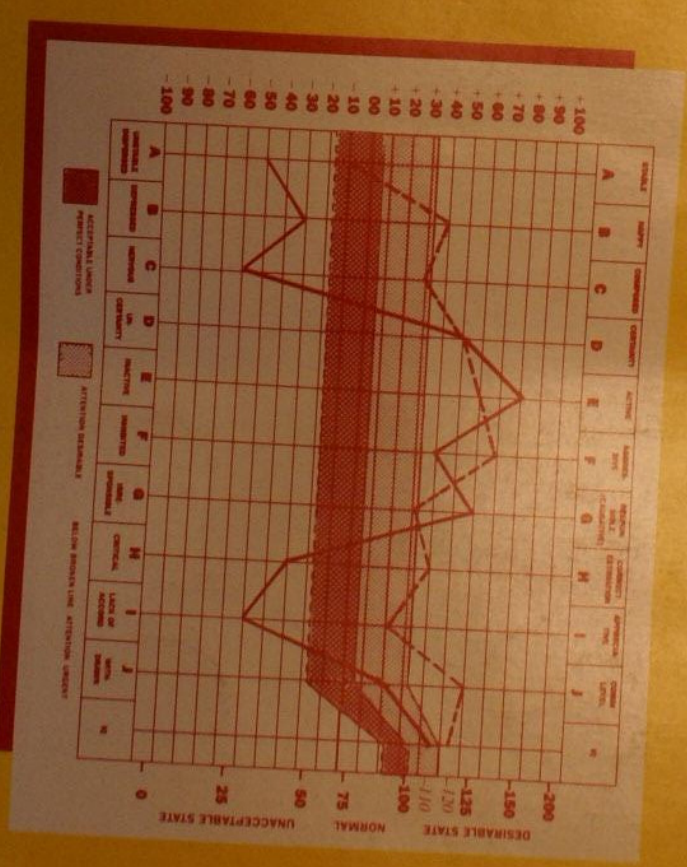


DIVISION 6

TESTING LINE

DRILLS



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INTRODUCTION

These are the basic drills which make a good Div 6 team on the testing line. They are proven drills and were found to work when grooving in a testing line and maintaining the line.

All staff on a Div 6 testing line should own a copy of this drills book so they can use it.

The Test Center Esto is to use these drills in training staff for the testing line in a Div 6. This is the person in charge of the drills. When there is no Test Center Esto, these drill periods are run by the Test Center I/C.

All staff on a Div 6 testing line should own a copy of this drills booklet so they can use it.

These drills are run for one hour a day or longer. These drills will achieve a professional and expert level of performance if done thoroughly and the coach is tough. They are proven to work in actual practice and they will work for you.

There are different sections of drills.

First there is a prerequisite section which is done in order to qualify for drilling. Without these prerequisites in, the drills will not work very well.

Section (A) contains drills for everyone on the Testing Line. Then there are sections of drills for Body Routers, Test Admin I/C, Test Scorer, Meter Checker, Evaluators and a section for Registrars.

At the end there is a Debug Section for handling staff who are working on the testing line and bugged on their production.

At the back is a Materials Checklist for the Div 6 Testing Line and the Routing Form for the line. These two things are essential tools to use to create a well run testing line.

Cmdr. Diana Hubbard
Div 6 Internal
Executive International

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PREREQUISITES
ALL TESTING LINE PERSONNEL

THE FOLLOWING IS ENFORCED BY THE PERSON IN CHARGE OF THE DRILLING AND DONE BY ALL TESTING LINE PERSONNEL. THE VC OF DRILLING IS NORMALLY THE TEST CENTER ESTO.

Without these prerequisites in, the drills do not work very well. These factors have to be in on the staff member before drilling is started.

PREREQUISITE 1) Meter Check: Get staff member to pass meter checks done exactly per HCO PL 21 Feb 61 II CHOOSING PE AND REGISTRATION PERSONNEL, OEC Vol 6, page 183 and HCO PL 26 August 65RB ETHICS E-METER CHECK, OEC Vol 1, page 765. If passed on meter check the staff member can do the rest of the drills.

If dirty needle or rock slam on ethics meter check then get the person handled in ethics.

If no pass on HELP and/or CONTROL then replace and reassign to a post which does not handle public and get the person TIPPed for Upper Indoc TRs and processing to remedy HELP and CONTROL factors before being allowed to be on public procurement lines again (Ref: HCO PL 21 Feb 61 II CHOOSING PE AND REGISTRATION PERSONNEL, OEC Vol 6, page 183).

PREREQUISITE 2) None of these drills will work in the presence of a poor comm cycle. Before doing these drills, do a tough Success Through Communication Course. Those who have "done" the STCC and still have a poor comm cycle (found out by talking to them), retrain on the STCC.

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COMM CYCLE REVIEW AND TONE SCALE DRILLS

ALL TESTING LINE PERSONNEL

All Div 6 Testing line staff including the Security Guard, if you have one, are to start with this section of drills first. They will help in later drills. These drills correct specific and common errors made by Div 6 staff in dealing with public on the testing line and in the street.

A. COMM CYCLE REVIEW AND TONE SCALE DRILLS:

A-1) Once an STOC graduate, study and word clear the following references carefully and demonstrate each datum using a demo kit so you can perform specific applications of the comm cycle in handling the public in Div 6:

a) Read Chapter Seven of the book: DIANETTICS '55! and demonstrate the concept of "interested" versus "interesting." Drill with a coach being interesting and then drill being interested and notice the difference and tell the coach about the differences you observed.

b) Read Chapter Nine of the book: DIANETTICS '55! and demonstrate the Two-Way Communication cycle. With a coach drill the Two-Way Comm cycle a few times.

c) HCOB 30 APRIL 71 AUDITING COMM CYCLE, Tech Vol IX, page 314. Drill the Auditing Comm cycle with a coach, naming off each part of the comm cycle as it is happening until you have memorized each part and no longer have to refer to the HCOB.

d) Read HCOB 23 MAY 71 III THE THREE IMPORTANT COMMUNICATION LINES, Tech Vol IX, page 324 and HCOB 23 MAY 71R II THE COMMUNICATION CYCLE IN AUDITING, Tech Vol IX, page 330. Drill with a coach each diagram of the second HCOB until you have memorized each part and no longer have to refer to the HCOB.

e) Read HCOB 17 MAR 74 TWO-WAY COMM,

USING WRONG QUESTIONS, Tech Vol X, page 616. With the coach saying various examples of questions, spot which ones are correct and which are incorrect until they can be automatically recognized.

f) Read HCOB 1 OCT 63 HOW TO GET TONE ARM ACTION, Tech Vol VII, page 313 and demonstrate the WHATSIT and the ITSA line. With a coach drill inviting it'sa with silence per the HCOB datum: RULE: A SILENT AUDITOR INVITES ITSA.

g) HCOB 26 APRIL 1971 TRS AND COGNITIONS, Tech Vol IX, page 307. Draw out in a diagram why cognitions are prevented by a poor comm cycle. Why cognitions occur in the presence of good TRS.

A-2) Obnosis: Do the obnosis drill with a coach per the first part of HCOB 26 Oct 70 III OBNOISIS AND THE TONE SCALE, Tech Vol IX, page 192 to a pass.

A-3) Chart of Human Evaluation: WATCH the film E-METER INSTRUCTION FILM NUMBER 2 THE TONE SCALE. Study the Chart of Human Evaluation. With a coach calling off tone levels, name to the coach (without looking at the Chart) some of the characteristics of a person at each tone level on the Chart.

A-4) Tone Scale: Do the Tone Scale spotting drill with a coach per HCOB 26 Oct 70 III OBNOISIS AND THE TONE SCALE, Tech Vol IX, page 192, first just spotting tone levels and then communicating at the same, below and above people's tone levels to a pass.

A-5) Getting Agreement: Read HCO PL 16 April 65 III HANDLING THE PUBLIC INDIVIDUAL, OEC Vol 6, page 202. Clay demo the datum: "You cannot get a flow without agreement." Next, read Chapter on ARC in the book: PROBLEMS OF WORK. Now drill with a coach establishing reality, maintaining high affinity and going into communication.

A-6) Agreement using the Tone Scale: Listen to Tape #6 of the Special Course in Human Evaluation, 5108C15 THE TONE SCALE and drill matching tone levels to get agreement with a coach. Next do the same drill with strangers at different tone levels on the street.

A-7) Handling Black Propaganda: Read HCO PL 21 Nov 72 PR Series 18, HOW TO HANDLE BLACK PROPAGANDA, Mgmt Vol 3, page 77 and chapters 31 and 32 of WHAT IS SCIENTOLOGY? Demonstrate points 1-7 in PR Series 18 for handling black propaganda. Now, using Chapters 31 and 32 of WHAT IS SCIENTOLOGY drill with a coach the steps 1-7 for handling black propaganda.

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BODY ROUTTING & RECEPTIONIST DRILLS

B. BODY ROUTTING DRILLS:

B-1) Instant Hat: Look at the AN INFLUX OF PUBLIC manual and read page 157. Drill it a few times. This will instant hat a body router to get the product.

B-2) In a Hurry: Watch the film E-METER INSTRUCTION FILM NUMBER 8 ESTIMATING CASE CONDITIONS BY TESTS AND THE E-METER and note what the body router does and how people in a hurry are handled. Drills exactly what you saw in the film with a coach a few times.

B-3) Groups versus Individuals: Read HCO PL 23 Nov 69 INDIVIDUALS vs GROUPS, Mgmt Vol 3, page 150. Look up the definition of BANK AGREEMENT in the Tech Dictionary. Now list down all the kinds of groups that could exist on the street. Then watch the film E-METER INSTRUCTION FILM NUMBER 8 ESTIMATING CASE CONDITIONS BY TESTS AND THE E-METER and note what kinds of public they body routed into the testing line. Note in the film that *business* company personnel can be tested by arrangement with the Test Center. Based on the policy letter, and as shown in the film, demonstrate why "unaligned" individuals are the best public to body route in.

B-4) Positions: Read HCO PL 23 Feb 91 BODY ROUTING AND ITS USE, OEC Vol 6, page 228. Go to a busy place full of people, not directly outside the org front door a) Start a comm cycle (ask what time it is) with a person walking on the street when he has already arrived to where you are standing and watch how the momentum of the person just carries him past you. b) Do the drill again and note what happens when you try to follow them. c) Drill contacting people when they are approximately 8 feet away, walking towards you and watch how it is easier to make contact. Do these drills (a), (b) and (c) until you are able to make contact and effectively get into comm with moving people on a street.

BODY ROUTER AND RECEPTIONIST DRILL:

B-5) Making Sure They Get There: Watch the film E-METER INSTRUCTION FILM NUMBER 8 ESTIMATING CASE CONDITIONS BY TESTS AND THE E-METER and note what the body router does exactly to make sure a person has arrived to the Testing space. Now drill the following with the *Receptionist* and a coach several times until it is perfect.

pass:
C-3) Picking up Filled in OCAs: With a coach drill the following procedure to a

- a) Give a person time to complete the test, then go back to pick it up. If the person is not quite done, then give him additional time to complete. As you get the test back, ask the person what he thought about it. Check the back of the answer sheet to make sure it is filled out.
- b) Let him know that you are going to take his OCA back to the office and get it graphed with all of the scores on it. R-factor him that he should be expecting a call from the org to set up a time for his free personality analysis.
- c) Collect up the tests and bring them back to the org and handroute them to the Test Scorer.

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TEST ADMIN I/C DRILLS

D. TEST ADMIN I/C DRILLS:

D-1) Learning the Procedure: Watch the film E-METER INSTRUCTION FILM NUMBER 8 ESTIMATING CASE CONDITIONS BY TESTS AND THE E-METER and note what the Test Admin I/C does. Read pages 271-294 of the AN INFLUX OF PUBLIC number tags, folders, pen). Do reach and withdraw on these tools and the Test Admin Room (Ref: HCOB 10 April 81R, REACH AND WITHDRAW, Tech Vol XII, page 289).

D-2) OCA Administration: With a coach posing as a testee, drill the following procedure until you can smoothly administer an OCA test to someone: a) The Test Admin I/C greets the person as soon as he walks in and introduces himself politely. b) The Test Admin I/C takes the no charge invoice and routing form (test pass) and drops it in his 15-slot basket corresponding to the table at which he will be seated (each slot in the basket has the same number as a number on the table so you always grab the right routing form corresponding to the table number where he is sitting). Test Admin I/C holds up the OCA question booklet and blank answer card and gives the new person an R Factor: "This is the first of three tests. It is the Oxford Capacity Analysis. You have as long as you want to do this test. Hold up your hand when you finish." d) The person being tested is seated, handed the test, and a pencil and the OCA test is begun.

D-3) IQ Administration: Drill with a coach doing the following procedure: As soon as the person raises his hand after completing the OCA test, the Test Admin I/C pulls out an IQ test from his satchel (answer card and question booklet) and holds it up, giving the person an R-Factor: "Your next test is Intelligence Quotient. You have 30 minutes to do it." Then the Test Admin I/C puts the completed OCA test to one side of the table and puts the IQ test in front of the person. Then the Test Admin says: "When you finish, this bell will ring so end off (indicates button of timer and how to stop it when it rings) and hold up your hand." Test Admin I/C sets the timer for 30 minutes and starts the clock when the person is ready to start.

D-4) Aptitude Administration: Drill with a coach doing the following procedure: At the end of the IQ test a person pushes the button and raises his hand, the Test Admin I/C walks over to the person and puts the IQ test on top of the completed OCA test to the side of the desk and pulls out the Aptitude test from his satchel and puts it in front of him on the table. He says to the person, "The next one is Aptitude. This is a timed test. I will start this clock when you start. The moment you finish, hit this button (points to the top button of the clock) and raise your hand." Test Admin I/C starts the clock when the person starts the Aptitude test and leaves.

D-5) Final Test Administration: Drill with a coach doing the following procedure:
At the end of the Aptitude test a person stops the clock and raises his hand, the Test Admin IC walks over to him, looks at the clock and writes the time at the bottom of the Aptitude test on the line indicated on the test and puts it on top of the completed pile of tests on the desk. He pulls a plastic number tag and gives it to the person and writes the number on a blank folder he pulls from his satchel and places the tests in it together. Test Admin IC directs the person to the waiting area in the Evaluation Room and says, "Have a seat and wait for your number to be called." Test Admin IC then pulls the person's routing form and invoice and puts them in the folder with the rest of the tests and takes the folder to the Test Scorer to be scored, putting it through the Test Scorer's "IN" slot.

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TEST SCORER

E. TEST SCORER DRILLS

NOTE: These drills are done after a startrate checkout of the Testing Computer Manual.

E-1) Do reach and withdraw on the computer (Ref: HCOB 10 April 81R, REACH AND WITHDRAW, Tech Vol XII, page 289).

E-2) Drill setting up the computer referring to the Testing Computer Manual.

E-3) Drill with a coach who calls off all the function keys from the Testing Computer Manual to be touched and touching each one promptly.

E-4) Drill scanning test answer cards (per procedure given on pages 3-9 through 3-14 of the Computer Testing Manual).

E-5) Drill manually entering test answers (per procedure given on pages 3-15 through 3-18 of the Computer Testing Manual).

E-6) Drill reprinting tests (per procedure given on pages 3-19 through 3-21 of the Computer Testing Manual).

E-7) Drill printing graphs with PT and earlier test scores (per procedure given on pages 3-22 through 3-26 of the Computer Testing Manual).

E-8) Drill rebuilding a scrambled database (per procedure given on pages 3-27 through 3-28 of the Testing Computer Manual).

E-9) Drill troubleshooting procedures given on pages 7-1 through 7-3 of the Testing Computer Manual.

E-10) Drill changing toner cartridge, changing paper and unjamming paper on the printer per the instruction manual for the laser printer.

E-11) Drill with a coach on using the phone patter in the back of this Drills Booklet for calling people in to get their OCA test results as a follow up to ensure they arrive for their appointment.

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METER CHECKERS

F. METER CHECKER DRILLS:

NOTE: Prior to these drills, the Meter Checker must have done the HUBBARD E-METER Course Checksheet per HCO PL 23 Jan 80RA THE HUBBARD E-METER COURSE CHECKSHEET.

F-1) Doing the procedure: Read, Method 4 Word Clear and Startrate HCO PL 26 August 1965RB ETHICS E-METER CHECK OEC Vol 1, page 765. Then watch the film E-METER INSTRUCTION FILM NUMBER 8 ESTIMATING CASE CONDITIONS BY TESTS AND THE E-METER and note how the meter check is done. With a coach, drill the following steps of meter checking on a testing line to a pass: a) Pick up the marked tests from the slot and call the number indicated on the test packet (folder of tests) "NUMBER ____". Would you come over here please." b) Get the person to have a seat, remove any rings and hand him the cans and do a standard E-Meter Check per HCO PL 26 August 1965RB ETHICS E-METER CHECK OEC Vol 1, page 765. c) Note down the meter phenomena on the meter check slip and put it in the folder with the rest of the tests. d) Acknowledge the person pleasantly and give him an R-Factor that his number will be called shortly by an evaluator for his test results "Thank you. That will be all. Your number will be called shortly by an evaluator for your test results" and route him back to the seats in the waiting area. e) Take the test packet (folder) to the next available Evaluator.

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EVALUATORS

G. SELECTING POINTS TO SAY IN A TEST EVALUATION DRILLS:

G-1) Learning Basics: Per HCO PL 24 NOV 60 TESTING PROMOTION REVISED, OEC VOL. 6, PAGE 286, a Test Evaluation takes 10-12 minutes. The Test Evaluator "Explains each point of graph."

a) Look up the definition of TRAIT in an English dictionary. Read pages 75-85 of the Testing Manual.

b) Look up the definition of SYNDROME in an English dictionary. Read pages 99-101 of the Testing Manual.

c) Look up the definition of POINT in an English dictionary.

d) Watch the film E-METER INSTRUCTION FILM NUMBER 8 ESTIMATING CASE CONDITIONS BY TESTS AND THE E-METER and note the evaluation shown in the film where the evaluator gives Mrs. Ames each POINT of her test results. These are examples of POINTS.

G-2) Knowing the OCA Graph: Read pages 86-87 of the Testing Manual and do the following:

a) Look up every trait name at the top of the graph in an English dictionary. Now write an essay explaining the meaning of the good side of each trait. Compare the essay to pages 76-85 and re-write the essay as needed. Repeat until your descriptions are accurate.

b) Then look up every trait name at the bottom of the graph in an English dictionary. Now write an essay explaining the meaning of the bad side of each trait. Compare essay to pages 76-85 and re-write the essay as needed. Repeat until your descriptions are accurate.

c) Drill the four section system of evaluating the OCA shown on page 86 of the Testing Manual. Draw the four sections and label them on the graph from memory three times referring to no notes. Then explain to someone what something below the broken line means, what the light shaded area means, what the dark shaded area means and what the area above any shaded area means. Do this a second time with more certainty. Do this a third and final time.

G-3) Knowing the Traits: Using Pages 89-98 of the Testing Manual drill each trait one at a time with a coach, giving each of the four versions of the trait in your own words but as close as possible to the descriptions in the Testing Manual.

G-4) Knowing the Syndromes: Using Pages 105-136 of the Testing Manual drill each syndrome one at a time with a coach, giving each one in your own words but as close as possible to the descriptions in the Testing Manual.

G-5) Isolating what to say: Do the following drills:

a) Read page 143 of the Testing Manual and drill with a coach so that you know from memory each of the 6 different categories of IQ range including what sort of job capacity they have.

b) Read page 145 of the Testing Manual and drill with a coach so that you know from memory each of the 4 different categories of Aptitude range including what sort of job capacity they have.

c) Read page 147 of the Testing Manual and write an essay on the 5 different meter phenomena that should be observed on a meter check and what they mean. Do this from memory.

d) Read pages 137-139 of the Testing Manual. Get a stack of 15 OCA graphs and run through each of the steps 1-9 (described in pages 137-139 of the Testing Manual) on each graph referring to the Testing Manual traits and syndromes and decide what points should be stated in a Test Eval.

e) Now repeat the above drill on another 30 graphs, this time with a coach who is the only one looking at the Testing Manual and flunking anything inaccurate. Do this until no flunks. If there is any difficulty doing this drill, cut back the gradient and redo drills G-3 and G-4 and come back to this one.

f) Read pages 149-154 of the Testing Manual and re-watch the film E-METER INSTRUCTION FILM NUMBER 8 ESTIMATING CASE CONDITIONS BY TESTS AND THE E-METER and note the test evaluator in the film again and how she picked up the main points of the test results.

g) Repeat drill (e) paying attention to length of time covering the points and following the example of the evaluation in the film. Test Evals should take from 10-12 minutes.

H. GETTING IMPINGEMENT DRILLS:

H-1) Prior to Impingement: Read Chapter 5 of Advanced Procedures and Axioms and do a clay demo of the First Act. Next, drill the First Act with a Coach, saying it out loud, so he can hear you. Drill is passed when this is smoothly and rapidly done without having to refer back to the book to figure it out.

