media everybody was on point it because they knew that. Without doubt every team eventually gets flamed or, there's some kind of toxic messages going towards the team or the individuals and so they, they just tell them not to. It's like a social media blackout. And that's really the most effective thing, I think, ideally for me if I if I could have my way during seasonal play. I would want, if I was say managing a professional team. I would probably want like a Social Media Manager for each of the players that the players could maybe tell them what to tweet or tell them what to post, but they would never have to go and see the negative responses from it. Yeah. Do you really that

Interviewer

would you also though, sorry to cut you off. Like, apparently, like a completely get that you want, obviously, social media kind of sucks that gets to the end of the day like for most people, but like, do you. I imagine within the managing styles criticism is a huge thing. Like,

what would your stance beyond like criticism like would you do you think that it can be helpful for people to be on social media and see what people are talking about or do you think just the way that social media inherently is like the anonymity and everything and that it, you'll just never find any critic like any better. Criticism on social media than you would personally be able to give to a player.

Interviewee

Yeah, that's a really good question. So I think that social media has some, some pretty huge perks and benefits by just existing so by being on a platform, you can engage with your fans, you can. I don't know, get into meme culture, you can even have a lot of fun and build a lot of good community connections through social media which is huge like that that's great that's what makes the esports industry so much cooler than traditional sports because if I'm a hockey fan there's no way that I'm going to ever connect with my favorite hockey player over social media because that doesn't exist there but if I'm a league of legends fan there's a chance that if I tweet at a pro, they're going to like it. They're going to comment or there's going to be some kind of conversation there's some kind of engagement between pros and the fan base and that's really cool and that creates a lot of sense of community it helps to build your engagement within, it's really awesome. But when it comes to criticism, I think that criticism on social media is almost always pointless not always but most of the time, criticism is incredibly important in the team setting so if you and I are a fortnight duo, and we just got absolutely thrashed this weekend. There has to be some degree of criticism or constructive feedback between you and I to discuss what went wrong, how do we fix it, you messed up here I messed up here You did great here I did great here, there has to be some kind of back and forth criticism that helps us both develop. But when it comes to like Twitter criticism, most of it is just who I call it gamer chair right like people see something happened in the LCS or Flashpoint or whatever it is, and they're like, oh, why would you do that. That's the dumbest thing in the entire world lays into them but really they don't have the same kind of comprehension that the team has, like, whether it's itemization or rotations or when you're peeking like the game chair analysts they don't get it. And so when they when they offer up criticisms it's usually in an attacking sense and isn't really informative and it doesn't carry with it. Important information it's just somebody thinks that they know something and they want to make sure that they can tell that person what they think. And it's almost always unhelpful. On the flip side, there is there is like reverse or not reverse criticism but I know that licorice for example on cloud nine, he had a really bad showing once and I, he posted something about saying sorry to his fan base and his comments and the responses were almost all like people saying, dude, you're the best top laner in the LCS you're crushing it you're amazing Just keep your head up sucks that you failed here but like, you're still the best, like it was very positive. Yeah, that that kind of response is huge for pros like that will actually boost them. So I think that social media does really well there but when it comes to the criticism side of things I think it's usually not always, but usually baseless and just is what the random person online thinks and that's not usually helpful.

Interviewer

Yeah. It is it is really interesting because like you obviously see like some people like one of my, the, you know, crownshot the SK bot laner like he's an incredibly talented player, but like

anytime I tune into a stream he's always like he's I think he's like notorious for being toxic like people call him like the worst toxic. One of the most toxic pros and it's just like, it's not like he's an incredible player but I guess he gets so much backlash, and he like gives and take so much that it's almost, it's not ruined his career obviously he just I think just this morning they had they announced that he's joined Gen-G on the content creation team, but it's like, it's really really impacted him as a player seeing all this stuff constantly. And like I just feel like it's difficult to balance between wanting to see what people are talking about and wanting to get better, but also just constant like attacks on you and you just really really like you may your talent may be a lot better like really really high but just like your personality or like your self esteem has just been like diminished so much that it really doesn't matter how good you are, like at the end of the day, it really matters, like, are you able to, like, perform, and sometimes I just, it just gets impacted too heavily from social media and things.

Interviewee

Yeah, and it's kind of is a little bit of a tough topic because criticism, if you're professional if you're like crownny or whoever else it might be. If you have a bad game and you get criticized for it. Like, that's not helpful, it's a bad game everybody's gonna have bad games, but there is some degree of I don't want to call it criticism but like accountability where if a pro player is extraordinarily toxic online, say that their Twitch streams are always filled with toxicity. I think that maybe there might be. I don't wanna use the word criticism but like accountability because we should I think we should be holding pros to a higher standard because they will be essentially pros pass down culture to like the solo queue hopefuls. And if 90% of the professionals are extraordinarily toxic on their stream that's going to bleed down into the general population and so I think there needs to be some kind of accountability and feedback, where the community is like hey man, that's, you shouldn't be doing that, but again that's still fine like so you don't want to police somebody's behavior online but you also want to make sure that the game is developing a good culture. So, that is a very delicate subject

Interviewer

is probably going a bit too far really anyway.

Interviewee

I actually, my, my, my unpopular opinion is I think that league is one of the best communities out there.

Interviewer

It's just, yeah like it's so toxic but like it really like everybody does kind of come together at some stage, like it's such a good community like when you watch like worlds they see it was obviously a little bit difficult but like it was still a class just to like, watch and sit there and like everybody's still there and all the code streams and everything. It was really really nice to

see like it's such a good community but like god there's some. There's some people in that community that you. Yeah, exactly.

Interviewee

The way that.

Interviewer

Go ahead. No,

Interviewee

I was gonna say due to the way that I look at league Legends is that most people judge it on what happens by game to game so if you look at the soloqueue and you queue up for a game. Chances are you're gonna run into a lot of toxic people over the course of five or six games. It's just the way it goes and then we base our value judgments of the community as a whole based on our soloqueue experience when if you pull yourself back and have more of like a macro view of the game, you know that there's a vast majority of people are not toxic. The community is really driven to be together. Riot Games here's another unpopular opinion I think that Riot Games of All game publishers is one of the ones that is most devoted to making sure that there's a good game experience like they they hire. Even things like clinical psychologists and researchers to make sure that they're developing the game in the appropriate ways. And when you look at the macro scale compared to any other game I think you really noticed that League of Legends is going in a phenomenal direction. As long as you don't judge it based on your soloqueue experience.

Interviewer

It's everybody base. I don't think there'd be any fan base if everybody just like went get into game then like Oscar this game. Yeah, I was just, you know you were talking about earlier about the that you work a lot with younger people and trying to like build them up and then you also mentioned that you you've been working with some, like old like older people but I mean like more experienced players, would you see a huge difference I know you're saying that I went with the older players who would take on a lot of the, the advice and everything more is that kind of like always the case between younger and older players what narrow would you see, like, some of the younger players would be really really into everything like all about, like, personal development as well as like an understanding the importance of stuff like sleep and nutrition and everything, or is that really kind of just the, the, the longer people have been in the game, the more they realize it, the more they see like the importance of, like, outside things, how much that impacts the game.

Interviewee

Mm hmm. Another good question. So, when I first came into the industry. The hardest people to work with, would be people that have been in the industry for a while so we're talking like League of Legends players that were 24, or like League of Legends called duty for any people anybody that was in there. Not quite, almost mid 20s,. The only way you get to the top is by playing, blah blah blah blah blah, that kind of stuff. And then we're the most difficult to work with because, one, most of them recognize that either their hopes of being a professional or their current professional status was limited, like they couldn't get there. So they weren't willing to put in that effort they didn't recognize the need to change things they felt like they got to where they weren't because of the way they did it, it was just, it was a mess. But that's really changed a lot of the older players have recognized how traumatically serious these topics are. And so when we look at. I'm just trying to break it down my head with the age ranges 14 to 18 year olds are very interested in learning how to get better, but they aren't going to be the crowd that necessarily takes your advice and starts implementing it on a daily basis over the next four years. They are interested, but their execution is lacking. Okay, so that's that's an interesting thing is trying to figure out, okay, we've already got your attention you're curious on how you get better, but how do we make sure you actually follow through with these principles, that's the that's the primary topic for the mid teens, then when we looking at, like, 18 to 20 year olds. These are rough ranges don't. These are by no means concrete numbers just rough guesses. Yeah, when you're looking at like 18 to 20 year olds, you've, you've really got a group that's bought into this already, usually sometimes. And you tell them the principles of like sleep. Certain diets certain exercise routines and they know it like they get it now they've seen it. And they're willing to implement these if they see if they see it working for them or if they're if they're just outside the pro range, they need just like a little bit of kick in the ass. They'll implement it so they're probably the. I don't want to say it but they might be one of the easiest groups to work with is 18 20s because they're 17 point let's say 17-20 because they're bought into the idea that they're mature enough to actually apply and follow through with the training, but they're not old enough that they're going to just disregard what you have to say. So when we start looking at above 20. That's when players think this is also very generalized though. Please don't think that this is a rule but it is like a trend that I've noticed when you get above, 20, you start getting people who are extremely smart they have their own thoughts they know what they're doing. So when you tell them a training principle, they're more likely to challenge it and not necessarily follow through because they just, they think that they know better. That's not an act of thought that's more or something that's like an intrinsic reaction to what you say isn't like they know what's best because they've already gotten here to it. So it starts getting harder again it's kind of like a bell curve where it's, it's harder to work with the youngsters and it gets easier easier easier you hit that peak at maybe like 17 18 19, and it starts getting harder and harder and harder again, which is interesting because I don't know how I don't want to get too into this because it's a long topic but in traditional sports if we're training somebody for a sport. You don't necessarily want to train somebody in that sport specific at a young age you want to teach them like generalized sporting principles, like movements arms flexibility exercise nutrition, those kind of things. And then, when they're getting close to that top of the bell curve. That's when you just like hammer in those sports specifics, because they're now at their peak and then you send them up like this huge trajectory. I think eSports is very similar like 14 15, we might not throw down extraordinarily intensive League of Legends principles we're teaching them like the gaming principles the foundation. Then as they're approaching that 17 18 year old, we start plummeting them into like intensive League of Legends training as they're taking that advice they're kind of going up that bell curve and then we have a very robust

professional, that's kind of my idea of it but i don't know if i actually answered your question I kind of wasn't 100

