Three experts on how to cope with confrontation on our roads

**Fairfield Highway Patrol, Sen-Sgt Rob Malovic:**
Motorists need to be tolerant of people who make mistakes and not see a mistake as a right to abuse another driver. Motorists should stay calm at all times and not get into an argument while driving. If you're under threat, keep doors locked, don't respond, and if the situation is particularly bad, call the police or drive to the nearest police station. If possible, record the car's registration number.

**Professional taxi driver of 14 years Nur Abbas:**
I'm a daytime driver, and we don't have that many problems with bad road rage – it's the night drivers that see it the worst. But it still happens, mainly at red lights when people get aggressive. We try not to care; we just drive. We can't let these things bother us. Whenever something happens, I say "sorry", even when it's not my fault.

**UWS psychologist David Mutton:**
When a road rule is broken, that rule violation has implications for other drivers. They might think, "I had to slam my brakes, I was at risk, I feel it would be unfair if that person gets away it". We're a rights-oriented society – you should be respecting my rights, you should be obeying the law – and when people don't, we perceive it to be outrageous.