H-2) Defining Impingement: Do the following steps:

a) Read page 149 of the Testing Manual and note the description there concerning what is IMPINGEMENT.

b) Watch the film E-METER INSTRUCTION FILM NUMBER 8 ESTIMATING CASE CONDITIONS BY TESTS AND THE E-METER and note how Mrs. Ames agrees that she has accidents and note this as one example of impingement.

H-3) Recognizing Impingement: Drill with a Coach who gives various indicators of "impingement" and "no impingement" so the evaluator LEARNS to recognize impingement or lack of it. This drill is done until you can RECOGNIZE WHEN THEY DON'T HAVE IMPINGEMENT AND WHEN THEY DO HAVE IMPINGEMENT. Deliver an evaluation point to the Coach. The Coach is to give a variety of responses in reply. Indicate correctly to the Coach whether the point impinged or did not impinge. The drill is done on a gradient with the Coach being less and less obvious in his responses. The Coach can show agreement. The Coach can overtly protest. The Coach must throw in subtle, veiled defensive statements indicating protest and no impingement. He can show disagreement non-verbally. The Coach can defend himself even if only in a pathetic manner such as justifying, saying "maybe", saying "only sometimes" or "depending on the situation" or "only in certain circumstances" etc. It is a flunk to not spot lack of impingement no matter how subtle. It is a flunk to fail to recognize when a point DID impinge. Go back and do drill (A-2) Obnois if there is difficulty passing this drill.

H-4) Getting Impingement by Question: The next drill is to teach an Evaluator how to impinge by wording a point in his evaluation as a question.

a) Watch the film E-METER INSTRUCTION FILM NUMBER 8 ESTIMATING CASE CONDITIONS BY TESTS AND THE E-METER and note how the Evaluator gets Mrs. Ames to talk about a point in an evaluation by presenting the point as a question.

b) Drill with a Coach on how to make an Evaluation point into a question and get the Coach ("testee") to talk about it. This is passed when you can smoothly do this. Do drill A-1 (e) again, if difficulties.

H-5) Getting Impingement by Rephrase: Read page 149 of the Testing Manual and look up the word "rephrase" in an English dictionary. Drill with a coach (who assumes a specific viewpoint and reality level). The purpose of the drill is get an evaluator able to handle a non-impinging point which the coach is defending or protesting. The drill is passed when you can rephrase a point smoothly to REACH THAT PERSON'S REALITY LEVEL and thus impinge.

H-6) Getting past social circuits. Listen to OEC TAPE 13 May 59 SECOND LECTURE IN CLEARING METHODOLOGY. Write an essay about social circuits you have observed in every day life and about what you have learned on the subject of invasion of privacy. Drill first talking to someone's social circuits, then talking to him. Notice the difference.

H-7) Getting Impingement 100%. The (H-5) drill is then done again, this time by rephrasing the points you are making or by phrasing points as questions and getting the coach to *isa* about a point. Drill is passed when IMPINGEMENT IS GAINED on EVERY point made in a test evaluation.

I. GETTING RUINS DRILLS:

I-1) Recognizing a Ruin: Per HCO PL 23 OCT 65 DISSEMINATION DRILL, OEC VOL 6, PAGE 214, the definition of a ruin is given in Step 3.

a) Word clear the definition of a ruin and clay demo it.

b) Watch the film E-METER INSTRUCTION FILM NUMBER 8 ESTIMATING CASE CONDITIONS BY TESTS AND THE E-METER and note the ruin Mrs. Ames originates after her Test Eval. Then write 50 examples of possible ruins.

I-2) Ruin Obnois: Drill with a coach giving him a test eval. The coach must make various comments and the ruin is to be recognized. The drill is done gradually making it more difficult with the coach mentioning "ruins" which are unreal to him and not an unwanted thing and so therefore not ruins. Flunks are given for calling off wrong ruins and for failing to see a real one.

I-3) Handling Interest: Read HCO PL 9 Sept 81 HOW TO "SELL" SCIENTOLOGY TO YOUR FRIENDS, OEC Vol 6, page 675. Drill doing this Policy Letter with a coach until you can rapidly handle the buttons of HELP, CONTROL, COMMUNICATION on a person and therefore gain his interest in finding a ruin. Flunks are given for moving on to the next button without the prior button handled and for making this a long cycle.

I-4) Getting a Ruin: Drill with coach giving him a test eval. Go over each point of the eval and gain impingement. Flunks are given for ending test evals with no EP of a ruin found. Flunks are given for no ruin at all or person originating a "ruin" that is not really a ruin because it is unreal to him or he does not think it is an unwanted condition or he thinks it is not really ruining his life and he "feels fine about it" so he is not going to change it. Flunks are also given for giving long lectures to the person. NOTE in the film that Mrs. Ames is not given lectures, she is LED to see her ruin. If any difficulty on this drill, go back and do the above drill (I-3). If this does not handle, redo comm cycle drills (A-1) and then the impingement drills (H-1) - (H-7).

TEST EVALUATORS AND REGISTRARS

J. BRING TO UNDERSTANDING DRILLS:

J-1) Methods of Demonstration: Read pages 153-154 of the Testing Manual. Then read the first three paragraphs of page 279, OEC Vol 6 (HCO PL 28 October 60 NEW TESTING PROMOTION SECTION). Then read Chapter 5 of Big League Sales. Note how short the stories or examples are in Chapter 5.

J-2) Using Before-And-After: Gather together a pile of before-and-after tests and put them together with their success stories and sort them into categories of easy to find ruins and make several copies to give each Test Evaluator (Ref: page 279, OEC Vol 6).

a) Read all of the graphs and success stories to gain a reality on conditions and what SCIENTOLOGY has done for people.

b) Talk to some SCIENTOLOGISTS and have them tell you stories about when they first got into SCIENTOLOGY, wins they have had since and anecdotes about the changes and experiences they went through. Once you feel you have enough stories and some good ones to mention, this drill is done.

c) With a coach show a similar graph to "his graph" and tell him how it was improved through SCIENTOLOGY.

J-3) Being Real: With coach drill how to tell a person that SCIENTOLOGY handles something not as a robotic three-word-phrase but as something that is professionally sincere, pertinent and uses a binder of before-and-after tests as appropriate. Flunks are given for making this into a long lecture, making it fake, making it into a sales pitch when it is really just a factual statement. Any difficulty on this drill is handled by going back and doing the above drill (J-2) more thoroughly so you are REAL.

oOo

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REGISTRARS

K. ENLIGHTENMENT DRILLS:

K-1) Defining Enlightenment: Get Reges to read the Dissem Drill and NOTE step 4 and the definition of enlightenment. Get them to read Chapter 5 of Big League Sales.

K-2) Giving Enlightenment: The purpose of this drill is to teach Public Reges how to enlighten someone about services. First pick the STCC then other Div 6 services one at a time doing (a) and (b) on each one. a) Learn all about the service in the org. This includes going through the course pack, reading 50 success stories, examining 20 before-and-after tests, discovering from the supervisor how long it is taking people and what schedules most people prefer. Read about the service in WHAT IS SCIENTOLOGY? b) With a coach enlighten him all about the service using the facts about the service which have been learned.

K-3) Using Come-On: Read HCO PL 25 June 78 Marketing Series 6, COME-ON DISSEMINATION. Drill the skillful use of COME-ON with a coach. Picking one service at a time, make come-on statements about the service. Drill one service at a time until you can brilliantly make smooth, short, come-on statements of GREAT variety about that one service without awkwardness. Cover STCC, Life Improvement Courses, GREAT VARIETY is stressed on this drill so that a Reg will have versatility with many different public. Flunks are given by the coach for come-on statements which don't make him feel mystery or interest in finding out. If there is any difficulty on this drill then go back and redo drill (K-2).

K-4) Telling a story: Drill with a coach representing different people with different reality levels, professions and ruins. Apply CHAPTER 5 of Big League Sales to smoothly and convincingly demonstrate the service works and is for them. This includes drilling the use of the before-and-after binders and real stories. One service at a time is done until the reg is using a GREAT variety of ways to demonstrate this. If there is any difficulty on this drill then go back and redo drill (J-2).

K-5) Handling problems: Listen to OEC TAPE 13 May 59 SECOND LECTURE IN CLEARING METHODOLOGY. a) Drill talking to someone's social circuits and observe what happens compared to the tape. b) Drill with a coach on how to handle a problem presented to you by the coach.

oOo

21

DEBUG SECTION

DEBUG 1) Staff appearance is poor. Give a staff lecture on this and point out the ones who need to handle their appearance including bad breath, body odor, heavy perfume, hair style, dandruff, etc. Second offenders are assigned penalties. (Ref: HCO PL 17 June 69 PR Series 36, The Org Image, page 140 and HCO PL 12 Nov 69 PR Series 38, Appearance and PRO, page 147 — both in Mgmt Vol 3.)

DEBUG 2) Production lines not set up. Staff are scrambling around to service the public and supplies are in the wrong places or not on hand. Get the MATERIALS CHECKLIST at the back of this booklet inspected on a daily basis by the Test Center Esito. Impose penalties for letting this fall out.

DEBUG 3) Reduced Havingness on People: Do the process "Look them over" as covered in the book PROBLEMS OF WORK, Chapter 7 — "Go to a place that is very well populated such as a railroad station or a main street and simply walk along the street noting the people. Simply look at people — that is all."

DEBUG 4) Comm Cycle Errors: Isolate errors and redo appropriate drills (A-1) through (A-6) and handle. If this does not handle, do M9 word clearing on the materials in the drills and retrain STCC.

DEBUG 5) Failures to control: Do TR7. Get a TIP to do the Professional TR Course and the Upper Indoctrination TRs Course as rapidly as possible.

DEBUG 6) Not getting sign-ups: First ask the Public Reg if he is getting public from the evaluator who WANT HELP. If the answer is no, then it is an Evaluation flub and you must look up and redo appropriate drills on Evaluator. If the answer is yes, then it is a registration flub and you must look up and redo the appropriate drills on the Registrar.

DEBUG 7) Friends are preventing sign-ups at the Test Center: Look up definition of BANK AGREEMENT in the Tech Dictionary. Drill Test Admin I/C and Evaluators to watch for this and keep friends occupied with brochures or reading binders of before-and-after tests and success stories while prospect is being interviewed by the registrar.

DEBUG 8) Drilling is not getting improvement in production: a) Actually look at the drills these staff have been doing. Observe closely EXACTLY what they have been drilling and find the aler-is and then find the misunderstood word on the drill or the materials of the drill. Then redo the drills.

DEBUG 9) Nothing seems to work: a) Re-do the E-MTERR Checks in Prerequisite (1) and handle per that step.

TEST PASS

TEST CENTER ROUTING FORM

The TEST PASS is the "test slip" mentioned in HCO PL 28 Oct 60, NEW TESTING PROMOTION SECTION and it is the "card" and "test pass card" mentioned in HCO PL 24 Nov 60, TESTING PROMOTION REVISED. It is a combination of a routing form and a mass registration card. A sample of one is below:

FRONT

TEST PASS

SCIENTOMETRIC TEST CENTER

Date _____

Name _____
Address _____

Phone: _____

Entitles the bearer to free battery of tests.

Did anyone refer you? _____

Do you want a friend to take a personality test?
Name _____
Phone _____

(MAP SHOWN HERE OF TESTING SPACE)

BACK:

TEST PASS

SCIENTOMETRIC TEST CENTER
STAFF ONLY

1. RECEPTION:

Issue pass _____
No Charge Invoice _____
If testee mailed OCA, find OCA _____

2. TEST ADMINISTRATOR:

Tests: OCA IQ Aptitude

If testee mailed OCA, route to (3) with OCA _____

3. METER CHECKER: _____

4. TEST EVALUATOR:

Notes: _____

5. REGISTRAR:

Notes: _____

END

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DIV 6 TESTING LINE

MATERIALS CHECKLIST

This checklist is inspected daily by the Test Center Estro and all points gotten in for smooth production. Without these points in, you do not have operational production lines in the Test Center and it will be very difficult to operate.

1) There is an operational Testing computer. If it is broken get the various parts repaired by your local dealer. If the scanner does not work contact the following company at once, send in your scanner and get it repaired.

PEGASYS,
1270 LINCOLN BLVD, SUITE 300,
PASADENA, CALIFORNIA 91103,
(ATTENTION: CHIP HARRISON),
PHONE #: 818-398-5641

2) The Reception desk is set up in a space outside the Test Administration Space where reception traffic will not disturb the public taking tests. It has an invoice station, a phone, two pens, a file box in which OCA tests results are filed in alphabetical order ready for people who sent in their tests by mail and a cash box with lock for booksales.

3) The Testing Routing Form ("TEST PASS") is printed off and a supply of 1,000 put in the desk drawer with 100 put out on the top of the Reception desk, handy.

4) There is a STAT LOG BOOK kept at the Reception desk, logging in all people coming in against the name of the body router. It has a section for the Testing Admin IC for number of public gotten to the Evaluator (his stat is Number to the Evaluator), a section for the Test Scorer (his stat is # People Who Had Tests Scored) and a section for each Evaluator and Public Reg (their personal stats are # of Books Sold and # First Starts).

5) There is a long counter in Reception area where books can be sold.

6) Get the Test Admin room set up so it is well lit, has 15 small testing tables set up (each table is numbered 1-15) with 15 chairs plus on each table there is a NUMBER ONE BLACK pencil (throw out all pencils which are not Number One Black as they mess up the computer scanner), and an eraser.

7) Get exactly the same timers for each testing table as shown in the film purchased and into use. These are all the same color and are anchored to the table. (Note: These are available from: DIMCO GRAY COMPANY, CENTERVILLE, OHIO, 45458, Phone: (513) 433-7600, Fax #: (513) 433-0520. The model is: GRALAB TIMER, Model 300 Universal. If any difficulty, contact Public Contact Aide.

8) Get the Test Admin IC operational so he has 1 black pen in his pocket plus a satchel bag in which he carries question booklets (10 OCA, 10 IQ) and answer sheets (12 OCA, 12 IQ, 12 Aptitude), 50 plastic tags he can hand out with numbers on them, 10 blank manila folders, 1 spare black pen, 2 spare NUMBER ONE BLACK pencils, 1 spare eraser and pencil sharpener. Put a fifteen slot basket for him on his own desk, with slots numbered 1-15 where he puts people's routing forms (Test Passes) and no-charge invoices while they are doing their tests at the corresponding tables numbered 1-15.

9) Test Scorer's space is set up with 2 black pens, 2 NUMBER ONE BLACK pencils, pencil sharpener, eraser, scissors (to cut cards to go through scanner as needed), stapler, box of staples, is well lit, has desk and chair, red light above door which the meter checker can see and the test scorer can flip on if he gets behind and needs help plus spare toner cartridge and two reams of paper per day for the laser printer.

10) Get a 12 day supply shelf mocked up in the Test Scorer space where the Test Admin IC can refill his satchel and supplies are available to other testing line staff. (Example figured out at 80 tests a day: Expendable supplies for 12 days consist of a 10 boxes of 100 blank manila folders, 1,000 answer cards for OCA, 1,000 answer cards for IQ, 1,000 Aptitude tests, 1,000 Test Passes [routing forms], three cartridges of toner, 24 reams of paper, bathroom supplies) plus 10 spare question booklets for OCA, 10 spare question booklets for IQ, one box of NUMBER ONE BLACK pencils, 50 spare plastic numbered tags, 2 spare light bulbs which are bright (75-100 watt).

11) There is a waiting area beside the meter checkers and evaluators for the public with framed posters and displays on DMSM, FUNDAMENTALS OF THOUGHT, SELF ANALYSIS, PROBLEMS OF WORK. Brochures on Div 6 courses and org brochures are placed in front of the waiting chairs.

12) Get the Meter Checker station fully operational by setting up a Mark VII E-Meter on a table in the evaluation area right outside the Test Scorer where scored tests can be delivered into his basket which is also set up. Get him a chair. Get him paper and 2 black pens and a chair for the public.

13) Get Evaluators booths (3 booths) operational so they each have one small table, two chairs and binders of before-and-after tests with success stories divided in different categories of ruins. Each booth is partitioned off so other public cannot listen in.

14) Get Public Reg booths (3 booths) operational so they each have one desk, shelf and two chairs. Each booth is partitioned off so other public cannot listen in.

15) Get the Public Reg desks fully set up with invoicing pads, 2 black pens, cash box with lock, a supply of change, stocks on nearby shelf (DMSPH, FUNDAMENTALS OF THOUGHT, SELF ANALYSIS, PROBLEMS OF WORK, STCC packs, LIFE IMPROVEMENT packs and HDA packs), SCIENTOLOGY enrollment forms, HDF enrollment forms, Routing Forms (ONTO BASIC COURSE, ONTO EXTENSION COURSE, ONTO DIV 6 AUDITING [BOOK ONE], SCN INTRO AUDITING, ACCEPTANCE FOR ACADEMY TRAINING, ONTO PURIF RD, ONTO KTL, PC TO HGC) plus their own binders of before-and-after tests.

16) Get a listen-in system installed so that Test Evaluators and Public Reges can be listened to in a closed off space nearby to find any points that need to be corrected in their drilling and procedure. The Test Center Estro and Test Center I/C must use this to detect errors and upgrade professional performance of staff. A recommended system in the USA is made by REALISTIC, called an FM WIRELESS MICROPHONE SYSTEM with 3 channels, an amplified speaker system plus 3 microphone clips you can place on the staff, available at RADIO SHACK for \$184.40 (US).

17) Put up framed signs: "EVALUATION" over the eval booths, "TEST ROOM" on Test Administration door, "QUIET" "TEST ROOM" on the wall in the Test Administration room, "METER CHECK" over meter checker station, "REGISTARS" over the Public reg booths.

oOo

SUCCESSFUL PHONE PATTERS

SUCCESSFUL PATTTER FOR TESTING LINE

HCO PL 25 JUNE 78 MARKETING SERIES 6, COME-ON DISSEMINATION says the following:

"Reach gets blunted or terminated once a person gets his question answered, the solution to his problem, etc. Pureying random and little pieces of tech to a prospect and the public at large does just this. This is end-off dissemination.

"Thus one should gear one's dissemination to the come-on and keep the prospect's appetite for knowledge and mystery well stimulated and channel the person right along so that he will and does become an actual Scientist." - LRRH.

(NOTE: IN USING THIS PATTTER DO NOT GET INTO EXPLAINING OR TELLING THE PERSON ABOUT DIANETICS AND SCIENTOLOGY OVER THE PHONE. NO MATTER HOW MUCH THEY TRY TO GET YOU TO TELL THEM. THIS WILL WRECK THE "COME-ON" PER THE ABOVE POLICY AND THE PERSON WON'T COME IN THEN, AS YOU GAVE THEM THE DATA JUST USE TR3 AND 8-C IN USING THE PATTTER EXACTLY.)

CALL-IN PATTTER TO SCHEDULE FIRST APPOINTMENT WITH PERSON

Hello, is (person) there?

Hello, (person), this is (your name) from the Test Center.

I am calling about the personality test you filled out.

What I need to do is set up a good time for someone to explain the results of the test to you.

Would daytime or evening be better for you?

Good. Now I've got Monday (example) evening or Tuesday (example) open, which would be better? Great. Would 7:00 (example) or 7:30 pm be better? Great.

Now, do you have something to write with? Good. Let me give you the address and directions. (Do that.)

Now, (day of week) is going to be (date) and that will be at (time). Got that written down? Good. Now you can put the note somewhere where you'll see it? Good. And the whole thing takes about an hour. Do make sure that you make it (person) as our test evaluator will be going over the graph at that time just for you.

Okay, see you at (time). Thank you.

IF THE PERSON DIDN'T KEEP THE APPOINTMENT, USE THIS:

Hello, (person), this is (your name) calling from the Scientology Test Center. You missed your (time and date) appointment. What happened? Okay, that's fine. All I need to do is find a time that's more convenient for you.

Would daytime or evening be better for you?

Good. Now I've got Monday (example) evening or Tuesday (example) open, which would be better? Great. Would 7:00 (example) or 7:30 pm be better? Great.

Now, do you have something to write with? Good. Let me give you the address and directions. (Do that.)

Now, (day of week) is going to be (date) and that will be at (time). Got that written down? Good. Now you can put the note somewhere where you'll see it? Good.

Now, as I said before, I'll be setting someone aside specifically just to work on your test graph, and explain it to you at (time). Okay? Do make sure that you make it this time (person) for our test evaluator will be going over the graph at that time just for you. And the whole thing takes about an hour. Do make sure that you make it.

Okay, see you at (time). Thank you.

WHAT TO DO IF A PERSON SAYS THEY ARE NOT INTERESTED:

(New person says they are not interested, etc.)