Interviewer

sure if I was like, do are there. I know you were saying that there's like, obviously for like, I feel like for traditional sports it's a little bit easier to do those kind of like general sporting principles like every pretty much every sport you need to be flexible every sport you need to be fit so you can always just do that kind of stuff. For eSports it's a little bit more difficult because every game is so different, like there's not that many things that are, like, I don't know to me I guess they probably are a lot of transferable skills but I don't know how, like, what kind of stuff do you think would be those like into like the first things you need to be getting into them over they again be those kind of like personal things like what you teach about the importance of like sleep and nutrition at the earlier ages or at the earth or would you be more like, we'll hit those big things once they get a little bit older and mature. Yeah, so

Interviewee

this is this is a topic that gets a little bit more speculative because we just, we simply don't have research so the translatable skills between Call of Duty and league of legends like. Is there any, is it like we don't know for sure. So, everything I say from this point on, is kind of like my educated guess and speculation within this topic so again take this with a grain of salt. This is just me using my knowledge and applying it. I think there's absolutely transferable skills between games. Even if the games function on extraordinarily different fundamentals so here's an interesting way to think of it this is like a thought a thought process that I've been working on lately, is that when you're playing game like, let's say valorant, or cs go. If you were to think about your gun placement or your crosshair placement or your shooting or your aim or your accuracy. You can almost think of that as skill shot accuracy so then when you hop into League of Legends something like Ezreal or whatever it might be. Who's heavily dependent on hitting your q's. The, the skill shot in valorant is much more difficult right like it's you, there's just more mechanics to hitting quotations skillshots in Valorant when you translate that into League of legends. I bet people are quicker and more accurate with their mouse placement when they want to land q's so if they're going for like a, a backwards. II E and then a forwards q and so you have to, you have to flop your mouse back and forth really quick there. I bet they're because of their training and valorant, they're probably quicker and more accurate with that mouse placement, right. So, we don't normally think of FPS games as being skillshots but if you think of the crosshair placement in the aim as a skill shot because in my head it essentially is a skill shot right. Yeah.

Interviewer

So you could do like a training, that kind of stuff with them. Just as a general reflex thing because those things I guess yeah they are needed and everything. Exactly. So if you

Interviewee

because League of legends your mouse movements don't need to be as rapid or as accurate as in Valorant. Yeah. So if you train your, your flick rate your accuracy in valorant, and you go into League of legends, you will end again this is just my perception, you will more than likely have an advantage, because your mouse movement your accuracy and your flick rate is faster than everybody else that just focused on League of legends. Yeah. But then that works vice versa like League of Legends, I would say is more macro intensive than Valorant, and I'm using these games because since they're both right it's easy to compare League of Legends is more strategically difficult than Valorant, so if you learn like rotations you learn team comps you'll learn team movements or call outs in in league going to valorant will seem easy. And so by approaching it with like this multi game, kind of idea. I think that we can train young kids to be better at whatever game they end up specializing down the road, and I don't know like if you ever look at somebody that plays Call of Duty or they play League of Legends. And that's the only game they play. I bet you that they can learn any other game quicker than somebody who doesn't play games, because there is transferable skills within games if there wasn't then me moving from League of Legends to call of duty should take maybe just as long as somebody who doesn't play games and it's just coming into Call of Duty, but I would more likely be able to learn that game quicker because I already have game fundamentals from League of Legends. Yeah, that makes sense. So, that's why I think there's transferable skills in eSports. And that's why I think maybe at a young age we don't just focus on one games we don't want to burn them out we don't want to. We don't want to have them peak too early and then not make the proceed. We do the generalized training on on a variety of Esports and use those games for their strengths and their weaknesses and then specialize a kid into a specific game maybe when they're 16, or 17.

Interviewer

Yeah, I was just gonna say because I remember, I imagine you know LS the, the League of Legends content creator I remember earlier in the year, he said. He said it was it he thought it was idiotic for pros in League to, on the offseason just keep playing their role. So like if, like let's say perkz, he just only played, but I guess probably bad is how he can play anything, I'll say like, I saw Miky doing it with reckkles, this like just, like, just in the offseason, that they roll swapped obviously that's important for them to get synergy and to learn the robot. It was that you can't keep like there's no point of playing that you've seen there's no point for a jungler to play his 1000 or 2000 game of kha zix when he could learn top lane, and then that would help him learn how to like gank top better or if you want to jump into mid and do that. So, kind of, so that's the first you were saying that is the first time I've kind of, I guess applied that in a more general thing I always thought I was like, very game specific be like, oh yeah we're like, in Liga legends obviously you just why bother did that but I guess swapping to. So would you think they'd be married in all seasons to get. I imagine it would take a little while for you to kind of like, look at those skills, and in like a broad sense and be which specific skills. Someone should be working on, and then have a game that will work on those skills that is completely separate to their normal game and then in offseason, get them to play that game as much as they can to get to build up those skills before going back into their

profession their proper game I guess. Yeah, cuz I never thought about that but I think that could be a that is a really really good like good thought process anyway a good thing to think about. Yeah.

Interviewee

Um, so yes and no i think i think there's a tiered system of this so like those two concepts are, are pretty much function on the same purpose right so switching games to get good at different things within gaming and then switching roles to get better different things within that game I think it's a tiered system with the same principles, when you're younger you're doing more of that switching games and then as you're specializing into a game, then you find ways to do that within the game specifically so League of Legends exactly what else said you want to learn different roles so you don't necessarily bounce between games for training at this point cuz you've already done that at a younger age, 40 develop those skills and now you're trying to specialize. So in that sense, then you're doing the, the role swapping which I am still blown away that more people don't do that. That's actually one of the training principles that I do with some teams when I'm working with League of Legends is. Say, say you and I are on a team and I'm, I'm a juggler in league, and you're, let's say you're a mid laner. What I would have my players do sometimes is actually have them swap roles in soloqueue, or have one of them queue up and other ones, sitting beside them watching. And what I within that function what I have would do is say say you were the mid laner and I was, I was the jungler my coach, if I was the coach as well. I'd put you in the jungle and then I'd sit behind you and I'd be coaching you in the jungle as you're playing it because you're a mid laner. And the purpose of that is, once that you understand jungle mechanics and when I can gank and the importance of lane prio and the importance of pathing and when somebody shouldn't or shouldn't take your camps like you can learn all that kind of stuff because I'm coaching you through it, but also on the other hand, it helps me learn how to communicate my own role. So, if you're if I'm coaching you in jungle. It helps me learn how to communicate, when buffs are going to be taken or appropriate jungle paths or when you should be pushing objectives or like it really just helps me communicate my own role because I have to teach you it. And that so when we go into an actual scrim or an actual competition. I can better communicate the juggling role to everybody else in my team and also you understand when I can actually do things within the jungle or when you need to leave lane to support me. It really helps. Just that lane swapping and role swapping is phenomenal for a whole host of reasons and as a personal anecdote here's, here's something that I like I apply this own principle to my own game so I'm a, I'm actually a jungler that's, that wasn't a hypothetical I'm actually a jungler. And I noticed consistently that one of the biggest variables in each game was that the bot lane was probably the biggest coin flip for me, that's what I felt like I was noticing that sometimes like my ADC or support were just completely feeding, or sometimes they the other enemy ADC and support were completely feeding it was, It really felt like a coin flip and that a lot of the game would depend on how that coin landed. So, instead of being pissed off at the randomness of League and the toxicity or whatever else it might be that kind of accompanies that, what I did is I started queuing up I create a second account I started queuing up as ADC, Right. And I learned ADC inside, well not inside I'm not a great ADC I'm like low Platinum ADC, but I learned the role so I understood, at what point the coin flip actually happens so like, what usually causes somebody to start feeding like, where does the pressure come from when are appropriate gank times like what do I need to be looking for as a jungler for when ganks can happen. And

the only way I can know that is by putting myself in that role and understanding the ebb and flow of bot lane. And that's the way that I kind of result I'm still not great bot lane im still I'm not a great jungler like low diamond but I now understand it a little bit better so it's less of a coin flip I've pushed the probability closer to favoring me. And that's the ultimate goal is you're not necessarily trying to completely resolve an issue you're trying to slide the probability scale, more in your favor and by understanding that lane swap, or by understand the role of bot by lane swapping and role swapping I now have a better grasp of how that functions. Yeah.

Interviewer

You don't have off the top of my head who like is good at every row. And, and, like, he's obviously he is on the fnatic team but like he's good at everything. And he's so much more valuable as, like, almost as a resource, as opposed to like a player obviously he's like done incredible things within the game, but like the fact that like some teams can have someone like that, who just knows everything that he can just go and interchange like obviously a lot of teams now have those kind of players but like that kind of, like, I think that's just so important for a team to be able to have it as opposed to just everybody like everybody's an expert at their own role, which is great. But there's only so much you can do as an expert in your role to help the team before other roles need to know what you can and can't do like you can you know your limits, but if you can't communicate that. And especially in like, as you were saying earlier on like the game is like a five millisecond game. There's no way you can talk, you can say everything that's going to happen and everything that's been important in like a couple milliseconds like people need to just know that. So that kind of like transferable skill is like really really important, as they do you like. Is there a way that you go back to figuring out what players need what specific skills players would be to train, like, or like, and when you do end up deciding what people need is, is there a specific way you go about that or is it just ask them see what they think they need to get better at, and then just figure it out, figure out some way of doing it.

