

TIPS FOR COPING

- **Don't Talk, Listen:** Staying abreast of what other pilots are experiencing helps you anticipate what ATC will want next.
- **Use Correct Phraseology:** Ditch the CB talk; it's amateurish and ATC gives pros the best service.
- **Shorter Is Better:** Keep your transmissions to a minimum, but be sure the necessary information is included.
- **Plan Ahead:** Get the ATIS early, monitor CTAF at your destination on the other radio and know which approach and/or runway to expect.
- **Don't Argue:** If you think you're getting poor service, you probably are, but save it for when you're on the ground and can use a telephone to resolve things.
- **Go Sterile:** During high-workload periods, isolate yourself from passenger conversation or ask them to be quiet.
- **Be Prepared:** If you haven't dealt with flying in busy airspace like Class B or C lately—or at all—get some training.
- **Use The Magic Words:** "Unable," "stand by" and "negative" are just as important as "please" and "thank you."