Okay, I understand. Well, can you tell me the reason you did the personality test for originally and sent it in to us? (TR3 this until you get the reason, as there is some reason there. Don't argue with them, just ask and get your question answered.)

Okay, well that's a good reason to have done it, and why you should come in and get your test results. (If it is a ruin type answer, say: "You should do something about that, as I think something can be done about it.")

Would daytime or evening be better for you?

Good. Now I've got Monday (example) evening or Tuesday (example) open, which would be better? Great. Would 7:00 (example) or 7:30 pm be better? Great.

Now, do you have something to write with? Good. Let me give you the address and directions. (Do that.)

Now, (day of week) is going to be (date) and that will be at (time). Got that written down? Good. Now you can put the note somewhere where you'll see it? Good.

Now, I just want you to know what I can do on this, (person) I'll be setting someone aside specifically just to work on your test graph, and explain it to you at (time). Okay? So if you get lost or you are running late, get right on the phone and let me know. The phone number is (your phone number). And the whole thing takes about an hour. Do make sure that you make it (person) as our test evaluator will be going over the graph at that time just for you.

Okay, see you at (time). Thank you.

oOo

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 21 FEBRUARY 1961
Issue II
CenOCon

(Reissued 17 January 1991. Only changes are to add the subhead "COMMENT" above the last paragraph which had been omitted by the original mimeo typist [in script] and to delete a staff member's name.)

CHOOSING PE AND REGISTRATION PERSONNEL

Control = Income.

When you have people who cannot control people on PE and Registration posts, your income falls or vanishes.

This comes about from the state of "self-determinism" in the society today. What with advertising and stepped-up political and economic controls, the "self-determinism" of the general public is only reactivism.

As any control we exert upon the public brings about a better society, we are entirely justified in using control.

The best control, for PE and Registration purposes, includes the Greater Good of the applicant. Therefore, KNOWINGNESS must be included with control. One must discover what is best for the applicant and then control him into obtaining it. Leaving it up to his "self-determinism" is really leaving it up to his reactive mind.

With our current rundown of processing (SOP Goals) any staff member will sooner or later get his or her control button freed up.

But if there are financial emergencies, as these affect all staff, the entire staff should be tested out for knowingness and control and those members who are best at it should be placed in Registration and the PE Foundation.

Priority of personnel by degree of ability to control is as follows:

Chief Registrar (Body Reg)
PE Director
Letter Registrar
D of P
PE Personnel
D of T

The best test for good control is not the E-Meter. The E-Meter mainly registers bad control and selects people out, rather than in. The E-Meter is better used for elimination of candidates rather than their choice.

The best test is Upper Indoc. By conducting an Upper Indoc class for the whole staff, income would be bettered anyway. But carefully grading all staff who take it will result in singling out the persons capable of good control.

A good-control person for our purposes would have a free or null needle on Control and Help and would probably have high E and F traits on the Graph. A high S trait is probably not disqualifying for our purposes here.

Disqualification for a Registration or PE post would be:

E-METER

Falls or changes pattern when control is mentioned.

Falls or changes pattern when help is mentioned.

GRAPH

Has a low E and/or F trait.

Has a low S trait.

IQ

Has an IQ below 120.

APTITUDE

(Accident Test)

Has a bad score.

PROCESSING

Does not respond to Rising Scale Processing. (Note: SCS behavior as a pc is not a good index as control ability may be obsessive and still serve our purpose.)

UPPER INDOC

Cannot get intention into the ash tray.

Is easily flunked by person being "processed."

Is balked by failures to control.

The control factor of a staff member in the Registration and PE posts is sufficiently important to warrant much study and care by an HCO Sec or Assoc Sec. Time spent on this for a bit is better spent than on "some new campaign." Bad-control personnel on Reg and PE posts will waste whoever is driven in anyway.

CASE HISTORY

HASI London has a very poor control index. This is due to the historical bad character of control in England.

HASI London has had a very difficult time with finance of recent years.

These two facts are associated closely. Due to the control character of the British public, the control necessary from HASI London to the public is called upon to be extraordinarily good, better than anywhere else.

To substantiate this, one staff member, whose control factor was good, took over suddenly as Registrar/D of P in London, and in her first week of office signed up (and got wins for) fifteen prelearners as opposed to the average five when a bad-control personnel had the post. Her fifteen pcs (with wins) continued as long as she was Reg/D of P, a matter of many weeks.

As soon as she went off, the organization dipped back toward five a week. No announcement of her presence or departure was made. No extraordinary promotion was attempted. Control must have been a primary factor as this was many, many years ago when her altitude was slight.

DOMINATION

Dominance of others is a control symptom. We are not looking for Pleasant control - we are looking for effective control. It is sometimes found in rather aberrated persons. Napoleon had a high control factor and a high IQ and practically nothing else. But the control factor does not need to be aberrated as per the above case history.

As a staff member, if you want to know why your unit is low, demand a view of the results of all the above-mentioned tests on registration and PE personnel and require that those persons in the organization who show up best on the above-listed tests be placed in the Registration and PE posts in accordance with the above priority. Your income will go up.

SUMMARY

At this stage it is necessary that our best control personnel come into the closest contact with the public.

Income is proportional to the control exertion of our personnel.

People with an abiding faith in the "self-determinism" of public persons should not be allowed near PE and Registration lines.

The control skill of a staff member can be tested. Bad-control factors are most easily recognized. Staffs should be tested on control.

Current rundown will eventually boost up all staff members to a high level of control. We may not be able to afford to wait and let income suffer.

The whole staff can have its control level raised by Upper Indoc. Upper Indoc is the most reliable test of control skill.

People who can control others are not necessarily our sanest people but are our most effective people on PE and Registration lines.

HCO Secs and Assoc Secs should review this control factor in PE and Registration personnel as the fastest means of improving income. Steps taken, however, should keep in view the morale of staff and staff members, and that control can be directly remedied by processing. A serious bad-control person on PE and Registration lines should, however, be transferred rather than processed at once.

COMMENT

We have always seen that our best auditors made our best staff members. Well, these were, of course, our highest persons on control.

L. RON HUBBARD
Founder

LRH:ba.dj

Remimeo
I & Rs
E/Os

(Revised to delete a line inapplicably added by another and include the LRH data on the use of meter checks on staff applicants. Revisions in script.)

ETHICS E-METER CHECK

Refs:
HCO PL 18 June 68 ETHICS
HCO PL 11 May 65 ETHICS OFFICER HAT

An Ethics Officer may call in anyone at any time to do an Ethics E-Meter check. C/S OK is not required. The Ethics Officer giving the meter check must have a qual OK to operate an E-Meter and must have received a high-crime checkout by qual on this PL.

The meter check consists of setting up the E-Meter, sensitivity 16, and handing the cans to the person being given the check. No questions are asked and the person is not informed of readings. The Ethics Officer records the position of the tone arm, the state of the needle and the person's attitude and that is all.

If the person has an F/N, the Ethics Officer would say "Your needle is floating. Thank you." If there is no F/N, he simply says "Thank you."

That is all there is to it.

The state of the meter tells whom to investigate. A high or low TA, rock slam or dirty needle, or even a lack of F/N VGIs limits the field to only a few to interrogate or sec check or otherwise investigate.

Where a number of people are being meter checked, the person with the worst meter (TA and needle state) is the most suspect.

The meter checker must know his meter and what each of the one arm and needle manifestations mean. This can be rather easily trained in on someone in a short period of time.

Other tests can also be used in conjunction with the meter check as needed. In the course of his investigation, the Ethics Officer might need case data on a staff member. A request can be sent in to the C/S to determine whether the person gets case gain or whether he roller coasters.

TECH NOTE:
High TA = above 3.0
Low TA = 1.9 or below
Dirty Needle = Withholds
Rock Slam = Crimes
No Case Gain = Suppressive
Roller Coaster = PTS

OCA and aptitude tests can also be used - the lower the scores, the higher on the suspect list. For example, in cases of breakage you usually find a low aptitude.

An Ethics E-Meter check should be given any new staff applicants.

CAUTION

Injustices can come about through bad metering or bad testing (where test scores are also used).

A meter check can be thrown off by false TA, for example. The checker may not see the calluses on the workman's hands and write down "high TA." He may have forgotten to get the girl to take off her rings and noted a rock slam. A high TA F/N with the pc VGIs can only mean the TA is falsely high. (Ref: HCOB 10 Dec. 76RB, C/S Series 99RB, SCIENTOLOGY F/N AND TA POSITION) Any suspected false TA must therefore be noted by the meter checker as it will throw the meter off. (He can quickly handle the false TA if the handling is simple, such as putting hand cream on the person's hands if the person's hands are dry.)

SUMMARY

A meter check takes less than a minute to do and a large number of people can easily be meter checked in very little time. It enables an Ethics Officer to narrow down his target in virtually no time at all.

L. RON HUBBARD
Founder

Revision assisted by
LRH Technical Research
and Compilations

LRH:RTFC:ba.ymm

Remimeo
 HDC Checksheet
 Course Supervisor
 Checksheet
 Class 0
 Checksheet
 Cramming

AUDITING COMM CYCLE

Ref: HCOB 26 Apr. 71 I TRS AND COGNITIONS

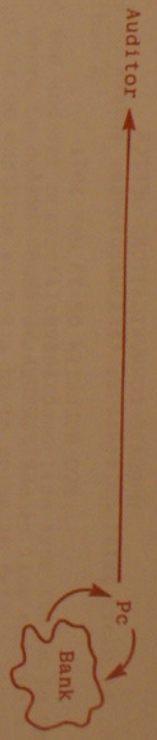
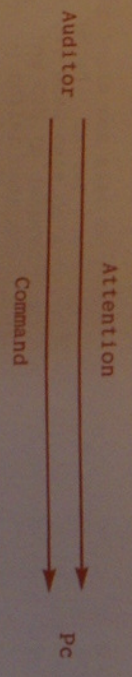
The following AUDITING comm cycle is taken from SHSBC tapes.

An auditor runs the session. He gives the pc the session action without pulling the pc's attention heavily on the auditor. He does not leave the pc inactive or floundering without anything to do. He does not leave the pc to make a session out of it. The auditor makes the session. He doesn't wait for the pc to run down like a clock or just sit there while the TA soars after an F/N.

The auditor runs the session. He knows what to do for everything that can happen.

And this is the auditing comm cycle that is always in use.

1. Is the pc ready to receive the command (appearance, presence)?
2. Auditor gives command/question to pc (cause, distance, effect).
3. Pc looks to bank for answer (Itsa maker line).
4. Pc receives answer from bank.
5. Pc gives answer to auditor (cause, distance, effect).
6. Auditor acknowledges pc.
7. Auditor sees that pc received ack (attention).
8. New cycle beginning with 1.



LRR:mg

L. RON HUBBARD
 Founder

Remimeo
Auditors
Supervisors
Students
Tech/Qual

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO BULLETIN OF 23 MAY 1971
Issue III
REISSUED 1 DECEMBER 1974

Basic Auditing Series 3

THE THREE IMPORTANT COMMUNICATION LINES

(From the LRH tape 15 Oct. 63,
"Essentials of Auditing")

When you are sitting in an auditing session, what are the
3 important communication lines and what is their order of
importance?

1. The first is the pc's line to his bank. The itsa maker
line.
2. The second is the pc's line to the auditor. The itsa
line.
3. The third is the auditor's line to the pc. The whatsit
line.

Now the definition, "willing to talk to the auditor," is very
easy to interpret as "talking to the auditor." So the auditor cuts
the line the pc has to the bank in order to get the pc to talk,
because "it's the itsa line that blows the charge," he says.

So the auditor cuts the pc's communication line with his bank
in order to bring about an itsa line -- and then he wonders why he
gets no TA action and why the pc ARC breaks.

This cut communication line is not perceivable to the naked
eye. It's hidden because it's from the pc -- a thetan unseen by
the auditor -- to the pc's bank, unseen by the auditor.

The auditor is simply there to use the whatsit line in order
to get the pc to confront his bank. The charge blows off it to the
degree that it's confronted and this is represented by the itsa
line.

The itsa line is a report on what has been as-ised, that gives
it its flow.

The sequence of use of these lines in an auditing cycle is
3, 1 and then 2.

Where the auditor neglects this hidden line from the pc to the
pc's bank, where he doesn't understand that hidden line and can't
integrate it or do anything with it, he is going to fail.

LRH:mg

L. RON HUBBARD
Founder

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO BULLETIN OF 23 MAY 1971R
Issue V
REVISED 29 NOVEMBER 1974

Remimeo
Auditors
Supervisors
Tech/Qual
Students

(Reissued 16 November 1987. Only
change is to correct a typographical
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Basic Auditing Series 5R

THE COMMUNICATION CYCLE IN AUDITING

(From the LRH tape 6 Feb. 64,
"The Communication Cycle in Auditing")

The ease with which you can handle a communication cycle
depends on your ability to observe what the pc is doing.

We have to add to the simplicity of the communication cycle
OBVIOUS (observation of the obvious).

Your inspection of what you are doing should have ended
with your training. Thereafter it should be taken up exclusively
with the observation of what the pc is doing or is not doing.

Your handling of a communication cycle ought to be so
instinctive and so good that you're never worried about what
you do now.

The time for you to get all this fixed up is in training.
If you know your communication cycle is good, you haven't any
longer got to be upset about whether you're doing it right or
not. You know yours is good, so you don't worry about it any
more.

In actual auditing, the communication cycle that you watch
is the pc's. Your business is the communication cycle and
responses of the pc.

This is what makes the auditor who can crack any case, and
when absent, you have an auditor who couldn't crack an egg if he
stepped on it.

This is the difference. It's whether or not this auditor
can observe the communication cycle of the pc and repair its
various lapses.

It's so simple.

It simply consists of asking a question that the pc can
answer, and then observing that the pc answers it, and when the
pc has answered it, observing that the pc has completed the
answer to it and is through answering it. Then give him the
acknowledgment. Then give him something else to do. You can ask
the same question or you can ask another question.

Asking the pc a question he can answer involves clearing
the auditing command. You also ask it of the pc so that the pc
can hear it and knows what he's being asked.

When the pc answers the question, be bright enough to know
that the pc is answering that question and not some other
question.

You have to develop a sensitivity - when did the pc finish
answering what you've asked? You can tell when the pc has
finished. It's a piece of knowledge. He looks like he's
finished and he feels like he's finished. It's part sense; it's
part his vocal intonation; but it's an instinct that you develop.
You know he's finished.

Then knowing he's finished answering, you tell him he's
finished with an acknowledgment - "Okay," "Good," etc. It's like
pointing out the bypassed charge to the pc. Like, "You have now
found and located the bypassed charge in answer to the question
and you have said it." That's the magic of acknowledgment.

If you don't have that sensitivity for when the pc is
finished answering, he answers, gets nothing from you, you sit
there and look at him, his social machinery goes into action, he
gets onto self-auditing and you get no TA action.

The degree of stop you put on your acknowledgment is also
your good sense because you can acknowledge a pc so hard that you
finish the session right there.

It's all very well to do this sort of thing in training and
it's forgivable, but NOT in an auditing session.
Get your own communication cycle sufficiently well repaired
that you don't have to worry about it after training.

L. RON HUBBARD
Founder
LRH:nt.rd.jh.gm.cn

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TWO-WAY COMM CHECKSHEETS

TWO-WAY COMM, USING WRONG QUESTIONS

Two-way comm is not an art. It is a science which has exact
rules.

Foremost in the rules is:

DON'T USE A LISTING QUESTION IN TWO-WAY COMM.

By a "listing question" is meant any question which directly
or indirectly calls for items in the pc's answer.

Use of "who," "what," "which," instantly turns a two-way
comm into a listing question.

Listing questions are governed by the rules of listing and
listing.

If you use a listing question accidentally in two-way comm,
you can get the same bad reactions from a pc that you would get
in a wrongly done list.

The reason for pc upsets in two-way comm is hidden, as it is
not apparently a listing process, rarely gets the correction a
bad list would get.

Asking "who" or "what" or "which" during a two-way comm
after the main question can also turn it into a listing and
listing process.

Two-way comm questions MUST be limited to feelings,
reactions, significances. They must NEVER ask for terminals or
locations.

EXAMPLE: "Who upset you?" In two-way comm causes the pc to
give items. This is a LIST. "What are you upset about?" does
the same thing. "Which town were you happiest in?" is also a
LISTING question NOT a two-way comm question. Any of these
asked in the pc giving items. They are not then nullified or
correctly indicated. The pc can get VERY upset just as he would
with a wrong list. Yet the session is not a "listing session" so
never gets corrected.

EXAMPLE: "How are you doing lately?" is an example of a
correct two-way comm question. It gets off charge and gets no
list items. "Are you better these days than you used to be?"
"How have you been since the last session?"

"What happened" is different than "What illness," "What
person," "What town," which are listing questions.

REPAIR

When other things fail to locate the upset of a pc look into
two-way comm processes in the folder and treat them as L&N
processes where the pc has answered with items. The relief is
magical.

LRH:ntm.rd.gm

L. RON HUBBARD
Founder

franchise
enOcean
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SCIENTOLOGY ALL

HOW TO GET TONE ARM ACTION

The most vital necessity of auditing at any level of
scintology is to get tone arm action. Not to worry the pc about
it but just to get TA action. Not to find something that will
get future TA. But just to get TA NOW.

Many auditors are still measuring their successes by things
found or accomplished in the session. Though this is important
too (mainly at Level IV), it is secondary to tone arm action.

1. Get good tone arm action.
2. Get things done in the session to increase tone arm
action.

NEW DATA ON THE E-METER

The most elementary error in trying to get tone arm action
is, of course, found under the fundamentals of auditing -
reading an E-Meter.

This point is so easily skipped over and seems so obvious
that auditors routinely miss it. Until they understand this one
point, an auditor will continue to get minimal TA and be content
with 15 divisions down per session - which in my book isn't TA
but a meter stuck most of the session.

There is something to know about meter reading and getting
TA. Until this is known, nothing else can be known.

tone arm assessment

The tone arm provides assessment actions. Like the needle
effects on list items, so does the tone arm react on things that
will give TA.

III. You don't usually needle assess in doing Levels I, II and
You tone arm assess.

The rule is: THAT WHICH MOVES THE TONE ARM DOWN WILL GIVE
TONE ARM ACTION.

Conversely, another rule: THAT WHICH MOVES ONLY THE NEEDLE
SELDOM GIVES GOOD TA.

So for Levels I, II and III (and not Level IV) you can
actually paste a paper over the needle dial, leaving only the
bottom of the needle shaft visible so the TA can be set by it and
do all assessments needed with the tone arm. If the TA moves on
a subject then that subject will produce TA if the pc is permit-
ted to talk about it (itsa it).

Almost all auditors, when the itsa line first came out,
tried only to find FUTURE TA ACTION and never took any PRESENT TA
ACTION. The result was continuous listing of problems and needle
nulling in an endless search to find something that "would
produce TA action." They looked frantically all around to find
some subject that would produce TA action and never looked at the
tone arm of their meter or tried to find what was moving it NOW.

This seems almost a foolish thing to stress - that what is
producing TA will produce TA. But it is the first lesson to
learn. And it takes a lot of learning.

Auditors also went frantic trying to understand what an ITSA
LINE was. They thought it was a comm line. Or part of the COHS
or almost anything but what it is. It is too simple.

There are two things of great importance in an auditing
cycle. One is the whatsit, the other is the itsa. Confuse them
and you get no TA.

If the auditor puts in the itsa and the preclear the
whatsit, the result is no TA. The auditor puts in the whatsit
and the pc the itsa, always. It is so easy to reverse the role
in auditing that most auditors do it at first. The preclear is
very willing to talk about his difficulties, problems and
confusions. The auditor is so willing to itsa (discover) what is
troubling the preclear that an auditor, green in this, will then
work, work, work to try to itsa something "that will give the pc
TA," that he causes the pc to "whatsit whatsit that's
wrong with me." Listing is not really good itsaing; it's
whatsiting as the pc is in the mood "Is it this? Is it that?"
even when "solutions" are being listed for assessment. The
result is poor TA.

TA comes from the pc saying, "It IS" not "Is it?"

Examples of whatsit and itsa: Auditor: "What's here?"
(whatsit) Pc: "An auditor, a preclear, a meter." (itsa)

It's what travels on a comm line from the pc to the auditor, if that which travels is saying with certainty "it IS."

I can sit down with a pc and meter, put in about three minutes "assessing" by tone arm action and using only RIC get 35 divisions of TA in 2 1/2 hours with no more work than writing down TA reads and my auditor's report. Why? Because the pc is not being stopped from its own and because I don't lead the pc into what's sitting. And also because I don't think auditing is complicated.

Tone arm action has to have been prevented if it didn't occur. Example: An auditor, noting a what'sit moved the TA, every time, promptly changed the what'sit to a different what'sit. Actually happened. Yet in being asked what he was doing in session he said: "I ask the pc for a problem he has had and every time he comes up with one I ask for solutions to it." He didn't add that he frantically changed the what'sit each time the TA started to move. Result - 9 divisions of TA in 2 1/2 hours, pc laden with bypassed charge. If he had only done what he said he had he would have had TA.