Interviewee

Yeah, there is obviously like general principles that everybody needs to be learning and you just more or less apply that teach them the skills, whether it's learning communication or leadership if you have like your ideal, he isn't good at doing call outs, but knows the game on you to figure out where they're lacking. But truth be told, like people are smart. There's very few gamers that are in the professional scene that are dumb or even the amateurs that nobody's really that dumb. So, as a performance coach or a coach or manager whatever you hold most times that you're looking for issues players can develop on themselves like they can figure out what's holding them back. They, they might need some guidance they might need some poking in the right direction. But people aren't dumb right like they can figure out why why they're losing because even even toxic people who say why are you losing every game and they say, because my bot lane is feeding their asses off every single game and riot hates me, you know, but why are you actually losing it like well I guess I get pissed off every game and they're like, there you go, you just figured it out with gentle pushing and guidance. Most players can kind of figure out what's holding them back. And so that's the approach that I take I don't, I don't like the way of. I've seen some coaches where they go about like lecturing and doing topics and doing slideshows and all that kind of stuff. And truthfully like you lose a lot of people because that's all hypothetical, it's all like disengaging, whereas if

you if you treat it more like conversations with your players and you kind of create an open environment for discussion and exploration, you really get the players to identify what's holding them back and again they're not dumb they're going to figure it out. If you guide them properly so that's the approach that I usually take about finding out issues. Not to say that I wouldn't do presentations or anything like that because sometimes if you're talking about a more difficult topic like emotion regulation there has to be some kind of base knowledge so I will discuss how do you cool down from tilt or whatever it might be. Yeah, but really all the practical and useful information is going to come with just like the straight up, honest discussions with the team. That's, that's the way that I usually find out issues because, again, if I'm talking to a group of 17 year olds, and I'm doing a university or high school style lecture, you're just gonna lose them right off the bat much.

Interviewer

Yeah, the, the lecture, I feel like it is. I've always kind of taken, I guess now like since I'm now a fourth year doing a psychology degree. I've kind of realized that the best way to teach people is getting them to teach themselves. Like you can you can you can kind of you figure it out from like being in college like I love what I don't love but like I much prefer doing assignments than sitting in a lecture for two hours because like nobody wants that, like, Nope, I don't know why college still does that, because it's just boring it's really really not engaging and places you can make it as engaging as possible but like the best ways to learn are teaching by getting people to do stuff themselves, because that always makes it like getting people to teach each other. And, like that's just always, I feel like the best way to do it too like obviously now that you're saying this, like, when it comes to eSports it's just it's stuff that like I never thought about like the best way to, again, just getting people to talk through I guess it's, it's kind of in a way it's like therapy just talking as opposed to like talking to your emotion to talk them through your game. Like, what are the things like where do I like you're saying like, players aren't dumb like this is their profession, they know this game inside and out, whatever game it is they'll know where things went wrong, once they get the emotions out of the way, straight like obviously like five minutes after the game you're not really going to get any credit like good stuff out of them, but like give them a little while to like sit and ponder on it. And probably the best way to doing it, and like, take it when it comes to like performance, like you were taught sec like saying they're just about like going through, getting people to teach themselves, Are there any things like, what would you think are like the key variables the key things that people that you would teach people when it comes to like improving their performance.

Interviewee

Actually, so on that topic. There is one thing that I love to do. And it kind of ties in with how I told you that I have players role swap and and coach each other. What I also do in in a way of kind of teaching yourself as a player is I love to get my players to go out and find a mentee so somebody that they'll train, that's less than them. So maybe if you're if you're if I'm working with a diamond level player, go out and find a silver player, then you actually just offer them free coaching, you're not you're not looking to make money off it or anything like

that but this is part of your training where you actually have to train somebody that's much lower than you because the reason being is that when you teach somebody you it. I don't know how to describe it properly but it really makes you. Yeah, it not only that but it makes you perceive the information in a different way so again an anecdote for me when I was in university. One of the tricks that I kind of applied in my own studies was when we had a big upcoming exam or something, intense was coming. I would, I don't tell this person this but I had a friend who always struggled in university so I would always study with that person because they would ask me constant and thrills constant questions. I was teaching, that person. And whenever they asked me a question I answered it. I understood that question a little bit better, right. It just, it helps you perceive and digest and sort through that information in a different way. So, the same principle applies to gaming. If you, if you're a diamond player and you're working with a silver player and you're explaining how wave management works how itemization works when you should be poking when you should be backing off when you should have your be timers, whatever it might be, by explaining that to somebody, you start to internalize and proceed that information in a different way and it really truly helps your own gameplay. And so in, in terms of performance I think that it is it a useful strategy or trick that people can be doing is going out and finding somebody that's not very good at the game or is that like mid tier depending on where you're at, and you you train them. I think that's extraordinarily effective way of getting better at the game yourself.

Interviewer

Would you work at all. I know you're saying earlier, you like you talk about like sleep and nutrition and stuff, would you would you do a lot about like I was talking to someone this morning, his name is Ignacio he works with Paragon and, and he was saying one of the big things he works on is breathing, and like would you do a lot and like you say you do sleep, but would you do stuff on like, like the physical aspects of like outside the game so that when people come into the game, they, they would like, be able to regulate their breathing so they like to feel like nerves or anxieties and things like that. Is that something you would look at as well or would you just be looking at other, I guess, like other things.

Interviewee

No. That way, the physical part of it is, is unbelievably massive, especially in like breathing one everybody knows that that that's a fundamental do good performance because breathing, you can kind of regulate your sympathetic and parasympathetic nervous systems fire breathing so those, those are almost fundamental you. I don't want to go as far as to say that you need to do breathing but you almost need to have appropriate breathing techniques in order to make sure that you are at the right state of arousal. But even things like. Hypothetically, you have a 16 year old going on stage for the first time at a local lan or something like that and there's small crowd maybe 40-50 people they're going to get extraordinarily nervous and that nerves is going to result in things like jitters handshakes your ability to critically think and process information is going to start shutting down. You're going into that classic like fight or flight response, essentially is what's happening. And what our bodies are really designed to do at that point is, is to do something right step output energy. And this is a really cool technique that people can be doing. I don't think enough players do it is that when you're going into a tournament, if you if you utilize that experience.

Output some kind of physical activity like maybe you're kicking a football around or you're, you're walking around the block or you go in for a quick jog or something that doesn't exhaust you but takes energy, you're able to utilize the, the kind of like hormone dump that you just got put it into what it's intended for, and then approach the game with a little bit more clarity. But even though, on top of that more in like the preventative side of things if you're not exercising on a daily basis, you're going to have body aches and pains, you're going to have a whole host of issues also exercise helps to regulate different kinds of cycles within your body, whether it's hormonal cycles or circadian cycles or whatever it might be. The physical component of training helps to regulate a lot of things, even just simple emotional regulation like physical exercise helps with that so in terms of like a long process stuff like breathing exercises, exercise each day. That's going to help your overall performance and there's even things in the acute moment where you're going on stage you're getting the dirt, the jitters if you do some kind of physical movement there you help your body utilize the hormones, the way that they were produced for, and then you can go into the game with a little better state of mind, because you did some kind of exercise to counteract that hormone dump. Yeah,

Interviewer

so interesting. It's every time I've, like, I was like I was. That's pretty much like the end of my questions I guess like like I was like I've been, I had to interview this morning with with REDACTED then from this like it's just, every time I learned more about, like, I haven't done loads of sports psychology within the course, but like every time I learn more about the way eSports works and everything it just makes me so much more into it because it is like, it's such an interesting, like topic and like all these things that, like, I probably like, I'd say a lot of people who play games do a lot of these things unconsciously but it's really just like getting these things out and talking about them like is really the difference between like professionals and normal soloqueue players is all these like little things that just like a solo queue player can be just as good as any pro player in any game, no matter what it is like mechanically, but it's all these little extra things that pro players can do that make them, that just like a step above like I've always, I can't remember who it was, I was watching someone they said, the difference between. I think masters and GM in league was bigger than diamond and masters, just because of those little things like the scale difference between the diamond and master player may not be that different. The snakes same as masters and grandmasters but it's all these little things that players will do like not blaming the team like taking responsibility accountability for their own game doing vaad reviews after every single game learning seeing where they went wrong where other people went wrong. And it's just that kind of like, little things is like, like small things do so much. Oh yeah, it's just, it is it's just, every time I'd like talk to somebody just so interesting. Yeah, I'd say I just really appreciate you talking to me. Thank you so much. There was one final question is just like a bit of a joke when is, how would you spell eSports like do you do a smaller and a capital S or a capital E and a small s or is it all lowercase or what

interviewee

I spelled the right way.

Interviewer

For lowercase get like kicked off to change a lot of buy a lot of my thesis.

Interviewee

It was, it was a big, it's funny because I first came to the industry that was like one of the biggest topics in eSports was how do you spell eSports and it was just like, people were going off on, they should be spelled this way it should be. This way it was really funny to be

Interviewer

to watch that, because I remember when I, when I started this, I was like I wrote the whole like the introduction did my whole thing 2000 words, and then I went back and I was like, I spelled the sports wrong and I changed it and then I was like, I spelled these words wrong again and I'm like to ask every single person I talked to, how do I spell this because I really don't want to get it wrong, and there's no like there's no definition of Esports really like it's I've looked I looked up loads of different definitions that everyone is different so it's like, I need to know. Okay. Small lowercase.

Interviewee

I can almost guarantee, well I guess depends on who you talked about most people will say it's all lowercase.

Interviewer

Okay. I'll use that. I'm gonna take that I'm gonna quote that quote you. You're gonna be my, my reference for this. Yeah,

Interviewee

no, that's fine, I'll take that.

Interviewer

Thank you so much. I really really appreciate you taking the time to talk to me about this I know you didn't have to, but I really couldn't help me and I if you if you want to, once I finish off everything and have it all done i can i can send on the, the paper to you if you're interested in reading it. If not, that's fine. It'll be out there,

Interviewee

send it to me.

Interviewer

Thank you so much, really, really, really.

Interviewee

No worries at all I'm always happy to chat and help with people looking to get into eSports.

Interviewer

I really really appreciate it. Thank you so much. Hopefully you have a great new year and look forward to, who knows, maybe we'll cross paths at some stage in the future again, whenever and you

Interviewee

never know. You never

Interviewer

know you never know. Thank you so much. Have a great day and have a great new year and hopefully the years. Good for you, do everything that you want to get done, and more. Yeah, us long Good luck on finishing up your paper, probably gonna need us. See you later. Bye. Bye.

