Basic Communication Skills

- Listen
    - o Listening is at least 50% of communications
    - o Avoid unnecessary transmissions – you may be blocking important traffic
    - o Consider headphones

- Use Good Microphone Techniques
    - o Hold mic close to cheek, off side of mouth
    - o Use a normal, clear, calm voice
    - o Speak at a normal pace
    - o Pronounce carefully, enunciating clearly
    - o Adjust radio so full modulation achieved with full voice at 2 inches
    - o Consider a noise cancelling microphone
    - o Do not use VOX

- When on the Repeater
    - o Leave extra time between pressing PTT and speaking
    - o Pause between transmissions to allow breaks for higher priority traffic

- Be Brief and Clear
  - Send only the information necessary to get message across clearly and accurately
  - No extraneous information
  - Avoid contractions (don't, isn't, couldn't, etc.)
  - Use a crisp, professional voice
  - Do not editorialize or engage in chitchat
  - Say exactly what you mean
  - Communicate only one complete subject at a time--do not mix different subjects into the same message

- Use Plain Language
  - Do not use jargon, 10-codes, or Q-signals
  - Pro-words are the only exception
  - Do not use words or phrases that carry strong emotions

- Phonetics and Numbers
  - Use only standard ITU phonetics (or those of the served agency, if different and required)
  - Use phonetics anytime a word has an unusual or difficult spelling
  - Do not spell common words unless asked to
  - Prior to spelling, say "I spell"
  - Numbers are always pronouced as individual numerals

- Pro(cedural) Words
    - Clear – End of contact (same as SK in CW)
    - Over – Used to let a specific station know to respond (same as KN in CW)
    - Go Ahead – Used to indicate that any station may respond (same as K in CW)
    - Out – (Leaving the air, will not be listening, same as CL in CW)
    - Stand By – A temporary interruption in contact (same as AS in CW)
    - Roger – Indicates that a transmission has been received correctly and in full

- Using Tactical Call Signs
    - Should be used for all emergency nets and public service events if there are more than just a few participants
    - Should be descriptive of location or function that matches served agency
    - Basic call is like "Net, Aid 3" or just "Aid 3." With emergency or priority traffic, "Aid 3, emergency traffic," etc.
    - If traffic for a specific locaton, "Aid 3, priority traffice for Firebase 5."

- How to ID with your FCC callsign
  - o To fulfill FCC identification requirements, ID with your callsign at the end of each <u>exchange</u> with "Aid 3, <callsign>"
  - o If you forget to ID, net should ask "Aid 3, do you have further traffic?" At that point, say "Clear, Aid 3, <callsign>"

- Habits to Avoid
  - o Thinking aloud on the air: "Ahhh, let me see. Hmmm. Well, you know, if ..."
  - o On-air arguments or criticism
  - o Rambling commentaries
  - o Shouting into the mic
  - o "Cute" phonetics
  - o IDing every time you key or un-key the mic
  - o Using 10-codes, Q-signals on phone, or anything other than plain language
  - o Speaking without planning your message in advance
  - o Talking just to pass the time or to inflate your ego