If it didn't occur, tone arm action has to have been prevented! It doesn't just "not occur."

In confirmation of auditors being too anxious to get in the it'sa line themselves and not let the pc is the fad of using the meter as a Outja board. The auditor asks it questions continually and never asks the pc. Up the spout go divisions of TA. Is this item a terminal? The auditor asks the meter. Why not ask the pc? If you ask the pc, you get an it'sa, "No, I think it's an opterm because..." and the TA moves.

Now to give you some idea of how crazy simple it is to get in an it'sa line on the pc, try this:

Start the session and just sit back and look at the pc. Don't say anything. Just sit there looking at the pc. The pc will of course start talking. And if you just nod now and then and keep your auditor's report going unobtrusively so as not to but the it'sa, you'll have a talking pc and most of the time good TA. At the end of 2 1/2 hours, end the session. Add up the TA you've gotten and you will usually find that it was far more than in previous sessions.

TA action, if absent, had to be prevented! It doesn't just occur.

But this is not just a stunt. It is a vital and valuable rule in getting TA.

RULE: A SILENT AUDITOR INVITES ITSa.

This is not all good, however. In doing R4 work or R3R or R4N the silent auditor lets the pc it'sa all over the whole track and causes overstimulation which locks up the TA. But in lower levels of auditing, inviting an it'sa with silence is an ordinary action.

In Scientology Levels I, II and III the auditor is usually silent much longer, proportionally, in the session, than he or she is talking - about 100 of silence to 1 of talking. As soon as you get into Level IV auditing, however, on the pc's actual GPMs, the auditor has to be crisp and busy to get TA, and a silent, idle auditor can mess up the pc and get very little TA. This is all under "controlling the pc's attention." Each level of auditing controls the pc's attention a little more than the last and the leap from Level III to IV is huge.

Level I hardly controls at all. The rule above about the silent auditor is employed to the full.

Level II takes the pc's life-and-livingness goals (or session goals) for the pc to it'sa and lets the pc roll, the auditor intruding only to keep the pc giving solutions, attempts, done, decisions about his life and livingness or session goals rather than difficulties, problems and natter about them.

Level III adds the Rapid search (by TA assessment) for the service facsimile (maybe 20 minutes out of 2 1/2 hours) and then guides the preclear into it with R3SC processes. The rule here is that if the thing found that moved the TA wouldn't make others wrong but would make the pc wrong, then it is an opterm lock and one prepcheck it. (The two top RIs of the pc's PT GPM is the service facsimile. One is a terminal, the pc's, and the other is an opterm. They each have thousands of lock RIs. Any pair of lock RIs counts as a service facsimile, giving TA.) A good slow prepcheck but still a prepcheck. Whether running Right-Wrong-Dominate-Survive (R3SC) or Prepchecking (the only 2 processes used), one lets the pc really answer before asking. One question may get 50 answers! Which is, I what'sit from the auditor gets 50 it'sas from the pc.

Level IV auditing finds the auditor smoothly letting the pc it'sa RIs and lists but the auditor going at it like a small steam engine finding RIs, RIs, RIs, goals, RIs, RIs, RIs. For the total TA in an R4 session only is proportional to the number of RIs found without goofs, wrong goals or other errors which rob TA action.

So the higher the level the more control of the pc's attention. But in the lower levels, as you go back down, the processes used require less and less control, less auditor action to get TA. The level is designed to give TA at that level of control. And if the auditor actions get busier than called for in the lower levels, the TA is cut down per session.

OVERRESTIMULATION

As will be found in another HCO Bulletin and in the lectures of summer and autumn of 1963, the thing that seizes a TA up is overrestimulation.

THE RULE IS, THE LESS ACTIVE THE TA THE MORE OVERRESTIMULATION IS PRESENT. (THOUGH RESTIMULATION CAN ALSO BE ABSENT.)

Therefore, an auditor auditing a pc whose TA action is low below 20 TA divisions down for a 2 1/2-hour session) must be careful not to overrestimulate the pc (or to gently restimulate the pc). This is true of all levels. At Level IV this becomes: don't find that next goal, bleed the GPM you're working of all possible charge. And at Level III this becomes: don't find too many new service facts before you've bled the TA out of what you already have. And at Level II this becomes: don't fool about with a new illness until the pc feels the lumbositis you started on s handled utterly. And at Level I this becomes: "Let the pc do the talking."

Overrestimulation is the auditor's most serious problem.

Underrestimulation is just an auditor not putting the pc's attention on anything.

The sources of restimulation are:

1. Life-and-livingness environment. This is the workaday world of the pc. The auditor handles this with itsa or "Since big mid ruds" and even by regulating or changing some of the pc's life by just telling the pc to not do this or that during an intensive or even making the pc change residence for a while if that's a source. This is subdivided into past and present.
2. The session and its environment. This is handled by itsing the subject of session environments and other ways. This is subdivided into past and present.
3. The subject matter of Scientology. This is done by assessing (by TA motion) the old Scientology List One and then itsing or prepchecking what's found.
4. The auditor. This is handled by what would you be willing to tell me, who would you be willing to talk to, and other such things for the pc to itsa. This is subdivided into past and present.

5. This lifetime. This is handled by slow assessments and lots of itsa on what's found whenever it is found to be moving the TA during slow assessment. (You don't null a list or claw through ten hours of listing and nulling to find something to itsa at Levels I to III. You see what moves the TA and bleed it of itsa right now.)
6. Pc's case. In Levels I to III this is only indirectly attacked as above.

And in addition to the actions above, you can handle each one of these or what's found with a slow prepcheck.

LIST FOR ASSESSMENT

- Assess for TA motion the following list:
- The surroundings in which you live
 - The surroundings you used to live in
 - Our surroundings here
 - Past surroundings for auditing or treatment
 - Things connected with Scientology (Scientology List One)
 - Myself as your auditor
 - Past auditors or practitioners
 - Your personal history in this lifetime
 - Goals you have set for yourself
 - Your case.

At Level II one gets the pc to simply set life-and-livingness goals and goals for the session, or takes up these on old report forms and gets the decisions, actions, considerations, etc., on them as the itsa, cleaning each one fairly well of TA. One usually takes the goal the pc seems most interested in (or has gone into apathy about) as it will be found to produce the most TA.

Whatever you assess by tone arm, once you have it, get the TA out of it before you drop it. And don't cut the itsa.

MEASURE OF AUDITORS

The skill of an auditor is directly measured by the amount of TA he or she can get. Pcs are not more difficult one than another. Any pc can be made to produce TA. But some auditors get TA more than others.

Also, in passing, an auditor can't falsify TA. It's written over the pc after a session. Lots of TA = bright pc. Small TA = dull pc.

And body motion doesn't count. Extreme body motion on some pcs can produce a division of TA! Some pcs try to squirm their way to Clear! A good way to cure a TA-conscious body-moving pc is to say, "I can't record TA caused while you're moving."

As you may suspect, the pc's case doesn't do a great deal until run on R4 processes. But destimulation of the case can produce some astonishing changes in beingness. Key-out is the principal function of Levels I to III. But charge off a case is charge off. Unless destimulated, a case can't get a rocket read of present the auditor with a valid goal. Levels I to III produce a Book One Clear. Level R4 produces an OT. But case conditioning (clearing) is necessary before R4 can be run. And an auditor who can't handle Levels I to III surely won't be able to handle the one-man hand processes at Level IV. So get good on Levels I to III before you even study IV.

THE FIRST THING TO LEARN

By slow assessment is meant letting the pc sit a while assessing. This consists of rapid auditor action, very crisp, getting something that moves the TA and then immediate shift into getting the pc sit a during which be quiet! The slowness is overall action. It takes hours and hours to do an old preclear assessment form this way but the TA files.

The actual auditing in level III looks like this - auditor going like mad over a list or form with an eye cocked on the TA. The first movement of the TA (not caused by body motion) the auditor goes a tiny bit further if that and then sits back and just looks at the pc. The pc comes out of it, sees the auditor acting and starts talking. The auditor unobtrusively records the TA, sometimes nods. TA action dies down in a couple minutes for an hour. As soon as the TA looks like it hasn't got much more action in it, the auditor sits up, lets the pc finish what he or she was saying and then gets busy again. But NO action taken by the auditor cuts into the TA action. In levels I to III an assessment list is continued beyond seeing a TA move until that TA motion is handled.

In doing a Scientology List One assessment one goes down the list until the TA moves (not because of body motion). Then, because a TA is not very pinpointed, the auditor covers the one or two above where he first saw TA and, watching the pc for interest and the TA, circles around that area until he is sure he has what made the TA move and then bleeds that for TA by itsa or prepcheck.

Yes, you say, but doesn't the auditor do TRs on the pc? One question - one answer ratio? NO!

Let the pc finish what the pc was saying. And let the pc be satisfied the pc has said it without a lot of chatter about it.

TA NOT MOVING SIGNALS AUDITOR TO ACT.

TA MOVING SIGNALS AUDITOR NOT TO ACT.

Only the auditor can kill the TA motion. So when the TA starts to move, stop acting and start listening. When the TA stops moving or seems about to, stop listening and start acting again.

Only act when the TA is relatively motionless. And then act just enough to start it again.

Now, if you can learn just this, as given here, to act when there's no TA and not act when there is TA, you can make your own start on getting good TA on your preclear.

With this you buy leisure to look over what's happening.

With half a hundred rules and your own confusion to worry about also, you'll never get a beginning. So, to begin to get TA on your pc, first learn the trick of silent invitation. Just start the session and sit there expectantly. You'll get some TA.

When you've mastered this (and what a fight it is not to act, act, act and talk ten times as hard as the pc), then move to the next step.

Cover the primary sources of overrestimulation listed above by asking for solutions to them.

Learn to spot TA action when it occurs and note what the pc was saying just then. Coordinate these two facts - pc talking about something and TA moving. That's assessment Levels I to III. Just that. You see the TA move and relate it to what the pc is saying just that moment. Now you know that if the pc talks about "Bugs" he gets TA action. Note that down on your report. BUT don't otherwise call it to pc's attention as pc is already getting TA on another subject. This pc also gets TA on bugs. Store up 5 or 10 of these odd bits, without doing anything to the pc but letting him talk about things.

Now, a few sessions later, the pc will have told all concerning the prime source of overstimulation I hope you were covering with him or her by only getting the pc started when he or she ran down. But you will now have a list of several other things that get TA. THE HOTTEST TA PRODUCER ON THIS LIST WILL GET A PC'S GOAL AS IT IS HIS SERVICE FAC. You can now get TA on this pc at will. All you have to do is get an itsa going on one of these things.

ANY TA is the sole target of Levels I to III. It doesn't matter a continental what generates it. Only Level IV (R4 processes) are vital on what you get TA on (for if you're not accurate you will get NO TA at Level IV).

From Levels I to III the pc's happiness or recovery depends only on that waving TA arm. How much does it wave? That's how much the case advances. Only at Level IV do you care what it waves on.

You're as good as an auditor in Levels I to III as you can get TA on the pc and that's all. And in Level IV you'll get only as much TA as you're dead on with the right goals and RIs in the right places and those you don't want lying there inert and undisturbed.

Your enemy is overstimulation of the pc. As soon as the pc goes into more charge than he or she can itsa easily, the TA flows down. And as soon as the pc drowns in the overstimulation, the TA stops clank! Now your problem is correcting the case. And that's harder than just getting TA in the first place.

Yes, you say, but how do you start "getting in an itsa line?" "What is an itsa?"

All right - small child comes in room. You say, "What's troubling you?" The child says, "I'm worried about Mummy and I can't get Daddy to talk to me and..." NO TA. This child is not saying anything is it. This child is saying, "Confusion, chaos, worry." No TA. The child is speaking in optterms.

Small child comes in room. You say, "What's in this room?" Child says, "You and couch and rug..." That's itsa. That's TA.

Only in R4 where you're dead on the pc's GPMs and the pc is allowed to say it is or isn't can you get Good TA action out of existing and nulling. And even then a failure to let the pc say what it can cut the TA down enormously.

Auditor says, "You've been getting TA movement whenever you mention houses." In this lifetime what solutions have you had about houses?" And there's the next two sessions all laid out with plenty of TA and nothing to do but record it and nod now and then.

THE THEORY OF TONE ARM ACTION

TA motion is caused by the energy contained in confusions blowing off the case. The confusion is held in place by aberrated stable data.

The aberrated (nonfactual) stable datum is there to hold back a confusion but in actual fact the confusion gathered there only because of an aberrated consideration or postulate in the first place. So when you get the pc to as-is these aberrated stable data, the confusion blows off and you get TA.

So long as the aberrated stable datum is in place the confusion (and its energy) won't flow.

Ask for confusions (worries, problems, difficulties) and you just overstimulate the pc because his attention is on the mass of energy, not the aberrated stable datum holding it in place.

Ask for the aberrated stable datum (considerations, postulates, even attempts or actions or any button) and the pc as-is it, the confusion starts flowing off as energy (not as confusion), and you get TA.

Just restimulate old confusions without touching the actual stable data holding them back and the pc gets the mass but no release of it and so no TA.

The pc has to say, "It's a (some consideration or postulate)" to release the pent-up energy held back by it.

Thus, an auditor's worst fault that prevents TA is permitting the dwelling on confusions without getting the pc to give up with certainty the considerations and postulates that hold the confusions in place.

And that's "itsa." It's letting the pc say what's there that was put there to hold back a confusion or problem.

If the pc is unwilling to talk to the auditor, that's what to itsa - "decisions you've made about auditors" for one example. If the pc can't seem to be audited in that environment, get old environments itsa'd. If the pc has lots of PTPs at session start, get the pc's solutions to similar problems in the past.

Or just prepcheck, slow, the zone of upset or interest of the pc. And you'll get TA. Lots of it.

Unless you stop it.

There's no reason at all why a truly expert auditor can't get plenty of TA divisions down per 2 1/2-hour session running any old thing that crops up on a pc.

But a truly expert auditor isn't trying to *it*sa the pc. e's trying to get the pc to *it*sa. And that's the difference. Honest, it's simpler than you think.

L. RON HUBBARD
Founder

RH:gw.cden.gm.cn

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TRS AND COGNITIONS

In the presence of rough TRS cognitions do not occur.

Cognitions are the milestones of case gain.

Rough TRS, rough metering, out-Code and a distractive auditor then make no case gain.

When an auditor has smooth, usual TRS, does his metering expertly and without attracting the pc's attention, when he follows the Auditor's Code (particularly regarding evaluation and invalidation) and when he is interested, not interesting as an auditor, the pc cognites and makes case gains.

Further, according to the axioms, a bank straightens out by AS-ISING its content. If the pc's attention is distracted to the auditor and meter, his attention is not on his bank so AS-ISING cannot occur.

The definition of in-session is INTERESTED IN OWN CASE AND WILLING TO TALK TO THE AUDITOR. When this definition describes the session in progress, then of course the pc will be able to AS-IS and will cognite.

By Dianetics: The Original Thesis, the auditor plus the pc is greater than the pc's bank. When the auditor plus the bank are both overwhelming the pc, then the bank seems greater than the pc. It is this situation which gives a pc a low tone arm.

An auditor who can't be heard, doesn't ack, doesn't give the pc the next command, fails to handle origins, simply has OUT-TRS.

The auditor who is trying to be interesting to the pc, who overacks, who laughs loudly, is *pulling* the pc's attention onto himself. So the pc's attention, not being on his bank, doesn't as-is or cognite.

The auditor whose metering bypasses F/NS or calls F/NS at wrong points, or who tells the pc "That reads," "That blew down," or who any other way - or overruns and knows when he is wrong when he is being under - or overruns the definition of IN-SESSION, (The pc's attention goes to the meter, not his bank, so doesn't AS-IS or cogente.

Auditor invalidation and evaluation is just plain villainy. It interferes with pc cognitions. Other Code breaks are similarly distractive.

A PERFECT SESSION

If you understand the exact definition of IN-SESSION, if you understand the pc's necessity to have his attention on his bank as to AS-IS it and work out what is really going on in a session that brings about a cognition (as-ising aberration with a realization about life), you will then be able to spot all the things in TRS, metering and the Code that would prevent case gain.

Once you see that out-TRS, mismetering and Code breaks would prevent the IN-SESSION definition, you will see what would impede pc from AS-ISING and cognting.

When you have this figured out, you will then be able to see clearly what are IN-TRS, CORRECT METERING and CORRECT CODE APPLICATION.

There can be an infinity of wrongnesses. There are only a few rightnesses.

Recognition of right TRS, right metering and right Code use depend only on:

- a. Understanding the principles in this HCOB and
- b. Their practice so as to establish habit.

This mastered, one's pcs will get cognitions and case gain and swear by "their auditor!"

L. RON HUBBARD
Founder

RH:mes, rd, gm, sk

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Saint Hill Manor, East Grinstead, Sussex
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(Only change is signature)
Remleo
Student Hat
Course Supervisors
Hat
Auditors Hat

OBNOSIS AND THE TONE SCALE

The following is extracted from the Advanced Clinical Course Preparatory Manual for Advanced Students in Scientology. It was published in 1957.

OBNOSIS AND THE TONE SCALE

Somewhere in your possession, in your desk, or tucked into a bookcase, are two large pieces of paper. They are covered closely with data invaluable to an auditor. You have pored over them and quoted from them many, many times. They are, of course, the Chart of Human Evaluation and the Chart of Attitudes. The data in them is a large part of an auditor's stock in trade, and every auditor in the world is, in some degree, familiar with them.

But how about getting the data off the charts and applying it to life, to some real person? It's not hard to do casually, for some acute tone. "Joe was on a 1.5 kick last night." Sure, he turned red as a beet and threw a book at your head. Simple. Mary breaks into sobs, and grabs for the Kleenex. Couple of auditors on the scene exchange looks, nod sagely. "Hmm. Grlefi!" But how about chronic tone, with that thin, shiny veneer of social tone slicked over it? How sharp and how certain are you about that? Now, take a pc that you are familiar with. What, exactly, is his chronic tone? If you don't know, you had better read on. If you do, read on, and learn more about it.

The title of this article starts with an odd word: obnosis. It's been put together from the phrase, "observing the obvious." The art of observing the obvious is strenuously neglected in our society at this time. Pity. It's the only way you ever see anything: you observe the obvious. You look at the finess of something, at what is actually there. Fortunately for us, the ability to obnose is not in any sense "inborn" or mystical. But it is being taught that way by people outside of Scientology.

How do you teach somebody to see what is there? Well, you put up something for him to look at, and have him tell you what he sees. That is what is done in an ACC class, the earlier in the course, the better. A student is asked to stand up in the front of the classroom and be looked at by the rest of the students.

H:nt.dr.fm.sak

It yet." (This statement is very funny to the ACC Instructors because these students said at the beginning, "If you make me out there, I'll walk out on the course.") Obnosis is quite important, and should be learned as thoroughly as possible by 1 Scientists.

L. RON HUBBARD
Founder

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

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ALL DIVISIONS)

ALL DIVISIONS

HANDLING THE PUBLIC INDIVIDUAL

We have learned the hard way that an individual from the public must never be asked to DECIDE or CHOOSE.

Examining experiences we have had, I finally saw there was a hidden datum we had not been aware of in our orgs and particularly in handling the public. I finally dug it up and here it is:

TO DECIDE ONE HAS TO UNDERSTAND.

Examining our big org chart, you can see quite plainly that Understanding is higher than the point of public entrance into processing.

Example: Mr. J is offered Particle A. He can accept it just because it is offered. He does not have to even perceive it or talk about it or recognize any condition. He needs to see only two things: (a) that it is being offered by somebody or something (source), and (b) that Particle A exists. All you have to do is show him where to obtain it and that it exists. This is acceptance without decision. Therefore he can have it.

Example: Mr. J is offered Particle A or Particle B. Now we have an entirely different situation. Mr. J must compare Particle A and Particle B in order to see which is best. Therefore he must see where each comes from (source), that each exists, establish the condition of each particle, communicate with and about them, perceive them, relate them to each other (become oriented), understand them, be enlightened and finally decide (establish own purpose). If he can do this Mr. J can choose which he should have, A or B. If Mr. J can't do all these things, Mr. J is overwhelmed, gets confused and takes neither. One has asked Mr. J to jump up a lot of levels. Actually the ordinary Mr. J's when raw meat and even not so raw would have to have a Grade IX Certificate to obtain a Grade I Certificate. And that of course is impossible.

The door, then, is barred utterly for the majority of people into any department or function or org. Let alone the promotion and accounts functions.

The moral is very plain. Never ask anyone in the public or field to Decide or Choose.

Erase from our org patter "Which do you want, Mr. J?" Don't ask which course, or what pin or what book or which auditor or what door or what time he or she wants to start anything or which door or which road or which membership.