6.11 Appendix K: Interview 4 transcript

Interviewer

Okay, so the first question, I guess. Easy enough. What's, what's your job.

Interviewee

Okay. My job is I'm a sports psychology in, currently I'm in team Paragon it's a tiny is a tiny team from from Spain reaching now the ability to call themselves a professional team. I'm working right now in the paragraph off performance. We as a sports psychologist, we focus on the performance of the players and also, on how do they perform in specific situations like pressure situations in game, or how do they, how do they react to to some interactions with other teammates or with other teams. And also we are, we are also aware of the mental health of the players. We try as much possible with the Academy. We're focused always on the performance but also on the mental health, and also to give the players some, some weapons some, some tools to to grow as a person and also us as players.

Interviewer

it's really it's yeah it's really really interesting for me anyway just to hear that this stuff is going on. So the second question that is within the realm then of the like things to help people in those specific situations. What kind of like skills or trainings, would you would you do with the players to help them with like performance in games and in those specific situations.

Interviewee

Okay, so first of all, we, we have a job of of watching them to see how well they're performing in some situations and also what are the points that we can work with to improve. Like some handicaps that the player has or the team has. So the first step is to focus on observation. It takes one week or two weeks. So after that we focus on what do we see and also what the other team may say about one player. And we did it with all without the team to watch. What is the purpose of of the next work we do know. Sorry my English is not the best.

Interviewer

Don't worry. It's perfect. I know what you're, I know what you mean anyway.

Interviewee

So, so the first step is observation the second step, we are reaching them the information they need to know to improve that points, the data that needs to that relates to the, the difficulties,

the player has when it's in a competition, for example. Let's say that one player from Call of Duty, for example, has a the ability to to perform and well, and to perform well in some situations no like pressure situations or related to. And that requires some fast movements no like red flags and things now. Right. And so the player here can react with with experience he has, and graded on how, how does he perform How does he move, how does how does he communicate that does is an important key. But also it can it can happen that in any in any match, really. They can perform worse. Due to the nerves, theyre nervous they're a little bit anxious, and they are thinking on on other things such as what he has to do tomorrow or if he if he does a mistake during the match. He can also focus in the mistake and not in the, in the, in the game. So there are a lot of of mental factors that can influence the way that we play now. So, we focus on that, and we give them strategies or tools that can help him to, to go through that process. And, and also during the game he can. He can apply them to to get away from that situation. Right.

Interviewer

Yeah it is. It is. It's really interesting to see like, what kind of stuff you would do for different things like so for like reflexes, or whatever, like, if somebody is really nervous maybe their reflexes would be a little bit worse than usual. And then like the things you would like what kind of stuff, like first situation like that. Like what kind of stuff would you would you do with them to like help them like calm their nerves when they're like, either performing online or if they're on stage at any stage like a lan or anything. Is there anything specifically that you would do to, like, Do something like for nerves or for nervousness.

Interviewee

Yeah, like in this case, we can try for example, it depends. It really depends on the player, and because for two people can work, many different ways or many different tools. So, as a player he needs to know what works best with him. So usually when it's when it goes with anxiety problems. We usually do techniques related to to breathing and relaxation mindfulness, for example, is a very good way. We also before the matches will let them visualize what will happen or different situations that encourage the players to, to think about what they expect from the game. And this is related also with the locus of control is locus is like the perception of controls over a situation. And they have. So it depends really on on how the player react to some tools to one tools or or others, but also in in how their body reacts because in some situation. If I meant use maybe my reflexes are are even more good, because we as a system, act more alert when our when we already, choose that and when we react, for example, and bad than ever this also makes. For example, makes enhance sweat or makes the respiration go really fast so they need to know at which point, works the best for them. So, if you are really really anxious, for example, your performance goes down. And also if you are very very relaxed, it goes down as well so it depends on finding a middle point and working with it. As long as we can with the player.

Interviewer

That's really interesting. I didn't know about that, like, either if you're, you're too. You can be too calm or too nervous, and they'll both make you, yeah. That's really, really interesting. Do you do have any idea why that might be like is it something that if somebody just. Is it that they're too relaxed they don't really care so they just don't really like pay attention too much. And then if someone's too nervous obviously there, there may be

Interviewee

Imagine you're a player and you're going against a team and you know they can beat you easily. So, let's put that there is one minute left on your losing and zero four, a sport like Rocket League it has some similarities with the, with football for example. At that point, the player might be, like, Okay, I'm not going to play anymore because this is lost, I it's not. It has no point in playing for example, at max performance so I just sit there. Okay and continue playing but I'm not focused i'm not i'm not in the game anymore because I already know the result. So, it has no point in keep playing. So the player there he has assumed that the result is already over that he can't do anything about it. He accepts the destiny that he is losing zero four, for example. And he just his body is now very relaxed. I have the case with a player. I also work on one of the sport teams, like in football. I don't know what is the worrying. In English is like football but in in a covered space. Yeah. Right, right, right. I was working in the First Division of futsal here in Spain and with a team. And I remember the case of one of one player that he was very interested in everything much, he, he didn't even was able to to perceive himself as, as anxious was an issue while he's playing. So, when I asked him, Why are you nervous and how can we train that off. If you want to talk to me and to work with this. And he respond "no I'm fine, I'm, I think I'm just tied up, I have some, some pain them in the feet" and he has a problem off of he can't step right, like feet are well, he can't play as, best he can. So, we also had a physiotherapist in the team. And every time he he feels like that, instead of relaxing himself or talking to me or exploring some ways to relax himself. He just goes to the physiotherapist and says, Can you so the the feet please. Can you see the feet, because I'm currently not able to just arrive at. He also get in. In, it was not. It was not a good experience for him, but he didn't know what was going on with his body. Yeah, so the same exact moment that we knew. After. After a few months, that we were not anymore able to maintain the maintain the position in first division, and we will go into the second division and instantly the player starts to feels nice again, and in his not really anxious anymore because it's lost, I can't, I can't do it, I can't do anything to change that so the anxiety, because the pressure on the player physically and mentally was on the fact that he didn't want to lose. He didn't want to lose that place in first division. So, the exact same moment where he knew that we're going to place in Second Division again that pressure disappears because it's subjective but he already can perform, as well as before. So it's very curious. I tell so that players that I work with, that case related to how important is to know when something in our body doesn't feel quite right, so also mentally is a is a good effort to to check ourselves and to put ourselves in a way that we are not machines, We are human beings, so the. They're really important to know, what can we do, what can we do and also how does how does how do we feel when, when some situation affects ourselves some ways.

Interviewer

Yeah. That's the reason I think yeah it is really interesting that you you've taken a really like personal approach to it, I guess, instead of trying to be like oh this is wrong this needs to be fixed, it's kind of, you need to understand how you work in order to make yourself better. And one leg is obviously you've worked you're working now currently in a, an Esports team in Paragon, and you've also worked in sports like traditional sports like football, would you notice a big difference between working in eSports compared to working in the more traditional sports.

Interviewee

The first difference I encounter is that, in eSports is. It's more normal to interact through, through other platforms like discord or Skype or Teamspeak. In traditional sports, you are face to face with the player. So, the methodology, doesn't really change at all but it also changed the way that we applied, because we, we need to be aware of. A that we can express ourselves as good as if we are face to face. For example, in, in, in the field or, or in our in an office. We need to know that the people reach out to. In this platform in this call and Skype, and they are so have their troubles, they are in home so it might be some, some elements that we can't control because imagine your talking to a player and and their parents are shouty. Why did you. Why didn't you do the math for example, no. It's really messy, sometimes, but it also applies to them in that way because they are more comfort they are in their houses they no need to move anywhere so also esports players are are more comfy in their homes, and they are, for example, to speak to you through them talking to you. In that way, that they are, for example, if you are in a field and you're talking to them. So the fact that we apply some techniques. A has to has to check that a player can do it in a call environment. When there is no noise or in a place that they know they cant be interrupted. So, there are some difficulties Yes, but in terms of applying some techniques, I think the base of those techniques doesn't really change at all. There are more similarities between eSports and sports than differences. So, we need to be aware that eSports is is like, it's like a baby, that is growing is. There are no no culture of esports yet. There are a few regulation stations that try to legalize some things, but we are, step by step, and baby steps, working to grow as a sector so we need to be aware of that. And also, yeah like a sports psychology is that only works with sports, I think they are able enough to work in eSports, as well as they know their languages they are good, and how do they express now they like the internal language for example, and also the game that they play. We as a sport psychologist. If I work for example in hockey. I need to know at least the rules of hockey I need to know when is, what is a fall, some situations okay. A basis or that allows you to, to talk to the athlete, the way that he wants, because once we focus on the performance of the player. A, they need to know that we know what are they going through. So, it is very important to empathize with the player, know what field, is he playing in what field he is, is he playing.

Interviewer

Yeah, it is good and it is like, it is such a growing new thing that like I think a lot of sports psychologists have kind of figured out that they can, they're like their skills are transferable or whatever. The word for it. Like they can be pulled over a little bit. I just wonder when you

talk about that like people are like in their own homes, working like the the esports pros would be more at home and more comfortable situations. And would you see a difference between younger players and older players, when it comes to the psychological trainings and stuff that you do, obviously, older players have been in the, in the game a lot longer. But like younger players are still I feel like they're the comfort of their own home is still like much more of a of like an important thing for them. So would it be either in a when you're doing stuff at home or even in person would there be a massive difference with how it's resented by older and younger players or is everything kind of to do the same thing for everybody regardless of age.

Interviewee

Do you mean the way that we apply some therapies for example or the way that we communicate to them.

Interviewer

So like yeah how they are even how would you communicate the trainings to them, like would you would you just kind of sit them all down and do it the same and then individually talk to people or would it be just. Everything is individual or just how does like is there a difference between the older and younger players like when you, when you see like do you see a massive difference in your work.