Cultivate totally on a staff a didactic but pleasant approach. Your intensive starts... "This is your next book...." "Your next course should be taken on..." "Go to the third door." "I see you're a pc. You go up to the second floor...."

Erase even the banal "What do you wish?" or "What can I do for you?" as even that throws confusion into it.

Example: Miss N has heard of processing. She wants some. She never did decide to want some. She just wants some. Now to ask her to decide anything about it blunts that purpose. It is a thin purpose. It quivers. Don't ask her does she want a book or want training or want a pin or want anything else. Say only "Ah. You want processing. That is a good thing to want. Be here on Monday and bring funds." That's all. For heaven's sake don't sell her processing or books or alternate schedules or ask her if she'll pay for anything. That want is frail at best. Don't crush it! If she says timidly "I only have _____ funds," say "Good. Bring them; you can owe the rest. Be here on Monday."

In short MAKE MISS N RIGHT for WANTING, thus intensifying the want. Make her RIGHT when she talks about money. Then, being right, she can come in Monday. Simple. Chances are, even if she works, she'll still come in.

When she comes in she says, "I'm Miss N. I'm here for my processing." Reception MUST say, "Ah. You're Miss N. Good. Here's the Accounts window. Sign up there." The Accounts says, "Here's the slip. Sign here. Take the slip to Room _____." Reception says, "This way Miss N." Estimations says, "Let me have your Accounts receipt. Good. That's fine. Have you been processed before? No? Well, you soon will be. This way please. Our auditor is waiting." The auditor says, "Over here, please." Adjusts the pc's chair, etc., and sits down and says, "Start of session." At its end he says, "Be in this room at _____ for Miss N's next. And so on. When she gets her grade certificate she's told, "That means you're a Grade I prelear. Get the book _____ down in Reception. It will tell you all about Grade II." Miss N throughout is never anything but 8C'd. The General promotion told her what to want by saying she could have it. She expresses the want. The org people say, "That's a good thing to want. You can have it." And gives it to her.

That's all.

Just as you'd never ask a pc which command he wanted, you never ask the public individual to decide.

You can teach them anything, particularly the truth. But never ask them to decide.

By processing up through the grades, this person will soon begin to see and be there and understand and decide. And she'll surely decide she's a Scientist, as it's true all the way!

This is new admin tech.

You will see us knocking out now all requests to choose in all promotion and in all routing of the public in an org. If we do so we will succeed beautifully.

THE FUNDAMENTAL

There is an even deeper fundamental at work here. It is quite startling.

You cannot get a flow without agreement. Examine your ARC triangle and you'll see why.

This is why an org won't flow traffic when policy is out or not formed.

That's why any policy, agreed upon, is better than points of individual decision on flow lines.

It's not that people can't decide in orgs. They can. But when a staff member makes an individual decision not laid out by policy, the flow stops.

Thus all flow and traffic lines including people and money and dispatches will flow smoothly and rapidly only so long as the decisions that can be made are also part of policy and are simple decisions.

THE RAPIDITY OF PARTICLE FLOW ALONE DETERMINES POWER.

Thus an org's strength and its sphere of influence and domain are all regulated by the speed of flow, both inside and outside an org!

And an org particle inside or outside an org (promotion, books, people, money) flows as fast as it's free of independent, unagreed-upon decision points.

Example: A flow line can go to A or B. Unless policy says, if it's above 80 it goes to A. If it's below 80 it goes to B. If that particle becomes the subject of a decision that is not covered by policy and the flow stops.

You can have a lot of choices on a comm line or traffic line that none may be random choices made by an individual at that point. The flow will stop, not because the decision is wrong but because the next point on the flow doesn't know what it really is and so can't handle it except slowly or by stopping it at least to think it over.

An org full of individual decision points not covered by group understanding is no org at all and will fail. It is a bunch of individuals working at cross-purposes - each person okay, but the combined strength of the "org" is only that of one person in a state of confusion!

When the public is also being asked to decide about coming to an org full of individual decision points, you get a total collapse.

The new org board overcomes all this. It has the choices laid out by policy and org form and formula. So it can grow, will be easy to work in and will remain a happy place unless somebody puts some new decision points not on the chart. The result will be stopped flows, no traffic, no money, no org.

Never put in an "individual random decision point" on a chart! That's the moral.

Then all staff can look over and see easily on what's decided here.

A multiple decision point can work providing only that all the decisions to be made are already known to all. Take a communicator. She has to make many "decisions" that are known in advance. Which basket does what despatch go into? That's an easy multiple "decision" providing the org board is easy to read and staff understands it and is doing the jobs for which they are staffed. The line stops when the posts cross or aren't being staffed, or at an "individual decision point" not then easily knowable to the staff.

This was the main problem in working out the 1965 org board. For the first time even my own post was being clarified by the need for knowable decision. Every post on the board is like that. And it was all worked out. It could not have been worked out at all unless I had found some of the most fundamental formulas of this universe. The type of pattern used kept one org going for 80 million years, believe it or not. And to that was added some very basic laws that had been overlooked by that outfit and which caused its eventual decay. It couldn't correct itself!

We aren't actually radically changed by the org board as all our own customs are functional on it also.

But it will flow and prosper as long as the decisions to be made are known already. Example: A bill-disputed decision = deposit sum in Reserved Payment Account and get the bill straight then pay right amount. Example: Policy says Blue Students. They seem to be aquamarine colored, not blue. Report it to the Inspection and Reports Dept with all data. Inspection and Reports inspects and reports to the Office of LRH and policy is adjusted everywhere. Now we can handle aquamarine-colored students - or see that the Office of Estimations is forbidden to wear sunglasses while estimating! And while the policy is under adjustment we stick by known policy until adjusted.

Frankly, the 1965 org board pattern, as posted, gives all the routing hats and therefore the "decisions" are already visible. If a flow stacks up or a basket fills or trouble occurs, we have an overload or an absence or an injected "individual decision point."

Far from robbing anyone of self-determinism, the 1965 board is welcomed by sighs of relief. Even I was glad to get my own work onto it. The whole room went bright when I cognited, "Gee, this is what everyone is trying to do to me, make me an individual decision point!"

One puts one's baskets and one's "hands" into the lines and acts on the lines. One doesn't put his decisions on the lines as the lines then hit him! A postulate or a decision is too close to a thetan's identity! It confuses him and makes him feel hit personally by the communications when he has to newly decide on each one. If the decision is already there, A or B, he can then route with his "hands," not with himself. If he is always newly and randomly deciding, he gets carried eventually on down the comm line himself and goes off post! A thetan can handle a vast volume of actions so long as he doesn't have to make a strange or fresh decision in each act. We can tell in orgs who is making fresh individual decisions, as that person has to bring each of his own despatches in personally. (We call it "bringing a body.") He routes himself too! Only a communication runner who is involved only with who and where can do this safely as her decisions are known beforehand. Thus she can move on lines with impunity. Note that she only stops when she has to figure out who has now gone where and why she was not informed! Otherwise a communications runner could go through fire and war with impunity without a pause so long as the who and where are known. Thus an investigation's personnel cannot also be a communication's personnel without going half-mad! But an investigation's personnel with her set of "who to look for and where" can move swiftly too! They (the communications' personnel and the investigations' personnel) have entirely different previously-known decisions to make. Both are who-where. But the comm who-where is the comm station of a known person. And the investigation who-where is composed of types of whos and reported wheres. The purposes are different. The comm personnel sees to whom and where and delivers. The investigation personnel

what they do not understand they substitute for with imaginary
ngs.

Thus such persons not only listen to slander but also corrupt
twist even it.

Thus a rumor can go through a society that has no basis in
th.

When numbers of such rumors exist and are persistent, one
pects a "whispering campaign." This is not because people
per these things but because like an evil wind it seems to have
source.

Black propaganda makes use of such a willingness to pass on
amplify falsehoods.

Much black propaganda is of course more bold and appears
tantly in irresponsible (or covertly controlled) newspapers and
to and television.

But even after a bad press story has appeared or a "bad radio
TV broadcast has been given, the "whispering campaign" is
nted upon by black propagandists to carry the slander through
society.

Thus any person, any being, is at risk.

No person, company or nation has totally clean hands. That is
t to the saints. In childhood one stole a few apples, broke a
dow or two, dented a fender, went joy-riding in a "borrowed"
icle or took pennies or candy bars that weren't his own.

Childhood is quite lawless and the teenage period is often a
olt against the closer and closer fitting straightjacket of
oper social conduct." One marries the wrong spouse or goes
ray with another in some incautious moment, or commits various
rge and small sins of which society disapproves.

Any of these things tend to make one vulnerable to attack,
n his past or repute.

A person comes to fear bad things being said about him. In
e face of a whispering campaign, real or imagined, one tends to
hdraw, tends to become less active and reach less.

This is equally true of companies and even nations.

Thus, unless one knows how to handle such an attack, one can
act be made quite miserable and ill.

THE ATTACKER

The world is full of madmen.

The basic characteristic of extreme madness is perpetual
attack, attacks on anything, attacks on persons or things which
contain no menace.

Extreme, not petty, crime is at the root of such an impulse.

The attacker has an evil purpose in life. He is a thing of
death, not life. And his harvest is a death harvest.

Such a person feels he cannot be safe unless everything else
is dead.

His evil purpose takes many forms and expressions. The end
product is the same - death.

Where an attacker has gone too far he is himself then
attacked. Long, bitter quarrels and national wars are alike the to
and fro exchange of violence.

Where an attacker lacks the physical means of destroying
others and where his own purpose would fail if disclosed, the
attacks become covert.

He uses word of mouth, press media, any communication channel
to spit his venom. He hides himself as the source; he makes the
verbal attack seem logical or real or proven.

He counts on the utterances being picked up or distorted and
passed on by the more base people in the society.

This is black propaganda. It is intended to reduce a real or
imagined enemy, hurt his income and deny him friends and support.

Companies or associations do this to competitors. The
American Medical Association maintains its multibillion dollar
monopoly over sickness by continuing a long, well-financed black
propaganda campaign against anyone it thinks might threaten their
income. The head of their "Department of Investigation" (as they
call their black propaganda department) once said they just kept it
up and kept it up against any rival and one day WHAM! They use
press releases, their own members, paid ads, displays, government
connections and speakers, any channel, to release endless streams
of imaginary tales against any imaginary rival. While this does
bring them government support it has brought them deep hatred not
only from rivals but the public at large.

They get back what they put out. They were once wealthy. They are no longer. Their members dislike them and increasingly they are no longer. Their medical societies, not the AMA. The doctors belong only to state medical societies. His main individual doctor most often has good public relations. WHAMI society benefits from this and betrays it. One day, no AMA. WHAMI.

So black propaganda is not something one lightly investigates. For it recoils on the person who uses it.

Let us see how it recoils.

Too much venom put out stains one with venom.

Too much black propaganda gets attacks in return.

Black propaganda is essentially a fabric of lies. The AMA simply imagines stories to put out or have put out.

Sooner or later such stories are found not to be true. ONE false story can destroy the credit of the teller. Now who listens?

Thus a black propaganda campaign is vulnerable. The attacker sooner or later is attacked - often by many.

But those who have to counter such a campaign need the technology of how it is handled.

ANY NEWS

There is a natural law at work that unfortunately favors black propaganda.

WHERE THERE IS NO DATA AVAILABLE PEOPLE WILL INVENT IT.

This is the Law of the Omitted Data.

A vacuum tends to fill itself. Old philosophers said that nature abhors a vacuum. Actually the surrounding pressure flows to an area of no pressure.

It is this way with a person, company or nation.

Hit by lies the person tends to withdraw. This already tends to pull things in.

The person does not then wish to put out data. He becomes to some degree a mystery.

To fill that mystery people will invent data.

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This is true of persons, companies or nations.

This is where public relations is a necessity.

Essentially public relations is the art of making good works well known.

It is a fatal error to think good works speak for themselves. They do not. They must be publicized.

Essentially this is what public relations is. And this is why it is - to fill that vacuum of omitted data.

In the midst of a black propaganda campaign one is denied normal communication channels. The press media along which the campaign is being conducted will not run favorable comment. One is mad if he thinks it will as it is serving other masters that mean to destroy the repute of the target.

"Authoritative" utterances push plain truth out of sight.

Thus public relations people have to be very expert in their technology when they confront black propaganda.

THE TECH

When one is not fighting a battle against black propaganda, public relations is easy.

One hires a reporter who gets to work thinking up ideas and turning out releases. That's why reporters are often thought of as public relations people which they are not.

In the face of a black propaganda campaign, such releases are twisted, refused and that is the end of it.

There is far more to the art than this.

These are some of the rules that apply:

1. Fill the vacuum of omitted data with factual data.
2. Prove all false utterances heard are lies.
3. Discredit every rumor encountered.
4. Handle the interest level with any utterance.
5. Carefully study out the scene until the exact source is located.

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6. Use the knowledge of source to impede or destroy the source of black propaganda by noncriminal means.
 7. Continue to fill the vacuum of no data with good data using any channels available.
- Each one of these points could well take a book. But understanding them and using one's initiative, one can fill in a part of the tech himself.
- The variations of each one are endless.

APPLICATION

1. Fill the vacuum.

First of all, cease to withdraw. It is proven conclusively that in public relations handling of black propaganda, only outflow pays off. Saying nothing may be noble in a character but it is fatal in public relations. Yet even "experts" advise it (when they are doing their clients in).

Blunt denial is crude and can be used against one as a sort of affirmation.

You don't have to announce or spread a flap and never should. Men often make the flap.

But don't interpret this as "silence is necessary." Get in a place and speak up.

Use any channel to speak up. But don't seek channels that will corrupt what you say in repeating it.

Don't stay on the same subject that you are being attacked on.

An example of speaking up without denying and thus confirming might be

STATEMENT: "I read your company went broke last month."

REBUTTAL: "My God, you're telling me! If we hadn't got out that contract we really would have gone broke. There was a hell a row in the board room. But McLinty won. Scotch to the core. I won't sign it! Like to have tore the president's head off. Hell of a row. Seems like we got 80 million buried somewhere and McLinty is in charge of it and he won't move an inch on it."

The interrogator's conclusion is you're not broke. He's got a. The vacuum is filled with a story of board rows and 80 million mysterious reserves.

2. Disprove false data.

The technique of proving utterances false is called "DEAD AGENTING." It's in the first book of Chinese espionage. When the enemy agent gives false data, those who believed him but now find it false kill him - or at least cease to believe him.

So the PR slang for it is "dead agenting."

This consists of disproving utterly the false statement with documents or demonstration or display.

One has to have a kit (a collection of documents) or the ability to demonstrate or something to display.

STATEMENT: "I've been told you are in trouble with income tax people."

REBUTTAL: "Here's a document of fully paid taxes and a letter of commendation from the tax authorities." Displays same.

Result? Whoever told him that is now dead with him as an accurate informer.

The best way to dead agent is when the person makes some disprovable statement, find WHO to fix his mind on it and then produce the rebuttal.

STATEMENT: "I hear you aren't married to the man you're living with."

REBUTTAL: "WHO told you that?"

STATER: "I forget."

REBUTTER: "Well you remember and I'll show you some proof."

STATER: "Well, it was a man...."

REBUTTER: "WHO?"

STATER: "Joe Schmo."

REBUTTER: "Okay. Here's my marriage certificate. Who's the Joe Schmo nut anyway?"

Now it's Joe Schmo who's the mystery. How come he lies? What's in it for him?

When one hasn't got the document but can get it, one can say, "You tell me the name of whoever said that and next time I see you I'll show you something VERY interesting about it."

And be sure to get the document and see him again.

Dead agenting has a billion variations. "It won't fly." Fly

"Place is empty." Show him it's full.

The subject matter of dead agenting is PROOF in whatever form.

You only challenge statements you can prove are false and in

any conversation let the rest slide.

EVERY FRIEND, EVERY OPINION LEADER, EVERY STAFF MEMBER YOU

HAVE, SHOULD BE SUPPLIED WITH A DEAD AGENT PACK CONTAINING PROOFS

AGAINST COMMON RUMORS (AND BROCHURES AND COACHING TO FILL THE

ACUUM).

3. Disprove every rumor.

Proving negatives is almost impossible. "How do I know you

aren't a CIA man?" Well, how can one prove that? One can't whip

out a KGB badge as that would be just as bad. No one ever wrote a

document, "Bill Till is not a member of the CIA." Useless. It is

denial. Who'd believe it?

Sometimes "You don't" works.

But the right answer to a negative (no proof) is a "fill the

acuum."

STATEMENT: "How do I know you're not a CIA man?"

REBUTTAL: "Christ, please don't insult me! The CIA tried to

fire me once. Said they'd shoot me if I didn't join up. Cuba it

was. I was a sugar salesman. And Batista was trying to ... etc."

See this scar on my leg? (Pulls up pants.) Batista cop shot

me because he thought I was CIA. So don't bring up painful

subjects. (Rubs scar.) (Laughs.)"

But once in a while you can prove a negative. Accused of drug

smuggling one can show he's a member of the antidrug league. The

counter in a negative proof must be Creditable.

A million million variations exist in dead agenting.

The basis of it is NOT to be the thing rumored and to be able

to prove it fast.

4. Handle the level.

Handling interest level is basically an exercise in the Tone

scale. (See Tone Scale Charts of Human Emotion.)

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Agreement occurs at the same emotional tone level as the

person making the statement. He buys his facts at that level.

To go half a tone up from his level is to command him within

his zone of reality.

STATEMENT: "It's hopeless trying to believe in anyone. I

thought you people were all right but now I hear you are all

hippies. (In a dull apathy.)"

REBUTTAL: "Oh, oh, oh, who could have told you such a sad lie.

(Sob.)"

STATER: "Wouldn't be any use to say."

REBUTTER: "(Sob.) But you've got to say. Oh, I feel so

awful."

STATER: "Well, he wouldn't care if I told. It's the local

minister."

REBUTTER: "(Sob.) (Kleenex.) What an awful thing to say.

Just because we found him dead drunk and took him home to sleep it

off, and he said if we ever told, he'd say we're hippies."

STATER: "What a sad story. Oh, it's a bad world. How

ungrateful."

You go half a tone up. Give him a story, on the subject or

not. Like "(Sob) That's because we lost our instruments. We once

were a band and this nightclub owner wouldn't pay us and we had to

sleep in the barn (sob)...."

Another one.

STATEMENT: "I hear some bad things about you people. (Covert

hostility.)"

REBUTTAL: "(Anger) Who would DARE say such things?"

Etc.

And story type can be matched in tone.

STATEMENT: "I hear those people stole some rowboats."

REBUTTAL: "Who said so?"

STATER: "The dock master's son."

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REBUTTAL: "Oh, him. Gets things wrong. Our rowboat was stolen! With all the gear in it. We were out fishing and... say, you don't suppose HE stole it do you? Did you ever hear of him dealing anything? Has he got a record?"

Well, this dock master's son will now "have a record" in the water's tales. As theft is of interest to him, crime will so be.

5. Carefully study out the scene. The technology of finding who is shooting is very vast. But the core of it is FILING.

All PR is expensive in time or money or both. And nowhere is more time-consuming than in locating the source of a black propaganda campaign.

But, to live at all, one has to engage in this search at some time or other.

One just keeps running down these tales until one locates the source.

There can be more than one apparent source and these can be handled. But they will at last lead to the real instigator.

One just keeps locating names and filling them, with dates.

At length one name file is very thick. That's your boy - or association or company or nation.

6. Impede or destroy.

As you have been dead agenting as you looked, the attacks get handled. The campaign ebbs and flows but actually lessens.

There are thousands of variations on finding the real WHO.

But essentially it is just looking, dead agenting, filling, looking on and on.

You are, in this whole period, handling.

Once in a while it happens fast.

Now and then the black propagandist packs up and fades away before he is fully spotted. He becomes aware of the counteraction.

The usual action is a counterpropaganda campaign based on truth.

It is a long-to-find and hard-learned fact that people who engage in black propaganda have big bursting crimes to hide.

They do not have little crimes. They have BIG ones.

One's own ability to confront evil may be too low to really grasp the black propagandist's crimes or believe they exist.

Such people are often SANCTIMONIOUS hypocrites. They are usually arrogant and will not parley (have conferences with a foe). They appear so terribly sure they are RIGHT that it fairly shakes one's confidence that they could ever do anything wrong.

Thus the black propagandist is not detectable as such in many cases. The lofty institution, the lofty society, the glittering country are far, far above such a nasty psychotic trick as a studied, financed, expertly run campaign of vicious lies.

Thus they are believed. Or their servants are believed. And their campaigns can be very effective.

But this makes them hard to suspect or detect. And it makes it hard to get anything bad about them believed.

But under all this are real crimes. Not stealing apples or pinching pennies as a child. Real crimes like extortion, blackmail, embezzlement and mass murder are sitting in their closets. Believe that. For in the course of your counterattack you may despair of ever finding anything.

But you will find it.