Interviewee

In my experience, I think there is not such a big difference but maybe the younger players are a little messy to work with because they are. They have also some just to do like homework or studying or doing something as they parents tell them to do, and older players tend to maybe delay, something so it really depends on the people on the person, and more like more like there is some age difference that are established. And I think they are. There are some differences. Like, for example, they think they are for example, more mature, when they are like teenagers or, or, are, are they thinking like, well, this doesn't work like me because there are players that doesn't work doesn't want to work with a sports psychologist and that's completely fine like. It is their choice. Okay, so we cant do anything about it. Yeah, but with other people that are sometimes more commitment and sometimes more more perception like the ego, for example, and they perceive themselves as players that have gone through a lot of situations and maybe the maybe doesn't want to be helped. But in reality, most of people from most of ages work very well with with me my experience for example as a sport psychologist. And I think this situation about what therapy goes best with them, I think there is no difference. As long as the player knows how to apply it, because maybe, maybe the player wants something more, let's say, they want to write for example because they they express themselves, writing, and the best way. He can express himself. For example, talking, so we can put. Let's say we can put a technique that implies the player has to write something

for to the future self, for example, and we can work with it better than if we gel with them and let them express in front of me, not for example. So, a. It isn't a big difference. So, in terms of of age. It's more like there's some difference between one player or another. They form of view something, their own beliefs, for example. So it's, it's something that we as professionals have to be aware. So, yeah that's it I think there is no no really big difference between

Interviewer

And when you were talking there just about like you'd look at you ask the player what like works best for them between like writing or reading is that on a radio, or like talking is that all in that earlier on, you're saying when you're going through the process of like what you do is that you start off with observation so like is that just the observation period when you like talk to them and you ask them like what works best for them.

Interviewee

The observation period is. It's a period that we, we have to be aware of how they express themselves. Like, Imagine that we are we are seven but the players are playing the same way they're playing, if you're not there so you have to be in a situation that the players are comfortable with, like for example, training, or a scream. And when they can perform badly or, or, or they can perform well. And watch them how they how do they react to some situations. That is the observation period but it has not to do anything with the writing process I told you, I'm. I think that the writing process I talked about is more related to the therapy that I know works best when, when working with confidence with players for example no by it happening. Okay okay okay so in the observation period. We tend to write down everything that we watch and also talk to the players. So they knew they can, they can possibly know in which cases they are performing well and in which cases they're performing badly. So, to work with them in a positive way. We need to know that they are preferred that they also, they also have positive things that we can, we can also tell them and refers them to encourage them to, to keep doing them. So, we also focus in the, in the positive things that they have. So the player doesn't doesn't see himself as someone that he has to improve a lot and he doesn't have like some virtues. They need to, they need to look themselves and until themselves that they are good at some things, too. It also comes with the profession of how do we see themselves. Here, ourselves, so we also work on that. And by the main observation is to write down everything that we see that we can work with in the second phase so, the players can, the players can set themselves and appoint ourselves as professionals in a point that we can work with. So, is that the writing process of of the observation period.

Interviewer

And the next part I just want. I know you talk about how every single player is different. And, and that like you have to really cater to training per player so there's both, is there

anything. I was wondering is anything that you do with everybody. To help like for something like performance, or is that really just 100%, like person specific, like, would there be anything when you go into a team to be like this is what we're going to do as a general you do this with everybody because you think it's really really helpful or is everything 100% person specific.

Interviewee

Yeah, like we have something that we apply in group so all the players can apply it. For example, when it comes to relaxation or controlling how do we how do we react to some to some situations. And that's, That's why I talk too long, really relates to having a middle point between being too anxious and too relax. We, for example, so a technique that is applied with respiration. So, with breathing, in this case, so they can control themselves during a match for example, it's a really, it's a really fast technique. And it really works very well with them. So, I also try to teach it. As soon as we can so the player know that if he goes through a situation that he can control because he is really nervous or if there is a lot of pressure, they have some tools to to fight it. So, we, we, we teach them something that they can apply and also. For example, let's say, I, I teach them to to do like techniques, later on, a player, tells me in private, that he was trying to do the technique, but he doesn't quite work really well because he has breathing problems for example. So we try to teach them other alternatives such as imagination or, like, everything comes to personal point when we, when, when we start talking about working with a player individually. Right.

Interviewer

Yeah, that's really interesting, like breathing techniques is the really important one, like, I guess I wouldn't really have like associated with eSports like why would you need to know breathing.

Interviewee

And also in Esports in traditional sports, they usually don't teach the players to breathe. And I think that's a really important key to work with, with anxiety problems for example or with pressure situations. I think it's really important to, to let them know that there is a possibility that they can work with. They don't need the supervision, for example, from a psychologist. They also, they, they just need to breathe. That's a really important task, because when we are playing in a match for example in football, or when we are playing in a matching in Counter Strike, there are moments that we we forget to breathe, we are like, like containing our breath. The most impossible, and when they're all finished. There is like a, like a, like a *heavy sigh* body, the body is telling you to breathe so we need to we need to teach them to to do it properly. And, in which situations, work the best. Breathing, and on the player so i think is a really important key to begin with the first couple of sessions. So, I consider that is really important. Yeah.

Interviewer

So, obviously you've been working with loads of different teams, over, however long you've been working for a while now. Do you notice a lot of difference in like performance or like Do you notice that your work with players has made them better. Or like have you have players told you that you're like your work has helped them a lot like how, how would, how would you have like, how would you know this.

Interviewee

It's a really good question because psychology it's like a subjective matter so we, we, we don't have a way or a proper way to to check if everything is going okay is performing better. If you are working, and try not to get fired. So, is it isn't really a way you can you can ask them, I'm always open to feedback, when I'm working with teams, for example, in Paragon I'm currently working with a Call of Duty squad. And I had the first session like two days ago so I I can compare, but I also work on Paragon before, like, almost a year ago, I started working with, with a Rocket League squad. So, the work with them was was really like satisfactory because the way that they express themselves in. When you're talking to them. And the way that they, they, they treat the psychology as something really important as something that really matters and, and changed a lot. The way that they play. And it really comes down, it really warms my heart. Like, for example, it was a match in a competition that we are playing. We are like fighting for the, for the first place. And the second place. And we are with the second best in the, in the competition. The first place was impossible to reach already, because with two matches left one team was in first place and won the competition. But we're fighting him for a second place, so we the second best team in the competition. We, we played the match with one of the four players out of his home so he can play, obviously, and the other three that played the game, and one of them has connection issues, and one of them has a problem with the joystick, so he cant play, as well as a, as well as he can. So it was really a hard task to, to make them focus on, on what am they control so I put them in a situation that. Okay, it's fine. We are now seeing 0-1, and there are connection issues, that are the joystick of this player is broken and he is like hurrying to reach another joystick that he has in in the wardrobe. So, it really was a point that the players are not focused at all. They are just focusing on what is happening, and and how they can control it so I tell them to relax in that moment and focus on everything they can control, because what is happening we can we can do anything about it. The current danger, the, the internet connection is is okay is messy, whatever we can play. So I told them to focus on the things that they can control. And also, I tell them, attached to. So, the other team, how they are missing balls or how are they missing like passes. So, it's a sort of way to, to make themselves, comfortable in a controlled situation because they know that they can win the perception of winning is really key. In those situations because if if I'm 0-1 one in our best of five, for example, And I'm like, "okay, we are connecting. We have connecting issues. This player cant play at all. Like we lost already", but if you change that message and tell them that they can win. Despite the fact that everything is chaos and everything that is happening is, is not good for ourselves. And if they can focus on the things that they can control. They can win the game. And that's what happened. They won. I think was. I was best of 3. Sorry. We want to be one to that team. We, we want the second place in the competition. And they were like, We finished the game and we start crying like. It was so emotional then in that situation can control everything on a make it possible to win that mentality that, that is, that is something that it really, it really gets on my on my brain like my work is doing something. Yeah, like, I felt really, I felt really

good and, and they also like. Tell me. Thank you, because if you are not here. We will brotherly love again look at. Do you already know how to do these things alone, but the support I gave them in that moment is what they remembered. they make. They make themselves remember that.

6.12 Appendix L: Approach Codes Table

<i>Approach</i>	Background	Differences / Similarities	Applied	Self-Awareness / Goals
	where are you from, how'd you get into eSports, you know what, what is your trajectory look like, you know, what are some things about who you are as a person in your family, things like that	. It's more normal to interact through, through other platforms like discord or Skype or Teamspeak. In traditional sports, you are face to face with the player. So, the methodology, doesn't really change at all but it also changed the way that we applied, because we, we need to be aware of. A that we can express ourselves as good as if we are face to face or example, in, in, in the field or, or in our in an office. We need to know that the people reach out to	how do they perform in specific situations like pressure situations in game, or how do they, how do they react to to some interactions with other teammates or with other teams	you can't fix a problem that you don't know exists
	My initial goals when I walk into a team is to do a little bit more education about what I do and what I don't do. So that way, you know, everyone can have a better understanding of who I actually am versus the	gamers can't or don't have the trajectory, which has dual career, they pick one over another		different forms of different forms of journal.

idea that they've got in their head			
We're focused always on the performance but also on the mental health, and also to give the players some, some weapons some, some tools to to grow as a person and also us as players.	two different competitive disciplines that are, in essence, doing the same thing, you're competing to be the best, right	So the fact that we apply some techniques. A has to has to check that a player can do it in a call environment	it's also going to help them to see the bigger picture of what mental skills training can offer them, you know once you kind of have that understanding of yourself. You can start to really pinpoint on some of those those crucial areas that you can see are lacking or that maybe you've been ignoring you can put it on the back burner
how do they perform in specific situations like pressure situations in game, or how do they, how do they react to to some interactions with other teammates or with other teams		the most important is to create the team culture	I want them to eventually be able to recognize their state, objectively, that's something that we can do, right?
isolation, addiction like the the bad parts of gaming right like the the dark side of it. And I realized that I wanted to try and shift the approach that the next generations		There is more impact when the coach is trained and preaching this culture, communication and being the example because he's the prime kind of I mean, authority, it	I don't want them to be machines

came into gaming		doesn't have to be that he's authoritarian, but he's just going to be seen with more weight of decision and importance in what he does and how he does it	
so even the slightest shift from any kind of health areas like sleep and nutrition and exercise does have a fairly profound effect on in game performance		CSGO player their ability to, you know, control the crosshair, you know do things like clicks and things like that is going to be more important but at a higher premium than something like, you know, macro map awareness, which might be something that's a little bit more akin to League of Legends, right, in terms of the games	You have to actively be doing it until it becomes habit that you don't have to think about it
but really all the practical and useful information is going to come with just like the straight up, honest discussions with the team		the unity between staff members and the trust that you need to earn, with coaches, so you can actually get the time with players.	So what I'm doing is doing the best contribution for these young people's lives. So they can develop life skills, performance, skills, management, self management skills, out regulation skills