A lofty railroad - but secretly murdering anyone who opposed their land grabs. A minister of high renown - but a secret member of and taking orders from a murder mob. The biggest and "most respected" union leader in the country - but a numbered agent of a foreign intelligence service dedicated to destroying the country's fuel capacity and defeating its president!

And each of these engaged in and never was suspected of black propaganda campaigns that ruined many lives.

Bad guys tend to get rid of good guys. Sometimes for what they consider good reasons, sometimes for imagined reasons, sometimes because the bad guy just can't stand a decent, bright person.

But there is no real truth in the bad guys always cause their own downfall. It may come, but it may be far too late to save the reputation or even life of the person being attacked by hidden campaigns.

Therefore it is vital to handle the matter. One can't just give it all away. It won't. It will get disastrous to the degree that it is not handled.

The less handling, the more disastrous.

There is another hard-won truth.

ONLY COUNTERATTACK HANDLES.

The fact is that just going on printing oneself does not remove the effects of the campaign, and all too soon one no longer has communication lines left in order to handle anything since publication is so destroyed no one will listen and no lines remain.

One has to fill the vacuum of the counterpropagandist's evil deeds. As these are never exposed to view, there is a vacuum there.

Another strange thing is that press will print attacks. Maybe it will no longer be true in some enlightened age. But in this age, good attacks or fights between things will get print space.

But press is very far from the only channel of communication. Governments do believe the press and think it is public opinion. Newspaper can be a fortress of some black propagandist. But a people often believes little it reads.

There are opinion leaders, there are letters, there is word of mouth. These are also channels of communication and really far more powerful than the press.

There is also friendly press. But a friendly-talking reporter often the most suspect. He was so nice in the interview, so cautious in his article.

Statements one makes can be curved. "She had a birthday party" becomes "The delinquents in her circle gathered yesterday for a sex orgy and pretended to the police it was a birthday party." One was jailed.

The brand of black propaganda is very easy to see in writing by activists.

So it takes time and work to reverse an attack because normal channels have to be reopened and reversed.

It is done by attacks.

But attacks which are not true earn suits. So one must attack only on proven ground.

This requires a lot of hard search.

However, a black propagandist often has many other enemies. These have sometimes gathered data.

The principles are that when the subterminals are located, they are investigated and counterattacked. Then further investigation reveals closer terminals to the propagandist and these are attacked. In short, one investigates and attacks.

Always be ready to parley - that is, have a conference and settle it. The arrogance of the black propagandist often forbids this. And when it does, it means longer and harder work and, if well done, his downfall.

In any event, the attack is a long cycle, a complex cycle and often an expensive cycle. It consists of investigate and attack.

But remember, one must attack once he has any idea of the identity of the black propagandist or even his subterminals.

There is no other way out.

Any other course is death.

7. Continue to fill the vacuum.

Continuous good works and effective release of material about one's good works is vital especially in a black propaganda war.

One cannot just fight.

You are in effect advertising the other fellow when you expose him repeatedly. This gives you a new sort of vacuum. One becomes known as the fellow or company or nation that attacks _____. But who really is this fellow or company or nation?

Pamphlets, brochures, press releases, one's own newspaper and magazine, one's own contacts with opinion leaders, these and many more, must be supplied with A COMPREHENSIBLE IDENTITY OF SELF.

Distributing or using these, one publicizes one's own good works.

And one must also do good works. One can't just dedicate his life to eradicating the enemy, even when that is tempting.

On the other hand, within the dictates of safety, one cannot hide continuously. One must, through his good works and actions at least, be visible.

So a continual, truthful and artful torrent of public relations pieces must occur.

Then one day there is no enemy.

And one's repute is high.

There may be other attacks but now one can handle them as will fires and not as a whole burning forest.

WHAT IS BLACK PROPAGANDA?

You can see that black propaganda is a covert attack on the reputation of a person, company or nation, using slander and lies in order to weaken or destroy.

Defense presupposes that the target is not that bad.

One does not have to be perfect to withstand such an attack, but it helps.

But even if one were perfect it would be no defense. Almost all the saints in history have been subjected to such attacks. And most of them died of it.

The answer is PR TECHNOLOGY SKILLFULLY APPLIED.

To be skillful in anything, one has to know it and be experienced in it and DO it.

As weary a task as it may seem to some, as heartbreaking as can be, one still has to fight. And fight with tools and technology and dedication superior to that of the enemy.

But progressing and getting small gains, small penetrations, small little skirmishes and battles, one at length comes up to victory after victory and at last wins the whole war.

One is saved.

L. RON HUBBARD
Founder

HR:ldm.sb.nt.rd.gm.sak

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PES Hats
PRO Course

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex
HCO POLICY LETTER OF 23 NOVEMBER 1969

(Reissued 16 September 1988 as part of the PR Series. Only changes are to correct typographical errors. Corrections in script.)

PR Series 39

INDIVIDUALS vs. GROUPS

The wide survey done in accordance with LRH ED Int, 1 August 1968, "Broad Public Questionnaire," the results summarized in LRH ED Int 37 of 23 November 1969, "Reform Mailing Result," gives us two valuable data:

1. DO NOT LECTURE OR DISSEM TO SOCIAL OR PUBLIC GROUPS. (The full list is in these 2 LRH Eds.)
2. DISSEM TO THE INDIVIDUAL WITH PROBLEMS NOT THE GROUP OR INDIVIDUAL WHO HAVE SOLUTIONS.

PUBLIC AND SOCIAL GROUPS

Public and social groups, from governments to garden clubs, are organized around some agreed upon solution and were organized because of and to support some fixed solution such as an ideology or a quick buck or a dominance system.

In such a case you are talking to and at an *idée fixe*. It fears anything that might shake its pet aberration.

Indeed, by addressing it directly as a group by a lecture or a mailing you can solidify the consistent antagonism it feels to anything different to its ideas.

Such groups are also a mutual protection society and their members are to a greater or lesser degree personally defensive but collectively aggressive.

Such groups can usually be neglected in matters of dissemination.

They can be approached only within the framework of cooperation when your aims and theirs seem to or can be made to seem to have something in common and only then if you don't try to "sell your wares" to their members. Even a mutual support idea is a touchy matter and has to be very smoothly handled with top PRO.

To a nation at war, for example, everyone not of that nation a potential enemy and allies are traditionally barely generated and suspiciously so at that.

In a "dog eat dog" world, such as Man is continually told 15, political and social groups have other foundations than a people wish to assemble or to make things go right.

Thus a mailing list to a governmental, public, social or professional (non-scientific) group is a WASTE OF TIME, and can do harm. This includes any list of individual members of h groups.

They are not there to make a better society, but to have usual support for some special idea.

We also long ago learned this cynical axiom: "Groups tend to perpetuate the conditions which they are formed to combat." For example the Beers Group "to bring legal rights and better treatment to the insane" in 1905 advocates as the "mental health" associations of today, which advocate easy seizure and mayhem. He still talking about the late Clifford Beers.

Nobody ever heard of polio until it really got anti-polio groups.

Deficient in technology to accomplish their ends and dependent at last on the evil they fight to gain support, the group types listed in LRH ED 14, 1 Aug 68, are found to fix into solidified idea that brooks no challenge and which imagines nothing else is a challenge to it.

So don't waste your time except to fix up an alliance and do it only by discussing points of close agreement in purposes not your own subject.

Exceptions will of course be found.

We sent these mailings to check reform codes. We also found it is worthless to disseminate to specialized groups.

We also had this datum earlier. A franchise based its whole dissemination program on approaching and working with specialized groups and went broke promptly.

Groups can also be unpopular in the extreme as witness certain governments. A certain percentage of the poor response led us to attack the American Medical Association and American Psychiatric Association.

THE INDIVIDUAL

The bulk of the individuals on the planet are "unaligned." This is about 92% of the population! This figure is taken from countries involved in heavy insurgent attack.

The commotion of "mobs" one reads about in the press, the "opinion of the people" are usually propaganda nonsense gotten up by specialized groups who are less than a thousandth of the population. They are staged and pushed by newspapers who are solvent only on funds that make them pro- or anti-. Newspapers represent so little of "public opinion" they are seldom generally liked. Supported by specialized groups they pretend to "public opinion" in order to increase the impact of the message of special interests. Billionaire Nelson Rockefeller, favorite son of US big interests, mud-balled on a flying tour throughout Latin America almost everywhere he stopped got the most placid US and the most violent European press on the same incidents one ever read. Neither one represented any "public opinion."

In the hard reality of insurgency campaigns when propaganda is at highest intensity, when all the chips are down 92% just aren't on either side. They simply wait to see who is winning if they have any ideas at all.

This tends to say 92% of a population do not belong to groups. The figure is not too far wrong.

This gives us a new insight into the one out of twenty in any purposeless gathering who suddenly objects to Scientology.

YOU COULD HAVE HIM IF YOU INVARIABLY ASKED "ALL RIGHT, WHAT IS YOUR SOLUTION TO THINGS?"

You would probably get a harangue about fascism or legal rights. Lord knows exactly what you'd get but it would be the *idée fixe* of some specialized group.

Newspaper reporters are usually serving, by direct orders, specialized groups. "The Vicious Catholics and the Heroic Protestants." "The Underhanded Left and the Holy Right."

By the natural selection of firing any reporter who isn't a devoted advocate of the special interest group behind the publisher any disaffected newspaperman isn't on that paper long. Freedom of the Press as it is laughingly called does not extend to freedom of reporters! The unaligned reporter is left to take up other lines of work. The closest you can come is to control the publisher or to indicate alliance with the paper's interests to the reporter.

The Special Interest Individual is a member of a group united by an *idée fixe*. He has a SOLUTION. Any other idea he considers a potential enemy of his solution. Thus his comm will occur, hidden or exposed, to forward special interests. When the comm is hidden it becomes disinterested or vicious as it is over the top of the withhold of his alignment with a special interest.

Comm is possible only by discovering his special interest and indicating alliance with it. The comm then will probably be bit grudging but it occurs.

However, this leaves us about 92% of the world's population whom comm is possible, especially on a personal basis.

In this 92% one has a uniform factor, a common denominator personal survival.

The special interest fellow would comm only on his 3rd special interest and sometimes even commit suicide on the dynamic to defend that special interest.

But 92% have some idea of personal survival and therefore individually comm about things that would increase their survival potential.

SUMMARY

We can repeat "Disseminate to those who have problems, not those who have solutions."

Thus there is little point in disseminating to a university it has solutions for everything. There is every point in disseminating to a student as he has the problems. But even here any student also have the solution - to get a degree to get a job - to get a buck or are in the process of pursuing special interest groups.

So one can say one can usually disseminate to a student who has PROBLEMS.

There would be no point in disseminating to a police force. There would be every point in disseminating to a policeman who has problems.

There would be no point in disseminating to the War Ministry at every point in disseminating to soldiers who have PROBLEMS.

The only "risk" one runs is some special interest group believing their prey are being stolen from them.

One can easily make the error of believing special groups are interested in general betterment.

With Earth as it is, "prey" is a better word than "patient" to describe a psychiatrist's special interest attitude.

And "prey" is a better word than "citizen" to match the thoughts of some government agencies.

Now it so happens that people don't like to be "prey" and they resent the large majority of special interest groups the moment they discover they are such.

It opens the door widely to dissemination to get a clean look at the fact that upwards of 92% of a population are not on the side of anyone. The large majority of these have problems.

Thus dissemination can occur.

We who are simply trying to make individuals better and so improve the society, without any other axes to grind or drums to beat, thus have the majority potentially on our side.

L. RON HUBBARD
Founder

Adopted as official
Church policy by the
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HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex
HCO POLICY LETTER OF 23 FEBRUARY 1991

BODY ROUTING AND ITS USE

Ref: LRH Technical Training Film number EM-8,
ESTIMATING CASE CONDITIONS BY TESTS AND
THE E-METER

Contacting a large volume of people new to Scientology is the activity of Division 6A. One of the methods used to do this is body routing, an activity done by Division 6A staff which guides new public into the organization.

Body routing would be done in a populous area in which many new people can be contacted in a short span of time. New public are simply contacted and brought into the organization for an introductory service. Free film tickets and street handouts are so handed out by body routers to invite new people to testing, and an introductory lecture, film or tape play.

A successful body router doesn't pick people who are in a hurry. He gets the individual's attention and, if possible, finds a public person who is then with excellent control brought into the organization for testing, a film or another appropriate introductory service. If the person can not come into the organization right now, an appointment is made to do so.

Body routing is one of many channels for use by the Public Divisions to introduce new public to Dianetics and Scientology and enable them to move onto the Bridge. Use it effectively to do so.

L. RON HUBBARD
Founder
Compilation assisted by
LRH Technical Research
and Compilations

All Staff

HUBBARD COMMUNICATIONS OFFICE
37 Fitzroy Street, London W1
HCO POLICY LETTER OF 16 MAY 1957

CLARIFICATION OF INVOICING ITEMS

No services, goods, memberships, books, tapes or any other item on which there would ordinarily be a financial transaction may be given or released without being invoiced even if the invoice states "no charge."

This means that a free week of processing given to an outside preclear must be invoiced by the Registrar. This means that any item for which there would ordinarily be a charge must be invoiced before shipping may ship or the service unit such as Academy or HGC may deliver or perform.

There are no exceptions to this. It applies to all processing of staff and issuance of books to students.

LRH:dr
L. RON HUBBARD
Founder

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex
HCO BULLETIN OF 10 APRIL 1981R
REVISED 7 AUGUST 1983

Reimemo
Auditors
Supervisors
C/Ses

(This HCOB was originally written for the Hubbard Key To Life Course. It was then revised slightly to delete specialized HKTL data so that the vital data it contains on Reach and Withdraw could be issued broadly. It has been re-revised here to include data on C/S OKs, use of the pc examiner and proper admin, and to delete a paragraph added by another without my approval. Revisions appear in script.)

REACH AND WITHDRAW

Ref: PROFESSIONAL AUDITOR'S BULLETIN 7 1953
ca. mid-Aug SIX STEPS TO BETTER BEINGNESS
6307625 SHSBC 290 COMM CYCLES IN AUDITING
HCOB 14 Aug 63 LECTURE GRAPHS
THE PHOENIX LECTURES (page 45)

Reach and Withdraw is a very simple but extremely powerful method of getting a person familiarized and in communication with things so that he can be more at cause over and in control of them.

One would not expect a person to be at cause over or to have much control or understanding of or skill in something with which he was not familiar. The keynote of familiarity is communication.

Reaching and withdrawing are two very fundamental actions in this universe and Reach and Withdraw is actually a breakthrough from advanced technology.

Life itself is composed of reaching and withdrawing.

Communication is actually based on reach and withdraw.

A person is out of communication with something because he is withdrawing from it and is not about to reach out to or contact any part of it.

If a person cannot reach and withdraw from a thing he will be the effect of that thing.

A person who cannot reach and withdraw has no space. Everything is caved in on him. And this is awfully true in these druggie contemporary times.

If a person can reach for something and withdraw from it he could be said to be in communication with that thing.

To be in communication with something is to be at cause over it.

By REACH we mean touching or taking hold of. It is defined as "to get to," "come to" and/or "arrive at."

By WITHDRAW we mean move back from, let go.

A highly effective action called "Reach and Withdraw" has been developed to bring a person into communication with and more at cause over, objects, people, spaces, boundaries and situations.

It also extroverts a person from something he tends to be introverted into.

USES

Reach and Withdraw has a variety of different uses.

It can be run as a drill on a student, staff member or any person, in order to familiarize him with the objects and spaces and boundaries of his work or study area.

It is also used in session, as in Assists, etc.

Reach and Withdraw is a very broad tool and whether used on a staff member, student or pc will have far reaching effects.

Reach and Withdraw is very easy to run.

Anyone can run Reach and Withdraw who has been checked out on the theory and procedure as contained in this HCOB.

THEORY

In Reach and Withdraw you are doing connection with Associative Restimulators.

An Associative Restimulator is something in the environment of an individual that he has confused with an actual restimulator.

Restimulators are the direct approximations (in the environment of the individual) of the content of engrams. They can be words, voice tones, people, objects, spaces, etc.

The person has confused the objects, forms and spaces in his environment with those of incidents in his past.

A-A-A enters in and you get a whole dangerous environment to the individual. Some areas are more restimulative than others, because they contain objects which directly restimulate past engrams.

When a person runs Reach and Withdraw on his space or area he knocks out the Associative Restimulators in that area. The whole place is not restimulative to his past. It might just be the desk. Or it might be the air vent.

You don't know what it is and he doesn't know what it is, but you'll get it and you'll run Reach and Withdraw on it and when you hit it, that thing will cease to be an Associative Restimulator or Restimulator and he'll get a cognition.

In other words the objects, forms and spaces of earlier incidents go back into the past and those in the present cease to be restimulators and he comes into present time, boom!

When you run Reach and Withdraw on a pilot making him reach and withdraw from an airplane and its various parts, you're getting rid of all the joy sticks that went into his stomach 200,000 years ago and the propeller that cut his head off on Arciturus and all that sort of thing. These things get peeled off and actually go into the past and cease to trouble the person when he perceives a similar object, form or space in the present.

This is why Reach and Withdraw works.

REACH AND WITHDRAW ON POST AND WORK AREAS

In the physical universe communication with objects, forms, spaces and boundaries is best established by actual physical contact.

Reach and Withdraw is a valuable tool to use to get a person into good communication with his work environment, especially the tools and objects he uses.

A pilot would do Reach and Withdraw on all the objects and spaces of his airplane, his hangar, the earth; a secretary would do Reach and Withdraw on her typewriter, her chair, walls, spaces, her desk, etc.

Reach and Withdraw is also used for the same purpose as part of Debug Tech. It is run after a Crashing MIS-U has been found and cleared in order to refamiliarize and get a person into communication with his production area.

Feeling comfortable with the tools of one's trade is a very important step in getting out products. One can increase the amount of production tremendously with this drill.

It is not kindergarten tech: a flight surgeon, trained by us, ran Reach and Withdraw on his squadron and for one whole year there was not one single accident, not even so much as the touch of a wingtip to a wingtip. It is probably the only squadron in history that went a whole year without even a minor accident and there was no accident at the end of that year either, we simply stopped keeping records of it.

REACH AND WITHDRAW ON THE COURSE ROOM

Any student in any course room can be run on Reach and Withdraw.

Reach and Withdraw on the course room environment gets the student into communication with the course room and the people and materials he will be working with. It tends to handle any back-off the student may have.

Reach and Withdraw can be run on: anything or anyone in the course room, paper, books, dictionaries, a student, a supervisor and the course room and its spaces.

Reach and Withdraw is run on the above to a win for the student.

The student will now be more in communication with and feel more comfortable in his study environment.

REACH AND WITHDRAW IN AUDITING

Reach and Withdraw in auditing has long been used to bring about an increase of sanity—it has both mental and physical uses.

It is used to get a preclear into communication with anything that may be troubling him, be it a person, a situation, an area or a part of the body. It also serves to separate him from terminals and situations so that he is not compulsive towards them.

Reach and Withdraw can be used to restore communication to a sick or injured body part, and is often used this way in Assists.

It is also used in Repairs and Assists of all kinds to restore a pc's communication and cause level, as covered in HCOB 13 Jun 70, C/S Series 3.

It is not necessary to obtain case supervisor OK to run Reach and Withdraw as a drill in the classroom. However, it is required that any Reach and Withdraw be followed by sending the student to the examiner. The exam form is sent to the C/S in the person's pc folder along with a full write-up of what occurred on the drill, time started and ended, wins, etc. (Ref: HCOB § Mar 71, C/S Series 298, CASE ACTIONS, OFF LINE)

COMMANDS AND PROCEDURE

The commands for Reach and Withdraw are:

- 1) "Reach that _____."
 - 2) "Withdraw from that _____."
- The following commands may be substituted if the wording is more appropriate to the particular person, place or thing being addressed:
- 1) "Touch that _____."
 - 2) "Get go of that _____."

A person, place or thing is named in the blank and the commands are given alternately (1,2,1,2, and so on) repetitively, with an acknowledgement given after the execution of each command.

It is done on that one thing until the person has a minor win or 3 consecutive sets of commands with no change in the pc's motions or attitude. Then another person, place or thing is chosen and the commands are taken to a win on that item, and so on.

The words "reach" and "withdraw" are defined for the person using only the definitions given on page 1 of this HCOB.

The person running Reach and Withdraw on another always points to the object (or person, space, etc.) each time he gives a command so there will be no mistake made by the person doing it.

When being run as a drill on work or study areas different items are chosen and the action is done on each one until the person is in good communication with his general environment or specific area that is being addressed. In choosing objects one usually progresses from the smaller to the larger objects available, touching different parts of each one in turn to a minor win of some sort on that object or 3 sets of commands with no change. One can also include walls and floors and other parts of the environment.

One doesn't keep the person reaching and withdrawing endlessly from the same part of anything that is being used but goes to different points and parts of an object being touched. If you keep him reaching for the same point on an object or just the general object time after time you are actually running a duplication process not Reach and Withdraw and Reach and Withdraw is not to be confused with Op Pro by Dup.