A basis or that allows you to, to talk to the athlete, the way that he wants, because once we focus on the performance of the player. A, they need to know that we know what are they going through. So, it is very important to empathize with the player, know what field, is he playing in what field he is, is he playing		So we would love to have five hours a week, it's impossible, right? So we need to be very deliberate. And in what and when, and how Yeah, if we come disorganized and confused about what we want to deliver, that's a waste of time. So we need to be very exact and deliberate about this is what we want	getting closer with these young people contributing, sharing, talking about random topics, just to give them the space and time to be on about something that is not League of Legends, necessarily, right. Something where they can expand their motives
I would first start to work with the coach Coach, to see that I'm that the ideas that I bring to the table are useful		the unity between staff members and the trust that you need to earn, with coaches, so you can actually get the time with player	deliberately choose few topics to work over a long period of time, in order, my wish, my biggest wish is that they leave this club, leave this team, and they take all these things with them
So how do I work? teams, staff meetings, we talk about these things		I'll try and work with players as much as I can in one on one to help them find that that in for them. It really is a matter of just trying to wear them down it's a battle of attrition	The idea being you know sitting down and having conversations with Team managers with people who are doing the scheduling for these players and helping them to better understand what the needs are
asking, observing, opening spaces times to discuss stuff		we're now looking at teaching people how to develop team dynamics. So, within that	I'm here to try and help you be your own scientist

		<p>topic we're looking at shifting the ideology from the solo queue mentality</p> <hr/> <p>You have to start teaching what effective team dynamics look like so. Conflict Resolution communication skills leadership development team culture team values identity</p>	
<p>I'm not involved in the Doing it sometimes. And most of times, I don't want to be, because this is how I make sure that when they fall off track again, they recognize, okay. So this learning process is very much comes from stuff.</p>		<p>performance anxiety or nerves or jitters whatever it is so teaching players how to do pre performance routines and how to center themselves or ground themselves in the moment</p>	<p>to how important is to know when something in our body doesn't feel quite right, so also mentally is a is a good effort to to check ourselves</p>
<p>mindfulness includes common things, attention, training, visualization, relaxation, breathing exercises, all of these tools, they learn over the course of first weeks.</p> <hr/>		<p>there are a lot of of mental factors that can influence the way that we play now. So, we focus on that, and we give them strategies or tools that can help him to, to go through that process. And, and also during the game he can. He can apply them to to get away from that situation.</p>	<p>There's very few gamers that are in the professional scene that are dumb or even the amateurs that nobody's really that dumb. So, as a performance coach or a coach or manager whatever you hold most times that you're looking for issues players can develop on themselves like they can figure out</p>

			what's holding them back
			helps develop kids in real life so helping with some of their. I guess social and emotional learning skills so like emotion regulation communication skills leadership
			It's to try and help you to be more in line with yourself and understand what you need in order to perform your best
			Let's teach them indirectly, how to delay gratification.
			they need to look themselves and until themselves that they are good at some things, too.
			I'm not involved in the Doing it sometimes. And most of times, I don't want to be, because this is how I make sure that when they fall off track again, they recognize, okay. So this learning process is very much comes from stuff.
			acceptance and Commitment Therapy ----- -- So in that sense, act, figure out

			what is it that's happening, separate yourself from the emotion, the thought itself, change it if you need, but don't resist it, because it's asking for your attention
			I'm not going to use the tools for them. Right? Show. This is as far as we can go

6.13 Appendix M: Esports Issues Codes Table

<i>Esports Issues</i>	General	Organisational / Regulations	Age	Social Media
	it's a barrier because I work with three teams that are three cities and three countries. So I can't be everywhere	burnout is a much more organisation organisational issue than it is a particular player	<p>ranges 14 to 18 year olds are very interested in learning how to get better, but they aren't going to be the crowd that necessarily takes your advice and starts implementing it on a daily basis over the next four years. They are interested, but their execution is lacking</p> <hr/> <p>18 to 20 year olds, you've, you've really got a group that's bought into this already, usually sometimes. And you tell them the principles of like sleep. Certain diets certain exercise routines and they know it like they get it now they've seen it. And they're willing to implement these if they see if they see it working for them</p>	there's no way that I'm going to ever connect with my favorite hockey player over social media because that doesn't exist there but if I'm a league of legends fan there's a chance that if I tweet at a pro, they're going to like it. They're going to comment or there's going to be some kind of conversation
	They start off from their bedroom, right? They start off with a computer with a guy with a group of friends are alone.	coaches in the esports space don't know what they're looking for.	it's kind of like a bell curve where it's, it's harder to work with the youngers and it gets easier easier easier you hit that peak at maybe like 17 18 19, and it starts getting harder and	I think that criticism on social media is almost always pointless not always but most of the time

		harder and harder again	
More resistance, more tendency to follow in the footsteps of the past generations who have done it this way, play 10 hours a day,	we're going to get a couple of players and run them down super, super well and then once they're kind of burned out where to get rid of them.	I think eSports is very similar like 14 15, we might not throw down extraordinarily intensive League of Legends principles we're teaching them like the gaming principles the foundation. Then as they're approaching that 17 18 year old, we start plummeting them into like intensive League of Legends training as they're taking that advice they're kind of going up that bell curve and then we have a very robust professional	really they don't have the same kind of comprehension that the team has, like, whether it's itemization or rotations or when you're peeking like the game chair analysts they don't get it
If they don't write to you, it's not that they don't want to talk to you. Most of them just don't have this initiative.	we'd love to do preventative things. When it comes to reality. Sometimes we're pushed to the edge not fire, so we need to do intervention	it is like a trend that I've noticed when you get above, 20, you start getting people who are extremely smart they have their own thoughts they know what they're doing. So when you tell them a training principle, they're more likely to challenge it and not necessarily follow through because they just, they think that they know better	it's usually in an attacking sense and isn't really informative and it doesn't carry with it. Important information it's just somebody thinks that they know something and they want to make sure that they can tell that person what they think
I'm never going to know them as much as their coaches are, or have the observation	There are a few regulation stations that try to legalize some things	18 to 20 year olds, you've, you've really got a group that's bought into this already, usually sometimes. And you	that their Twitch streams are always filled with toxicity

time as they will, you know, they see them in they're worse than in their best. I see them sometimes		tell them the principles of like sleep. Certain diets certain exercise routines and they know it like they get it now they've seen it. And they're willing to implement these if they see if they see it working for them or if they're if they're just outside the pro range, they need just like a little bit of kick in the ass	
In this platform in this call and Skype, and they are so have their troubles, they are in home so it might be some, some elements that we can't control because imagine your talking to a player and and their parents are shouty	gaming and eSports isn't inherently bad but if it's left on structure it can lead to bad things like obesity or depression or those kinds of things		you don't want to police somebody's behavior online but you also want to make sure that the game is developing a good culture
they haven't recognized how much health impacts performance	a lot of people coming into the space because there's a lot of money there, who maybe don't have the qualifications		content creation and marketing, and, you know, being active on social media which is its own mental,
like they were already very rooted in the grind culture you got to play, nothing else really matters			if you stick your hand in the fire, you're going to get burned. So, just don't stick your hand in the fire

			that thought can sneak in at the wrong time
sudden this thing that was your only stress reliever has now become the thing in your life that's offering the greatest amount of stress			a lot of a lot of players don't take the necessary precautions against social media because they, they have this gut feeling that they can handle it. And it's just like that's not the way that humans work
particular population is just really prone to this grind at all costs mentality			social media blackouts
training schedule for an esports athlete compared to a traditional sport athlete creates a lot more mental stress			

6.14 Appendix N: Applied Work Codes Table

<i>Applied Work</i>	Journaling	Burnout	Physiological	Information
	As long as the player knows how to apply it, because maybe, maybe the player wants something more, let's say, they want to write for example because they they express themselves, writing, and the best way. He can express himself. For example, talking, so we can put. Let's say we can put a technique that implies the player has to write something for to the future self, for example, and we can work with it better than if we gel with them and let them express in front of me, not for example	helping teams better understand workload, how workload is affecting their players what recovery looks like versus what recovery doesn't look like	So, with breathing, in this case, so they can control themselves during a match for example	we have a psychological screening, it's a test that we have bought, basically a platform, that is mindset test ----- about goals and team identity and stuff like that team culture, to see how they share, interact, what do they believe in, you know, what do they want to reach? how motivated they are and stuff like that
		like building routines so that they don't burn out as teaching people how to structure their days and prevent burnout	easy implementation. Pretty big reward and drastic improvements once you do. So that really revolves around just sleep education like explaining what what an appropriate or an effective sleep routine looks like all look good sleep hygiene is the hours	how the person performs and what the person needs is only from that screen. Secondly, there are some little tests that I give That can be more personality that can be more we call entry form, just to get to know their habits, their

		that you need to sleep at night, in order to have a high functioning brain, the implications of staying up all night or consuming caffeine late at night	self out valuation, their families settings, stuff like that
	for a manager it's it's stuff about scheduling and stuff about, you know, what are the current demands on players, you know, what is their structure for their schedules individually like all those kinds of things	when it goes with anxiety problems. We usually do techniques related to to breathing and relaxation mindfulness	Listen, here, be present, ask random questions, see how they interact? What are their thoughts battered? Would they rather sit back and observe? Or would they just put themselves in? How are they just you need to be present. Or, or listen to scrims. And you get you get a sense, right? Listen to reviews as well. So observation is huge
	teaching people how to structure their days and prevent burnout	called stress management colonisers, right, just finding their optimal activation, right? If you want to do your jumping jacks, and then you do a meditation to find that spot where a hot spot, great, nice regulating activation, teaching them different tools and methods, which take place when we have time	paint the picture of what can we talk about, because we go in, but I want to meet him. Family, I want to get closer to him. And I want to show him that I'm no superior or nowhere. I'm the same of working with you here
		sleep hygiene	Top 10 to 15 List of skills, right, and then reading those skills from a scale of one to 10