The person would be taken to a win or 3 sets of commands with no change on that one object or space (not on each different part of it that he is reaching and withdrawing from).

The reason why we have to have the 3 sets of commands with no change rule is that the person isn't on the meter and we have to depend on the person running the action to know when he hits a no-change. The object being used at the moment may not be of interest to the person or he may have no aberration on it. Yet he is working right there next to something that is extremely restimulative to him and his attention keeps being pulled onto it. So he can actually be quite distracted if Reach and Withdraw isn't run on the 3 sets of commands of no change rule. It also prevents an endless grind on Reach and Withdraw.

So when the person has a minor win or does 3 sets of commands with no change, go onto the next object or space.

The person administering Reach and Withdraw walks around with the person doing the action, ensuring that he actually does get in physical contact with the points or areas of objects, spaces and boundaries.

We used to run Reach and Withdraw on ship stewards by having them walk into the dining room and walk out of the dining room over and over. This is used when you're running Reach and Withdraw on a room or a space rather than an object. Of course we also ran them on the other objects connected with their duties.

END PHENOMENA

The end phenomena of Reach and Withdraw is a win or cognition accompanied by good indicators on the whole area being addressed.

Reach and Withdraw would not be run past a major win on the area.

In auditing, Reach and Withdraw is run to a cognition accompanied by an F/N and very good indicators.

RUNNING REACH AND WITHDRAW

Auditors and other people running Reach and Withdraw have encountered some interesting phenomena, occasional difficulty and some astounding wins.

Some of these are given here to supply additional reality and data on Reach and Withdraw.

Phenomena

A person being run on Reach and Withdraw will often begin by being very careful and slow and exhibit back off from touching the thing. He may not want to touch it at all. This flattens as the action is continued.

There is a large variance in how long the action will run before the EP is reached. Sometimes it is very fast, sometimes it runs for quite a while before the person hits the EP.

Occasionally the person will begin to do the process on automatic—he just goes on circuit and carries out the commands, but it isn't really him doing it. If this should occur one can simply ask "How is it going?" or "What's happening?" and ask his answer and continue the process.

Pictures or incidents show up or turn on and then blow off. This is perfectly all right—in fact it is usual. One would simply continue running the action to EP.

People will go through a cycle of interiorizing into the object or space and then after a while they exteriorize from it.

They may get very interested in the object and all of its detail and parts.

These are not all of the manifestations that will be encountered. But it gives one a good idea of what to expect.

Difficulties

Obviously anyone running Reach and Withdraw must stay in excellent communication with and be aware of the person he is running it on, so as not to miss a win or 3 sets of no-change commands. The person might not voice the win if he isn't in sufficient communication with the person doing the action on him. One must take care not to overrun a person on Reach and Withdraw.

Sometimes the person doing the action will try to take over control of the action and choose what he will be run on and for how long. This is an indicator that the person running it is not controlling him well enough.

Some people like to touch and feel the thing when they reach for it, not just give it a light tap. One must be alert to this and not prematurely acknowledge as it may cause an upset.

Overrunning this action will cause difficulty. This has been a problem particularly when the person is supposed to run Reach and Withdraw on a series of items (as in Reach and Withdraw on the course room). The person may hit the EP of the whole action on the second item, yet it is continued to be run on other items past the EP. One runs Reach and Withdraw to its stated EP and that's the end of it. Don't go rote and plow the person in. When he's had his win and is brightly in present time and feels good about the environment, end off.

Grogginess and anaten may turn on, but actually this is perfectly fine and the person would simply be continued on the action and he'll come out of it.

Reach and Withdraw is a very simple action and if it is run per this HCOB one shouldn't get into difficulty.

Wins

The most common wins people have on Reach and Withdraw are increased perception, renewed communication and coming into PT on the area addressed.

Sometimes a person will realize he has had a picture there instead of the object and when Reach and Withdraw is run, just as given above, the picture blows and he is there in PT with the object for the first time. Don't get involved with the picture, continue Reach and Withdraw.

All sorts of pictures and incidents can turn on and blow during this action.

Reach and Withdraw run on equipment has produced some amazing results.

It increases the person's ability to use the equipment by increasing his familiarity and ARC for it.

One person was run on Reach and Withdraw on a large piece of equipment he was having trouble installing. The installation seemed hopelessly bugged. During the Reach and Withdraw he realized that a large cable necessary to hook up the machine was totally disconnected! He'd never even seen the cable before.

Reach and Withdraw has also handled a person's accident proneness with equipment.

Often a person will go exterior when run on Reach and Withdraw on a large area or object.

Reach and Withdraw on a sick or injured pc has keyed out engrams and greatly speeded recovery.

One pc was suffering from a mysterious, but rather severe, pain in a body part. He was run on Reach and Withdraw on that body part and realized the source of the pain and blew the somatic totally.

The wins and gains available from Reach and Withdraw are actually limitless.

Reach and Withdraw is very easy to do. It is enjoyable for both the person administering it and the person receiving it and has very valuable results.

If a person is going to do anything--study a subject, learn to drive a car, start a new job or post, attain a high level of production, be at cause over the things he deals with or simply survive better, Reach and Withdraw on objects, people, situations, spaces and boundaries will greatly assist one's control, familiarity, cause level and understanding.

L. RON HUBBARD
FOUNDER

LRH:sk:rw:1w

ALL PAGES

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex
HCO POLICY LETTER OF 24 NOVEMBER 1960

TESTING PROMOTION REVISED

Testing as a promotional activity has been resoundingly successful in HASI SA.

The following large (2 inch) ad has been carried in newspapers:

IQ TESTED

THE JOHANNESBURG TEST CENTER
offers for a limited time, free
intelligence and personality
tests. Your IQ, personality
and aptitude determine your
future.
Know them. No obligations.
23, Hancock Street,
Joubert Park, Johannesburg.
Phone. 44-9075

(Note -- "Scientometric Testing" should probably be added in the USA.)

Within 30 days this had increased numbers of new people coming in to 30 per day. The increase has been from 2 to 4 people each weekday.

The success would be ruinous to a poorly oriented organization, and almost was to Johannesburg. It has required my constant supervision and reorganizing to keep it going. So don't enter the project lightly.

THE BUGS

The first bug developed was testing comm center. Its absence in the test room upset everything for a week. An in-out basket system was wholly inadequate. A basket system for Tests In Unmarked -- Tests In Unmarked HGC -- Tests In Unmarked Academy -- Tests Marked -- Tests Marked HGC, etc., etc., PLUS a separate system for the Test In-Charge person as a staff member solved this.

The next and chief bug was the evaluation personnel. Test evaluation, combined with sales, fell behind an increasing 9 to 12 persons a day. This came about through Test and Evaluation being under PRR. They must not be. They must be under the HGC or, less workably, under PE. Body collision and crowding could have been serious if the test room and evaluation rooms had not been placed nearest the entrance to the org building.

The Evaluator (who preferably has a near but out-of-hearing of chairs for waiting people) calls in the person whose turn it according to appointment (this is usually 2 or 3 days, not more, for the incomer took a test, which is now marked).

Evaluation takes about 10 to 12 minutes. It is an exact apt to which the factual data of the test is added.

The Evaluator introduces himself as a Scientist, seats the incomer across the desk, opens the folder and promptly puts incomer the E-Meter. Evaluator briefly explains meter as a needful part of the test and rapidly, without discussion, fills out the Meter Assessment Form, getting definitions of the five buttons, * putting them down and noting meter reaction in the box for that.

Evaluator takes incomer off meter without explanation and returns to graph.

Evaluator now explains each point of graph. But it is vital that at each low point, when explained, he adds, "Scientology can help that." This is said directly to make an impingement. The impingement can be varied but the sense must be the same. Do not exceed this statement with "Don't worry" or the like, as this ceals impingement.

Graph done, Evaluator explains IQ. If low he says, "Scientology training can raise that." He explains levels of IQ: person even if it's high that IQ means little unless person was something with it.

Evaluator now takes up the Meter Case Assessment Sheet. It tells the pc's future. It is done by looking at pc's statements of his past and by rephrasing saying it is going to happen. (Without Scientology, fates don't change much. Accidents, forces, etc., happen again.)

This is all rapidly done, factually, expertly, see manuals for graph-point meanings.

The Evaluator now leans back and says, "That's it." Incomer is leaning on ropes. If incomer says anything like "What can I do about it?" Evaluator says, "That is very commendable. A good point your favor. Wanting to do something about it. I'm a technical person, not a sales personnel. Confidentially, though, I'll give you a tip. Don't spend money foolishly until you know what you're spending it for. Psychiatrists and so forth could cost you thousands. You'd buy anything they said because you know little about the mind. So why don't you take an Anatomy Course and learn something about the mind. That's just a tip. It's cheap and ready is in the service department. Ask him." Evaluator gets up, already to issue in a new person.

The PRR person may offer anything he pleases to incomer but incomer should buy the Anatomy Course. The PRR person gets the contract signed for the Anatomy Course and the money for it right then (or at least some money, as it's only 12 guineas in Johannesburg).

Don't put the person on PE. Offer but don't sell processing and training. Just get him on the Anatomy Course. That saves ARC breaks, leaves the incomer happy.

The word-of-mouth generated by this routine will be excellent. Technical becomes a firm friend.

People don't happily buy upper-level service even when they buy it blind.

This also completely wipes out "commercialism" in the incomer's mind.

The org must not be greedy for intensives and HPAs off the test line. The sales talk at this stage is to a Scientifically unoriented person and when it falls gives poor word-of-mouth in the public.

Be happy to sell him the Anatomy Course. Don't mention the PE.

If the incomer walks out without buying, the PRR man (even if he is interviewing someone else and even if incomer has not approached him) rushes over and gives incomer a copy of The Problems of Work and Dianetics: The Evolution of a Science and says, "Here are two books that might help you," and without waiting for an answer goes back to his desk.

The above routine is at this time a set, fixed activity. As it works further it may be improved. But putting evaluation and sales on the same person is ruinous because of excessive time consumption alone on the evaluation line. Further, it makes for future test incomers.

TEST FILING

When issued, the folder of the test is date stamped. When marked, the marker writes "m" and his initial to the left of the date stamp (upper right corner is proper for date stamp). When evaluated, the evaluator marks "e" and an initial below the date stamp.

The Evaluator sends the completed folder back to Test Files where it is filed under pc's name (visible in the notch of the folder).

Eventually, Test In-Charge will look in files to see if person has been tested before. If so, the new folder is placed in the old folder and it is the old folder that is date stamped and initialed freshly and all goes to the Evaluator.

SUMMARY

This is the totality of the Test-Evaluation Unit of HGC and test program. Add more in a large city and you'll drown. Get more Test-Evaluation under PFR and you'll drown. I saw strong Scientists applied and you'll drown. I know. I saw strong Scientists of team as they went down for the third time under the avalanche of diffusion and bodies.

PFR works for present time income hard and rightly. Test-Evaluation is future heavy income. That can be killed by bad 8-C these lines. So HCO and HGC, get alert and accurate in getting mock-up in. And hold it in place no matter how many wonderful alter-isnesses get proposed. EVERY HGC auditor should be able to alter the above evaluation pater well. Test-Evaluation is like a added gun. Don't play with it. Just do it as above and it will take the ad out of the paper. And don't take the ad out of the paper. The right target. And don't take the ad out of the paper. Because "it's all too much" until the town runs out of places to Anatomy Courses in. You'll be tempted.

L. RON HUBBARD
Founder

The five buttons: the buttons CHANGE, PROBLEMS, HELP, CREATE and RESPONSIBILITY.

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex
HCO POLICY LETTER OF 23 OCTOBER 1965
REISSUED 20 FEBRUARY 1979
REISSUED 8 JUNE 1986
Remimeo
Field Staff Members
Stihl Grads
Stihl Students
All Staff
Missions

(This HCO PL was illegally revised by Pilot HCO PL 23 Oct. 65R DISSEMINATION DRILL. The pilot issue was not written by LRH and was incorrectly printed as an HCO PL and distributed to all orgs in 1981. It implied that the original HCO PL was incomplete, which is false. This pilot HCO PL 23 Oct. 65R, revised 21 Aug. 81, is CANCELLED. The original HCO PL is hereby reissued to all students, FSMs and staff.)

DISSEMINATION DRILL

The Dissemination Drill has four exact steps that must be done with a person you are disseminating to.

There is no set pater, nor any set words you say to the person.

There are four steps that must be accomplished with the individual, and they are listed in the order that they should be done:

1. Contact the individual: This is plain and simple. It just means making a personal contact with someone, whether you approach them or they approach you.
2. Handle: If the person is wide open to Scientology and Reaching, this step can be omitted as there is nothing to handle. Handle is to handle any attacks, antagonism, challenge or hostility that the individual might express towards you and/or Scientology. Definition of "handle": to control, direct. "Handle" implies directing an acquired skill to the accomplishment of immediate ends. Once the individual has been handled you then -
3. Salvage: Definition of salvage: "to save from ruin." Before you can save someone from ruin, you must find out what their own personal ruin is. This is basically - what is ruining them? What is messing them up? It must be a condition that is real to the individual as an unwanted condition, or one that can be made real to him.

4. Bring to understanding: Once the person is aware of the ruin, you bring about an understanding found in 3. This is done by can handle the condition found in 3. This is done by simply stating Scientology can, or by using data to show how it can. It's at the right moment on this step that one hands the person a selection slip, or one's professional card, and directs him to the service that will best handle what he needs handled.

These are the steps of the Dissemination Drill. They are designed so that an understanding of them is necessary and that understanding is best achieved by being coached on the drill.

COACHING THE DRILL

Position: Coach and student may sit facing each other a comfortable distance apart or they may stand ambulatory.

Purpose: To enable a Scientology to disseminate Scientology effectively to individuals. To enable one to contact, handle, salvage and bring to understanding another being. To prepare a Scientology so that he won't be caught "flatfooted" when being tackled or questioned by another.

After: There is no set patter. The coach plays the part of a non-Scientologist and displays an attitude about Scientology upon being approached by the student. The student must then handle, salvage and bring the coach to understanding. When the student is comfortable with these steps on a given coach's attitude, the coach then assumes another attitude, etc., and the drill is continued until the student is confident and comfortable about handling these steps with any type of person. This drill is coached as follows:

The coach says "Start." The student must then (1) contact the coach, either by approaching the coach or being approached by the coach. The student introduces himself and Scientology to the coach. The student is not to be challenged, attacked or humiliated by the coach. The student (2) handles any invalidation of himself and/or Scientology by challenge, attack or hostility displayed by the coach. The student then (3) salvages the coach. In this step the student must locate the ruin (problem or difficulty the coach has with his life), and point out that it is ruinous and get the person to see that it is.

When (3) has been done, you then (4) bring about an understanding that Scientology can do something about it. Example: the coach has admitted a problem with women. The student simply listens to him talk about his problem and then asserts - "Well, that's what Scientology handles. We have processing, etc., etc." When the coach indicates a realization that he did have a problem and that something might be done about it, the student presents him with a selection slip or a professional card, routing him to the service that would best remedy the condition.

The coach must flunk for comm lags, nervousness, laughter or nonconfront. The coach would similarly flunk the student for failure to (1) contact, (2) handle, (3) salvage and (4) bring to understanding.

Training Stress: Stress giving the student wins. This is done by using a gradient scale in the coach's portrayal of various attitudes and staying with any selected until the student can handle it comfortably. As the student becomes better, the coach can portray a more difficult attitude.

Stress bringing about for the student the accomplishment of the purpose of this drill.

A list of things to handle and another of ruins to discover can be made up and used.

Do not specialize in either antagonistic attitudes or an eagerness to know about Scientology. Use both and other attitudes. One meets them all.

LRH:gm.dj

L. RON HUBBARD
Founder

(Reissued as part of the FSM Series.)
(Originally an article written
by the Founder, undated.)

Field Staff Member Series 8

HOW TO "SELL" SCIENTOLOGY
TO YOUR FRIENDS

Ref:
HCOB 21 April 60 PRE-SESSION PROCESSES

A long time ago a Scientologist in Chicago said that we should use our own technology to develop an exact scientific way to disseminate Scientology.

I have now done this and wish to give you my findings.

The reason people in this age do not at once leap to your mention of a new, startling science is that these people are in the majority three steps below being capable of interest.

These steps are now plotted and can be used. They will work on anyone who can talk.

They are

- I Help
- II Control
- III Communication
- IV Interest.

The pro auditor will come to know these steps as "pre-session processes." The non-professional can use them as well on the public and his friends.

Before a person can be interested he has to be relatively clear on three buttons. These are HELP, CONTROL and COMMUNICATION with the final button INTEREST manifesting only if the first three are handled.

This fact makes the Scientologists a select crew, better than the average, for we have relied on these buttons to be clear without any effort on our part. Now if we want to take in more people, we will have to "come off automatic" and work these three buttons to clear before more people will show INTEREST.

You will fail to INTEREST people in our work if you do not clear on them HELP, CONTROL and COMMUNICATION by conversation in your approach to someone you would like to help.

For example, the last person you failed to INTEREST (who was that by the way?) was below capability in HELP, CONTROL and COMMUNICATION. To INTEREST that person you would have had to clear these buttons.

By conversation it would have been necessary to get the person to admit that help (on anything) was possible. This done, it would be necessary to exert a little control of the conversation or the person. Following this, a willingness for the person to talk to you and confess a few worries or upsets or, better, overts, would have to be managed. Then INTEREST would come about.

The best way of handling INTEREST would be to get the person to procure and read DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH and save yourself long explanations.

The technical facts of dissemination are these:

- 1. Establish Help
- 2. Establish Control
- 3. Establish Communication
- 4. Establish Interest.

You could better the life of everyone you know by using these pre-session points. This could become a fine art with you. And it could become a clear world.

HOW TO DO IT

- 1. By two way comm get the person to admit that help is possible (in any zone).
- 2. By a little direction of his conversation or motions, or by two way comm on good and bad control, make the person see that control is not always horrible.
- 3. By showing the person the principle that overts lead to more overts, get the person to mention some of his or her own overts. This brings about a raised willingness to talk to you.
- 4. Get the person to read DMSMH, which is the popular level bridge book between public apathy and our own level.

You can do this. You could change everyone you know with this. Fumble around with it a bit, get some practice. Get expert. You could do more for your community doing this than any other single activity.

No doubter or worrier could stand up long to your approach using these four steps.

You failed where you have failed only because people were too far down to manifest interest. Well, we have the road up.

Let's use it.

L. RON HUBBARD
FOUNDER

Issued as an HCO PL
by the
Flag Compiations Bureau

Adopted as official
Church policy by the
CHURCH OF SCIENTOLOGY
INTERNATIONAL

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex
HCO POLICY LETTER OF 28 OCTOBER 1960
Assn Sec
HCO Sec
All PRR personnel

NEW TESTING PROMOTION SECTION

IMPORTANT

For some time Orgs have used testing as a promotional means. It has been found that this is a good, reliable method of getting people to come in.

The essence of testing procedure is (a) to get the person to do a test and (b) get him or her to come in to have it evaluated. From this follows his or her buying processing and training as sold to the person by PRR at the same time as the evaluation is done.

The Instructor's Code is closer to Test Evaluation than the Auditor's Code. One does not use the latter in telling people about their tests. Therefore Test Evaluation is done by the Dir of PRR, the Registrars, less frequently by the D of P for sales purposes. The D of P evaluates tests to the pc for technical gain, for reassurance of the pc or auditor and in general to make technical progress. PRR personnel on the other hand evaluate tests for sales to get the person to take or to buy more processing or training.

Thus Testing breaks into activities with four purposes.

1. PEOPLE ARE SOLD INTO TAKING TESTS BY PRR.
2. TESTS ARE ADMINISTERED BY THE TEST SECTION. (THEY ARE NEVER EVALUATED BY THE TEST SECTION.)
3. FOR SALES PURPOSES TESTS ARE EVALUATED BY PRR PERSONNEL.
4. FOR TECHNICAL PURPOSES TESTS ARE EVALUATED BY THE D OF P. THE D OF P SOMETIMES ASSISTS SALES PURPOSES WITH TEST EVALUATION.

Simple tests may be mailed out to CF names. The sending of large or complex tests to be taken at home is frowned upon.

For large test batteries, even for firms, the person is persuaded to come into the Org. In the matter of testing a whole company one does not send a testing personnel to the company, thus losing all further contact with the persons. In such a case, the company people are brought in as individuals at company request.

By policy testing is a free service. This includes all case assessments, E-Meter assessments, checks, etc. Processing and training income that would have come from testing has been shut off the moment a charge was made for testing or assessment.

In a city Central Org, a test section should exist as follows:

The Test Section is located near the entrance of the building, easily spotted by new people and easily routed to. It has a space priority.

The Test Section consists of Testing-In-Charge and any other needed persons as the activity develops and needs them.