			<p>Why did you not rate yourself before</p> <p>Why did you not rate yourself a two, and then that gives me a little bit more indication of where their mindset is</p> <p>-----</p> <p>creating an actionable plan</p>
		<p>Output some kind of physical activity like maybe you're kicking a football around or you're, you're walking around the block or you go in for a quick jog or something that doesn't exhaust you but takes energy, you're able to utilize the, the kind of like hormone dump that you just got put it into what it's intended for, and then approach the game with a little bit more clarity</p>	<p>So the first step is to focus on observation. It takes one week or two weeks.</p> <hr/> <p>data that needs to that relates to the, the difficulties, the player has when it's in a competition</p>
			<p>everything comes to personal point when we, when, when we start talking about working with a player individually. encourage the players to, to think about what they expect from the game</p>
			<p>they need to look themselves and until themselves that they are good at some things, too. It also comes with the profession of</p>

			<p>how do we see themselves. Here, ourselves, so we also work on that. And by the main observation is to write down everything that we see that we can work with in the second phase so, the players can, the players can set themselves and appoint ourselves as professionals in a point that we can work with</p>
			<p>We tend to write down everything that we watch and also talk to the players</p> <p>-----</p> <p>And watch them how they how do they react to some situations.</p>

6.15 Appendix O: Codes Frequency Table

Approach	Esports issues	Applied Work		
<p>- where are you from, how'd you get into eSports, you know what, what is your trajectory look like, you know, what are some things about who you are as a person in your family, things like that</p> <p>- It's more normal to interact through, through other platforms like discord or Skype or Teamspeak. In traditional sports, you are face to face with the player. So, the methodology, doesn't really change at all but it also changed the way that we applied, because we, we need to be aware of. A that we can express ourselves as good as if we are face to face or example, in, in, in the field or, or in our in an office. We need to know that the people reach out to</p> <p>- how do they perform in specific situations like pressure situations in game, or how do they, how do they react to to some interactions with other teammates or with other teams</p> <p>- you can't fix a problem that you don't know exists</p> <p>- My initial goals when I walk into a team is to do a little bit more education about what I do and what I don't do. So that way, you know, everyone can have a better understanding of</p>	<p>- it's a barrier because I work with three teams that are three cities and three countries. So I can't be everywhere</p> <p>- burnout is a much more organisation organisational issue than it is a particular player</p> <p>- ranges 14 to 18 year olds are very interested in learning how to get better, but they aren't going to be the crowd that necessarily takes your advice and starts implementing it on a daily basis over the next four years. They are interested, but their execution is lacking</p> <p>- there's no way that I'm going to ever connect with my favorite hockey player over social media because that doesn't exist there but if I'm a league of legends fan there's a chance that if I tweet at a pro, they're going to like it. They're going to comment or there's going to be some kind of conversation</p> <p>- They start off from their bedroom, right? They start off with a computer with a guy with a group of friends are alone.</p> <p>- coaches in the esports space don't know what they're looking for.</p> <p>- it's kind of like a bell curve where it's, it's harder</p>	<p>- As long as the player knows how to apply it, because maybe, maybe the player wants something more, let's say, they want to write for example because they they express themselves, writing, and the best way. He can express himself. For example, talking, so we can put. Let's say we can put a technique that implies the player has to write something for to the future self, for example, and we can work with it better than if we gel with them and let them express in front of me, not for example</p> <p>- helping teams better understand workload, how workload is affecting their players what recovery looks like versus what recovery doesn't look like</p> <p>- So, with breathing, in this case, so they can control themselves during a match for example</p> <p>- we have a psychological screening, it's a test that we have bought, basically a platform, that is mindset test</p> <p>-----</p> <p>about goals and team identity and stuff like that team culture, to see how they share, interact, what do they believe in, you know, what do they want to reach? how motivated they are and stuff like that</p>		

<p>who I actually am versus the idea that they've got in their head</p> <ul style="list-style-type: none"> - gamers can't or don't have the trajectory, which has dual career, they pick one over another - different forms of different forms of journal - We're focused always on the performance but also on the mental health, and also to give the players some, some weapons some, some tools to to grow as a person and also us as players. - two different competitive disciplines that are, in essence, doing the same thing, you're competing to be the best, right - So the fact that we apply some techniques. A has to has to check that a player can do it in a call environment - it's also going to help them to see the bigger picture of what mental skills training can offer them, you know once you kind of have that understanding of yourself. You can start to really pinpoint on some of those those crucial areas that you can see are lacking or that maybe you've been ignoring you can put it on the back burner - how do they perform in specific situations like pressure situations in game, or how do they, how do they react to to some interactions with other teammates or with other teams 	<p>to work with the youngsters and it gets easier easier easier you hit that peak at maybe like 17 18 19, and it starts getting harder and harder and harder again</p> <ul style="list-style-type: none"> - I think that criticism on social media is almost always pointless not always but most of the time - More resistance, more tendency to follow in the footsteps of the past generations who have done it this way, play 10 hours a day, - we're going to get a couple of players and run them down super, super well and then once they're kind of burned out where to get rid of them. - I think eSports is very similar like 14 15, we might not throw down extraordinarily intensive League of Legends principles we're teaching them like the gaming principles the foundation. Then as they're approaching that 17 18 year old, we start plummeting them into like intensive League of Legends training as they're taking that advice they're kind of going up that bell curve and then we have a very robust professional - really they don't have the same kind of comprehension that the team has, like, whether it's itemization or rotations or when you're peeking like the game chair analysts they don't get it - If they don't write to you, it's not that they don't want to talk to you. Most of 	<ul style="list-style-type: none"> - like building routines so that they don't burn out - easy implementation. Pretty big reward and drastic improvements once you do. So that really revolves around just sleep education like explaining what what an appropriate or an effective sleep routine looks like all look good sleep hygiene is the hours that you need to sleep at night, in order to have a high functioning brain, the implications of staying up all night or consuming caffeine late at night - how the person performs and what the person needs is only from that screen. Secondly, there are some little tests that I give That can be more personality that can be more we call entry form, just to get to know their habits, their self out valuation, their families settings, stuff like that - for a manager it's it's stuff about scheduling and stuff about, you know, what are the current demands on players, you know, what is their structure for their schedules individually like all those kinds of things - when it goes with anxiety problems. We usually do techniques related to to breathing and relaxation mindfulness - Listen, here, be present, ask random questions, see how they interact? What are their thoughts battered? Would they rather sit back and observe? Or would they just put themselves in? How are they just you need to be present. Or, or listen to scrims. And you get you 	
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<p>- the most important is to create the team culture</p> <p>- I want them to eventually be able to recognize their state, objectively, that's something that we can do, right?</p> <p>- isolation, addiction like the the bad parts of gaming right like the the dark side of it. And I realized that I wanted to try and shift the approach that the next generations came into gaming</p> <p>- There is more impact when the coach is trained and preaching this culture, communication and being the example because he's the prime kind of I mean, authority, it doesn't have to be that he's authoritarian, but he's just going to be seen with more weight of decision and importance in what he does and how he does it</p> <p>- I don't want them to be machines</p> <p>- so even the slightest shift from any kind of health areas like sleep and nutrition and exercise does have a fairly profound effect on in game performance</p> <p>- CSGO player their ability to, you know, control the crosshair, you know do things like clicks and things like that is going to be more important but at a higher premium than something like, you know, macro map awareness, which might be something that's a little bit more akin to League of Legends, right, in terms of the games</p>	<p>them just don't have this initiative.</p> <p>- we'd love to do preventative things. When it comes to reality. Sometimes we're pushed to the edge not fire, so we need to do intervention</p> <p>- it is like a trend that I've noticed when you get above, 20, you start getting people who are extremely smart they have their own thoughts they know what they're doing. So when you tell them a training principle, they're more likely to challenge it and not necessarily follow through because they just, they think that they know better</p> <p>- it's usually in an attacking sense and isn't really informative and it doesn't carry with it. Important information it's just somebody thinks that they know something and they want to make sure that they can tell that person what they think</p> <p>- I'm never going to know them as much as their coaches are, or have the observation time as they will, you know, they see them in they're worse than in their best. I see them sometimes</p> <p>- There are a few regulation stations that try to legalize some things</p> <p>- 18 to 20 year olds, you've, you've really got a group that's bought into this already, usually sometimes. And you tell them the principles of like sleep. Certain diets certain exercise routines and they know it like they get it now they've seen it. And</p>	<p>get a sense, right? Listen to reviews as well. So observation is huge</p> <p>- teaching people how to structure their days and prevent burnout</p> <p>- called stress management colonisers, right, just finding their optimal activation, right? If you want to do your jumping jacks, and then you do a meditation to find that spot where a hot spot, great, nice regulating activation, teaching them different tools and methods, which take place when we have time</p> <p>- paint the picture of what can we talk about, because we go in, but I want to meet him. Family, I want to get closer to him. And I want to show him that I'm no superior or nowhere. I'm the same of working with you here</p> <p>- as teaching people how to structure their days and prevent burnout</p> <p>- sleep hygiene</p> <p>- Top 10 to 15 List of skills, right, and then reading those skills from a scale of one to 10 Why did you not rate yourself before Why did you not rate yourself a two, and then that gives me a little bit more indication of where their mindset is ----- creating an actionable plan</p> <p>- Output some kind of physical activity like maybe you're kicking a football around or you're, you're walking around the block or you go in for a</p>		
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<p>- You have to actively be doing it until it becomes habit that you don't have to think about it</p> <p>- but really all the practical and useful information is going to come with just like the straight up, honest discussions with the team</p> <p>- the unity between staff members and the trust that you need to earn, with coaches, so you can actually get the time with players.</p> <p>- So what I'm doing is doing the best contribution for these young people's lives. So they can develop life skills, performance, skills, management, self management skills, out regulation skills</p> <p>- A basis or that allows you to, to talk to the athlete, the way that he wants, because once we focus on the performance of the player. A, they need to know that we know what are they going through. So, it is very important to empathize with the player, know what field, is he playing in what field he is, is he playing</p> <p>- So we would love to have five hours a week, it's impossible, right? So we need to be very deliberate. And in what and when, and how Yeah, if we come disorganized and confused about what we want to deliver, that's a waste of time. So we need to be very exact and deliberate about this is what we want</p> <p>- getting closer with these young people contributing,</p>	<p>they're willing to implement these if they see if they see it working for them or if they're if they're just outside the pro range, they need just like a little bit of kick in the ass</p> <p>- that their Twitch streams are always filled with toxicity</p> <p>- In this platform in this call and Skype, and they are so have their troubles, they are in home so it might be some, some elements that we can't control because imagine your talking to a player and and their parents are shouty</p> <p>- gaming and eSports isn't inherently bad but if it's left on structure it can lead to bad things like obesity or depression or those kinds of things</p> <p>- 18 to 20 year olds, you've, you've really got a group that's bought into this already, usually sometimes. And you tell them the principles of like sleep. Certain diets certain exercise routines and they know it like they get it now they've seen it. And they're willing to implement these if they see if they see it working for them</p> <p>- you don't want to police somebody's behavior online but you also want to make sure that the game is developing a good culture</p> <p>- they haven't recognized how much health impacts performance</p>	<p>quick jog or something that doesn't exhaust you but takes energy, you're able to utilize the, the kind of like hormone dump that you just got put it into what it's intended for, and then approach the game with a little bit more clarity</p> <p>- So the first step is to focus on observation. It takes one week or two weeks.</p> <p>- everything comes to personal point when we, when, when we start talking about working with a player individually. encourage the players to, to think about what they expect from the game</p> <p>- everything comes to personal point when we, when, when we start talking about working with a player individually. encourage the players to, to think about what they expect from the game</p> <p>- they need to look themselves and until themselves that they are good at some things, too. It also comes with the profession of how do we see themselves. Here, ourselves, so we also work on that. And by the main observation is to write down everything that we see that we can work with in the second phase so, the players can, the players can set themselves and appoint ourselves as professionals in a point that we can work with</p> <p>- We tend to write down everything that we watch and also talk to the players ----- And watch them how they how do they react to some situations.</p>	
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<p>sharing, talking about random topics, just to give them the space and time to be on about something that is not League of Legends, necessarily, right. Something where they can expand their motives</p> <p>- I would first start to work with the coach Coach, to see that I'm that the ideas that I bring to the table are useful</p> <p>- the unity between staff members and the trust that you need to earn, with coaches, so you can actually get the time with player</p> <p>- deliberately choose few topics to work over a long period of time, in order, my wish, my biggest wish is that they leave this club, leave this team, and they take all these things with them</p> <p>- So how do I work? teams, staff meetings, we talk about these things</p> <p>- I'll try and work with players as much as I can in one on one to help them find that that in for them. It really is a matter of just trying to wear them down it's a battle of attrition</p> <p>- The idea being you know sitting down and having conversations with Team managers with people who are doing the scheduling for these players and helping them to better understand what the needs are</p> <p>- asking, observing, opening spaces times to discuss stuff</p>	<p>- a lot of people coming into the space because there's a lot of money there, who maybe don't have the qualifications</p> <p>- content creation and marketing, and, you know, being active on social media which is its own mental</p> <p>- like they were already very rooted in the grind culture you got to play, nothing else really matters</p> <p>- if you stick your hand in the fire, you're going to get burned. So, just don't stick your hand in the fire</p> <p>- that thought can sneak in at the wrong time</p> <p>- sudden this thing that was your only stress reliever has now become the thing in your life that's offering the greatest amount of stress</p> <p>- a lot of a lot of players don't take the necessary precautions against social media because they, they have this gut feeling that they can handle it. And it's just like that's not the way that humans work</p> <p>- particular population is just really prone to this grind at all costs mentality</p> <p>- social media blackouts</p> <p>- training schedule for an esports athlete compared to a traditional sport athlete creates a lot more mental stress</p>	<p>- data that needs to that relates to the, the difficulties, the player has when it's in a competition</p>		
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<p>- we're now looking at teaching people how to develop team dynamics. So, within that topic we're looking at shifting the ideology from the solo queue mentality</p> <p>- I'm here to try and help you be your own scientist</p> <p>- I'm not involved in the Doing it sometimes. And most of times, I don't want to be, because this is how I make sure that when they fall off track again, they recognize, okay. So this learning process is very much comes from stuff.</p> <p>- performance anxiety or nerves or jitters whatever it is so teaching players how to do pre performance routines and how to center themselves or ground themselves in the moment</p> <p>- to how important is to know when something in our body doesn't feel quite right, so also mentally is a is a good effort to to check ourselves</p> <p>- mindfulness includes common things, attention, training, visualization, relaxation, breathing exercises, all of these tools, they learn over the course of first weeks</p> <p>- there are a lot of of mental factors that can influence the way that we play now. So, we focus on that, and we give them strategies or tools that can help him to, to go through that process. And, and also during the game he can. He can apply them to to get away from that situation</p>				
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<p>- There's very few gamers that are in the professional scene that are dumb or even the amateurs that nobody's really that dumb. So, as a performance coach or a coach or manager whatever you hold most times that you're looking for issues players can develop on themselves like they can figure out what's holding them back</p> <p>- You have to start teaching what effective team dynamics look like so. Conflict Resolution communication skills leadership development team culture team values identity</p> <p>- helps develop kids in real life so helping with some of their. I guess social and emotional learning skills so like emotion regulation communication skills leadership</p> <p>- It's to try and help you to be more in line with yourself and understand what you need in order to perform your best</p> <p>- Let's teach them indirectly, how to delay gratification.</p> <p>- they need to look themselves and until themselves that they are good at some things, too.</p> <p>- I'm not involved in the Doing it sometimes. And most of times, I don't want to be, because this is how I make sure that when they fall off track again, they recognize, okay. So this learning process is very much comes from stuff.</p>				
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<p>- acceptance and Commitment Therapy</p> <p>-----</p> <p>So in that sense, act, figure out what is it that's happening, separate yourself from the emotion, the thought itself, change it if you need, but don't resist it, because it's asking for your attention</p> <p>- I'm not going to use the tools for them. Right? Show. This is as far as we can go</p> <hr/>				
Number of times observed	Number of times observed	Number of times observed		Overall total number of observations
49	35	23		107
46 %	33 %	21 %		100%

6.16 Appendix P: Inter-Rater Reliability Frequency Tables

Rater 1:

Approach	Esports Issues	Applied Work		Include the text from the script here
				<p>two different competitive disciplines that are, in essence, doing the same thing, you're competing to be the best, right - Approach</p> <p>how the person performs and what the person needs is only from that screen. Secondly, there are some little tests that I give That can be more personality that can be more we call entry form, just to get to know their habits, their self out valuation, their families settings, stuff like that - Applied work</p> <p>the most important is to create the team culture - Approach</p> <p>so even the slightest shift from any kind of health areas like sleep and nutrition and exercise does have a fairly profound effect on in game performance - Esports issues</p> <p>We tend to write down everything that we watch and also talk to the players and watch them how they how do they react to some situations.- Applied work</p> <p>we're going to get a couple of players and run them down super, super well and then once they're kind of burned out where to get rid of them. - Applied work</p> <p>helping teams better understand workload, how workload is affecting their players what recovery looks like versus what recovery doesn't look like - Approach</p> <p>we'd love to do preventative things. When it comes to reality. Sometimes we're pushed to</p>

				<p>the edge not fire, so we need to do intervention - Applied work</p> <p>it's usually in an attacking sense and isn't really informative and it doesn't carry with it. Important information it's just somebody thinks that they know something and they want to make sure that they can tell that person what they think - Approach</p> <p>they haven't recognized how much health impacts performance - Esports issues</p> <p>you can't fix a problem that you don't know exists - Approach</p> <p>called stress management colonisers, right, just finding their optimal activation, right? If you want to do your jumping jacks, and then you do a meditation to find that spot where a hot spot, great, nice regulating activation, teaching them different tools and methods, which take place when we have time - Approach</p>
Number of times observed	Number of times observed	Number of times observed	Total number of observations	Overall total
4	4	4		12
33.3%	33.3%	33.3%		100%

Rater 2:

Approach	Esports Issues	Applied Work		Include the text from the script here
\				<p>two different competitive disciplines that are, in essence, doing the same thing, you're competing to be the best, right - Approach</p> <p>how the person performs and what the person needs is only from that screen. Secondly, there are some little tests that I give That can be more personality that can be more we call entry form, just to get to know their habits, their self out valuation, their families settings, stuff like that - Applied work</p> <p>the most important is to create the team culture - Approach</p> <p>so even the slightest shift from any kind of health areas like sleep and nutrition and exercise does have a fairly profound effect on in game performance - Esports issues</p> <p>We tend to write down everything that we watch and also talk to the players and watch them how they how do they react to some situations.- Applied work</p> <p>we're going to get a couple of players and run them down super, super well and then once they're kind of burned out where to get rid of them. - Applied work</p> <p>helping teams better understand workload, how workload is affecting their players what recovery looks like versus what recovery doesn't look like - Approach</p> <p>we'd love to do preventative things. When it comes to reality. Sometimes we're pushed to the edge not fire, so we need to do intervention - Applied work</p>

				<p>it's usually in an attacking sense and isn't really informative and it doesn't carry with it. Important information it's just somebody thinks that they know something and they want to make sure that they can tell that person what they think - Approach</p> <p>they haven't recognized how much health impacts performance - Esports issues</p> <p>you can't fix a problem that you don't know exists - Approach</p> <p>called stress management colonisers, right, just finding their optimal activation, right? If you want to do your jumping jacks, and then you do a meditation to find that spot where a hot spot, great, nice regulating activation, teaching them different tools and methods, which take place when we have time - Approach</p>
Number of times observed	Number of times observed	Number of times observed	Total number of observations	Overall total
6	2	4		12
50%	17%	33%		100%