The Testing Section contains all test files, all test supplies, E-Meters for case assessment (done by Test-In-Charge), broad arm type desks (or chairs and tables) and is arranged to test a large number of people at once. The door is plainly marked "Testing Section". The walls have signs which mention Scientology with positive statements and test examples showing what Scientology can do. (Before and Afters.)

The Test Section is extremely professional and businesslike in atmosphere. In this we must out-create psychologists and others.

The Test Section tests on an individual basis, testing on group timing only when very feasible. People are not made to wait for a group to gather. Photo timers marked with the same numbers as the desks time any given person's test.

The body routing is as follows:

All persons to be tested are sent to testing at once by Reception. They do not see the Registrar first as a general rule. When people come in with a "test slip" or "to be tested" they are sent directly to the Test Section by Reception.

Test-In-Charge greets them, shuts off idle chatter (he keeps the test room quiet, no idling staff in it chatting ever, no long discussion with customers ever). Test-In-Charge gets the person started doing tests at once.

When the person being tested is finished the body routing is done by Test-In-Charge. There are three possible routings. The test form should be so headed as to indicate the type the person is: (a) Local (lives in same city as Central Org); (b) Ex-Urban (just in town to be tested) and (c) HGC.

After tests are done by pc (but unmarked yet) Test-In-Charge routes as follows: Local T-1-C sends person home, saying he or she will be contacted by a qualified test evaluator in the near future. A local test is not corrected at once but is done in slack moments. The test is clearly marked Local in a blue pencil. An Ex-Urban test is marked as soon as comfortably possible by Test-In-Charge, preferably within a few hours. It is marked EX clearly in a green pencil. An HGC test is marked at once and, at moments of peak, with special assistance in marking from staff auditors, and is clearly labeled HGC in a red pencil.

All tests are marked as fast as possible on any case. The Local, Ex and HGC categories are to help other departments handle the people and to route the people.

Test-In-Charge tells all Local and Ex persons to go to their home in the Central Org's city. He verifies that the test carries their local town address and phone number. He does not let them wait around the Org. Test-In-Charge sends all HGC persons to the D of P as fast as they finish their tests and sends as well any she has marked EXPEDITE.

All tests, as soon as marked, are routed rapidly as follows: Local and Ex tests are sent to the Body Registrar. All HGC tests are sent by hand to the D of P.

The D of P evaluates the test technically in the presence of the person tested and for that person, providing the pc is continuing. If the pc is not continuing, the D of P looks over the test, does not evaluate it, and sends person and test, escorted, to the Body Registrar. To ease peaks, a finishing or student may be sent direct to PRR.

On Academy Student testing, all tests are labeled HGC and have the same routing as any other HGC test.

Reception does not let Local or Ex persons stay around except when Registrar wants them held for interview. Ordinarily they are sent directly to their local address and a local will be called in a few days and an Ex will be called on the same day. (A person already signed up for HGC or Academy from out of town is not an Ex but an HGC.)

The Registrar may mark a test request slip Expedite which means the person is to be brought right back. This is in a case where some one has dropped in to see the Registrar "to talk about....." The handling of such is: the Reg sends the person to testing, gets the person back with the tests and evaluates their tests. This is an Expedite. It is also clearly labeled Local or Ex as indicated.

Tests are marked and filed as follows: the whole file goes around with the person during interviews. Two copies of the profile and the E-Meter Assessment only (the IQ figures being on the profile) are made in addition to the original. One of these goes to the D of P who sends it to the auditor or the Academy (for a student) and which is then sent to CF at end of processing or training. The other copy is a flimsy which goes to Saint Hill accompanied only by airmail weight auditor's reports. The Registrar personnel may not keep the large original tests. This goes back at conclusion of interview to the Test Section and is filed there.

Each CF folder must contain a copy of each profile (with its IQ) and E-Meter Assessment that the person has taken.

Every piece of original testing papers and E-Meter Assessment is retained in Test files. There is no other complete test file than in the Test Section.

A cross index file card system is kept by T-1-C to show every auditor with a card for each pc audited. This permits an examination of the broad work of any auditor. The tests are otherwise filed alphabetically in filing cabinets by the last name of the pc.

The tests are the property of HCO (as are the mailing lists) but are accumulated, kept and used by HASI.

Everything must be done to make testing prominent, accurate and available. The Test Section, as an entrance point to service, must look crisp and efficient. Waiting must be kept to nothing. There is no virtue in telling the applicant how fast they can be marked. Stress how carefully they are marked and the expertness of evaluation.

By having local designation, the Reg can apportion interview time, calling the people in to even out the Reg schedule. It does not matter if a local waits a week to be called in. The point is not to make anyone wait an hour in the office for testing or evaluation. In the case of an Ex he or she is probably in town just to be tested so an Ex is always recalled fast. Students can be shunted a bit as they can always be called out of class during the week.

The Body Reg should have special baskets for tests marked local, Ex-Urban, HGC, and Student. The Body Reg must never just have piles of tests or scattered papers. By having baskets for these in a beanstalk stack of trays behind him or her, other PIR personnel can ease in and take handfuls of them to do interviews when they have time if the traffic is heavy. In the case of more than one Body Reg types of interviews possibly can be apportioned around amongst Registrars, such as men, women, Local, Ex-Urban, etc.

A SLIP AS TO THE STATUS AND OUTCOME OF THE REG INTERVIEW MUST BE ATTACHED TO THE MAIN TEST FILE BY THE INTERVIEWING PERSON.

The PE foundation test administration should be shifted into the Test Section and the tests given should be the same as all others now.

PE tests can be given in the PE room but to all intents and purposes are wholly the business of Test-in-Charge. A PE instructor becomes part of the Test Section if he administers tests. The PE people's E-Meter Assessment can be done in PE as it is rapid but on a test night assistance will have to be given. This is all up to Test-in-Charge.

No after test is given to PE hereafter by reason of their being PE people. But PE people can come in for an after test.

PROMOTION OF TESTS

The designation of the Test Section for publicity purposes should be the "New York Test Clinic" of the "Melbourne Test Clinic". The word "free" is not included in the title or inferred. But no charge is ever made for tests or assessments.

Announcements of the Clinic may be sent out broadly, to the mailing list or firms. In the announcement is included pieces of paper, nicely printed, that say somewhat as follows:

The New York Test Clinic extends an invitation to you to be tested free of any charge. Your intelligence and aptitude have everything to do with your income, your future, your personal relationships and your life.

Such tests would ordinarily cost you \$50. They are offered to you free of charge if you bring this slip with you.

If you are not happy with life you can find out why.

Name

Address

Phone

An entirely different kind of a slip would go to a Scientist.

A third kind would go to a firm such as:

New York Test Clinic

This will entitle one employee to an aptitude and intelligence test and an evaluation of the test.

Employee's Name

Address

Phone

Company name (countersigned by an official)

Many other offerings of tests can be broadly made - to teachers, firemen, military personnel, etc. each with a different covering letter or test slip.

If HCO (and PRR) forthrightly plans out such mailings, makes them look good and sees that HASI has the service there, a broad new expansion can be made easily.

This is vital in view of the "Anatomy of the Human Mind" promotion I am working on which will come later.

Some public difficulty could be encountered by Orgs in doing this unless it is done properly.

We are overtly cutting the psychologist off. He has only his test line to offer. All his gains have been in the field of testing. All his cash is received via tests and his opinions of people and some tricks for training or selling.

A free test activity does the psychologist out of a job. We would gladly hire psychologists if our experience with them were not bad in the test field. They have rattled people being tested for us, thrown curves at them, slanted tests and failed to duplicate. The actual test environment must be calm and quiet and always the same. The evaluation must be smooth and done in other quarters by other people. Testing and evaluation of tests are two different things. The psychologist has mixed them up while working for us, thus upsetting test results.

There is no law anywhere against testing people.

The tests we use should not get us entangled with copyrights. We are already mostly free on this with our tests. We have many more. We also have the old Army Alpha for IQs which we will get into play now. We can create others.

Any broad public invalidation of our test service should be ignored. To comment on it to people taking tests who say the tests have been invalidated to them is all right - "We are giving free what others charge \$50 for. We are a public service organization." Otherwise don't defend. Just test.

USE OF TESTS

Evaluation of tests should be helpful, wise and very direct. An evaluator should know all HCOBs about test evaluation. Remarks that "Scientology can improve this or that characteristic" or "auditing can remedy that" or "processing can change this" or "Training can stabilize that" should be used repeatedly during the evaluation for the sake of impingement.

A clever evaluator can surmise such things as domestic grief, trouble with possessions, etc much more easily than a fortune teller.

Test evaluation is modern, scientific fortune telling. It deals with past, present and future. A low profile, low IQ future is of course a dreary one, profitless, unless changed. We can erase the fate of the past and alter utterly anyone's future. So cases want only to escape the consequences of life. Remember low

A poor or average test (or a theetic-wetite high test with no reality) shows a rough future, full of disease and injury. Processing as of the past six months shows a very high shift of future in terms of high graph gains.

As the person being interviewed cannot usually read tests, they have to be explained to him or her, point by point. Test profile patterns that show low as a dangerous shaded area, mid ground as needing improvement and a high area help people to understand.

Anyone doing evaluation should have a book of profiles made up from high-low tests showing what Scientology can do. Plastic envelope books of the right size can be bought in most photo stores. The facing page to the profile shown should carry some facts about the persons whose graph appears. All names should be blacked out.

Test-in-Charge is responsible for providing such result display books and display graphs or sheets of graphs for walls, all made up to be easily understood.

The IQ factor, while it is in actuality improved by processing, is useless without Scientology training. It can be used to sell training. The professional aspect of training should be played down in selling. The practical application aspect of it should be played up while graph and IQ reading for the pc. Certain traits showing difficulty in handling people should be stressed as most easily remedied and kept remedied by academy training. Graphs showing the "therapeutic" value of training should be in the display book and on walls. DC has lots of these "Academy only" gains from 1956.

Training, then, can be sold as therapeutic but not in lieu of processing. Don't sell people training so they can be processed in the Academy. Sell them training so they can hold their gains.

HCO must be sure, not only that the testing drill as outlined here is installed and by hat checks followed, but primarily that people are driven in against the Test Section in large numbers. This takes constant search by the HCO Area Secretary to find new groups, types, professions of people to drive in with all literature written and furnished by HCO (or PRR) and the project carried off.

The Director PRR of course is relieved of no responsibility by HCO's action. But HCO should think in terms of tens of thousands of people and mercilessly thrust them at the Test Section and let PRR and HASI cope from there. HCO must drive more in than anybody can handle. PRR has been known to get "reasonable" about numbers of pcs. HCO must never get reasonable. If HASI has to buy a new building to cope, that's HASI's problem, not HCO's. HCO moves people from homes, businesses, the public over into Test Section. If the line jams, that's HASI's trouble and HCO's scream. And HASI has little say about how HCO gets them there.

SUMMARY

This and the soon Anatomy Basic Course programme are the leaders in current new promotion. They should be set up to run. And run well and long.

This programme is not experimental. It has a long Scientology background and much precedent. It is not therefore a special programme. It is a refinement and emphasis of an already working HASI line.

The Testing Section is under the Dept of PRR. It is actually a technical service and should be included as a Technical activity. But it has never thrived as a promotion activity or even as an activity under the HGC. Therefore it is placed under PRR and is going to be heavily emphasized.

We are in an era of finding and "selling" the "things", the "objects", "the realities" of Scientology. There are about 20 of these (engrams, banks, bodies, etc). Testing is a thing because it results in object substitutes for people.

Testing moves now out of psychological range and into future prediction, so we are not doing psychological testing. The is-ness of the test is applied to excuse the past, avoid difficulty in the future. We will take full advantage of the superstitions of people at the level of prediction. The popularity of astrology is greater than that of psychology even though psychology developed from astrology. That is because astrology pretends to read future. We can factually estimate future from meters and graphs without any pretence and a gruesome future it appears (and would be without us). Pandora's box flies into the future from a middle or low graph. Astrology and Numerology are popular and slightly factual. We can be popular and totally factual. The fate of Man without processing is measured by the catastrophes of the past. The Buddhist wheel of life shows Man how grimly he is tied to a never-improving circle of birth and death. Use such facts.

Without stepping beyond a person's past, which will certainly happen to him again without processing, we can change his fate. We are the only people on Earth who can accurately estimate it or improve it and make it stay improved.

With accurate scientific tests and testing, we can swing all existing interest lines in fate and future our way. And Scientology is also the only game on Earth where everybody wins. Thus we are stepping out with the new Test Section and much skill and brightness needed on all our parts to make it work. Having demonstrably coped with the technical, I now move us up to high traffic volume.

LRH:js.rd

L. RON HUBBARD

HCO POLICY LETTER OF 25 JUNE 1978

Org Staffs (BPL of 25 June 1978 now issued
Div 6s as an HCO PL under same date
Registrars and title.)
FSMS
Missions
Groups

(Reissued 14 September 1988. Only changes are to delete the PR Series number which was incorrectly retained by another when the PL was issued as part of the Marketing Series, and to delete the first line after the heading "COME-ON," which was a mimeo error.)

Marketing Series 6

COME-ON DISSEMINATION

A recent look at dissemination revealed the following data:

DISSEMINATION BY MEANS OF PURVEYING A LITTLE PIECE OR SEVERAL LITTLE PIECES OF TECH (to answer questions, show how a person's problem could be handled, show how the mind works, etc.) ENDS THE CYCLE AND TERMINATES THE REACH.

DISSEMINATION BY MEANS OF "COME-ON" STRENGTHENS THE REACH AND LITERALLY PULLS THE PERSON IN.

COME-ON

A thetan is a mystery sandwich. If we tell him there is something to know and don't tell him what it is we will zip people into Div 6 and on into the org.

So in using come-on, one simply does the above. You either have or you create interest in your prospects - then you channel them along. Their own curiosity will pull them along the channel, providing you created the correct mystery in the first place.

You channel by indicating where and how to get the data - never just GIVE the data. And one can keep on doing this to a person - shuttle them along using mystery. Dept 17 services especially should be geared to this, one service ending in some mystery that only the next Div 6 (or better yet, Div 4) service will solve. One can also put this type of come-on promotion in books one sells so the person buying the book is put into mystery and doesn't just end on a win by reading that one book alone.

END-OFF

Reach gets blunted or terminated once a person gets his question answered, the solution to his problem, etc. Purveying random and little pieces of tech to a prospect and the public at large does just this. This is end-off dissemination.

Thus one should gear one's dissemination to the come-on and keep the prospect's appetite for knowledge and mystery well stimulated and channel the person right along so that he will and does become an actual Scientist.

In our case, the curiosity restimulated eventually will be fully answered and to the person's complete advantage. When he is given a mere scrap of information, he has been denied the full data, gains and technology which will be his if he attains the benefits of major services.

DEFINITIONS

MYSTERY: the glue that sticks thetans to things. (Dianetics and Scientology Technical Dictionary)

MYSTERY SANDWICH: 1. the principle of mystery is, of course, this: the only way anybody gets stuck to anything is by a mystery sandwich. A person cannot be connected to his body, but he can have a mystery between him and his body which will connect him. You have to understand this thing about the mystery sandwich. It's two pieces of bread, one of which represents the body and one of which represents the thetan, and the two pieces of bread are pulled together by a mystery. They are kept together by a volition to know the mystery. (PAB 66) 2. a thetan stuck to anything is, of course, just a mystery sandwich. Thetan, mystery, object - mystery sandwich. (SH Spec 48, 6108C31) (Dianetics and Scientology Technical Dictionary)

COME-ON: (noun) 1. something offered as an inducement. (Webster's New World Dictionary) 2. something offered to attract or allure; enticement; inducement. (World Book Dictionary)

SUMMARY

Imbue your prospects and the public at large with a thirst to find out.

Mystery, not little scraps of data, will be found to be the biggest puller.

L. RON HUBBARD
Founder
Assisted by
Public Films
Scriptwriter Assistant
Adopted as official
Church policy by
CHURCH OF SCIENTOLOGY
INTERNATIONAL

Remimeo
PRO Course
Checksheet
Div 6

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex
HCO POLICY LETTER OF 17 JUNE 1969

PR Series 36

THE ORG IMAGE

A poor org image can cost an org nine-tenths of its income, thus greatly curtailing pay and facilities. It can lead to trouble with the area. It can reduce the expansion of Dianetics and Scientology to near zero.

When important people enter an org and find its premises messy, themselves and their requirements neglected, the org not only loses their fee, it also loses the important friends who would actively protect it.

If an org and its staff display a downstat image, public confidence in Dianetics and Scientology is shaken.

By showing a good org mock-up, we are living examples of what Dianetics and Scientology can do.

There are several zones which comprise the org image.

1. Premises, particularly the entrances and interview and service areas. These should be neat, not cluttered up with baggage, paper, tattered notices or unsightly things.
2. Public comm lines. Letters and mailings should be correctly addressed with the right name and not sent to several addresses for the same person. The appearance and tone of any mailings and communications should be good and not offend. "Friendly and agreeable responses" was the first order I ever gave to an org.
3. Staff. Appearance and attitude to the public.
4. Service delivery, assurances of.
5. Publicizing values of service.
6. Publications, appearance and suitability of distribution.

We often hear that we should hire a public relations firm to do all these things. The catch is that these firms have a high personnel turnover and new men on the "accounts" have to be rebriefed continually. We have in the past hired contemporary professional PRO men AND THEY LAID THE FOUNDATION OF OUR DIFFICULT TIMES WITH PRO ACTIONS.

In Dianetics and Scientology we have gone up against a totalitarian conspiracy using "mental health" to control populations. This was not a normal PRO atmosphere as encountered by business firms. It began with war where the enemy controlled all news media and governments.

We had to be very, very good indeed to live through it all. Our "public" does not understand this. They are accustomed to sleek, untroubled firms selling them "Wheaties, the breakfast of Idiots" or "Go Slow Gasoline" or "You too can be Insane."

So in Dianetics and Scientology we have a job in PRO which far exceeds the usual company demands.

In ordinary PRO actions we have not done too badly in the past. For instance our people handling congresses make the US Democratic Party Convention PROs look like rank amateurs.

The enemy has used all available PRO and intelligence techniques to hold us back, and as the enemy also controlled many key government figures, this has been a very rough time.

That we are alive at all and expanding shows we have not done too badly. The enemy is definitely losing.

The reason for this is INTEGRITY. By and large our people are sincere.

WORD OF MOUTH is a public relations comm line superior to press, radio, television or Mr. Big. Radio, press and TV only seek to create "word of mouth." This term means what people say to one another.

By standing for what people think is good and opposing what people think is bad greatly speeds WORD OF MOUTH.

We will go as far as Dianetics and Scientology work in the hands of auditors and no farther.

The enemy, lacking integrity, word of mouth and workable tech, has not won despite total control of governments, press, radio, TV and all standard PRO media, plus financing in terms of billions.

Thus we see that there are three commodities above contemporary PRO concepts. These are:

- A. INTEGRITY
- B. WORD OF MOUTH
- C. WORKABILITY AND USEFULNESS OF PRODUCT.

All the PRO advices and direction will not prevail if the above three things are not an integral part of "the company" PRO planning.

How much a product COSTS has some bearing on whether or not it is used. But unstabilizing prices, we have learned (such as a small increase), is utterly deadly. And reducing prices does not actually increase sales in our experience. The exception is the granting of 50% scholarships and giving certain courses as field staff member prizes. And here it does seem that the STATUS value outweighs the monetary saving appeal. Therefore STATUS INCREASE is a vital part of the product.

However, whether Dianetics and Scientology have been at war or not, the first 13 points are what we would consider routine PRO actions which, if neglected, would result in heavy income losses.

A staff idling in Reception, offhand handling of callers, wrong address or names misspelled drive off customers. Aside from simply blocking sign-ups, these points also REDUCE CUSTOMER STATUS.

As our organizations are built (due to tech concentration) on handling the individual, any PRO must be very alert to any point which would seem to the "customer" to diminish his status.

A PRO should himself look at the given points from the viewpoint of an important potential "customer." Would the org environment and handling attract or drive off an important person (let us say, the mayor) as a "customer"? If the answer is "yes" in any point, then the org is losing up to 90% of its income through these PRO omissions.

If a staff is poorly paid or the premises are poorly furnished, cluttered or dirty, then the error lies in either the first 13 or the above A, B, C points of PRO.

A PRO in advising actions to the EC (and he should have direct access to the Executive Council or management) should be very wary of killing off the org's vitality with too much militant control. The PRO also has the staff as a public. If one wants to clear sandwich-eating staff off Reception, the best way is to start a campaign for a staff lounge, get it and then forbid staff to clutter up Reception.

7. Alliances with suitable groups and leaders, with due regard to local ethnic values (publicly admired values).
8. Eradication of enemies on public lines with due regard to local ethnic values (publicly detested values).
9. Alignment of promotion with things publicly admired and against things publicly detested.
10. Advertising, effectiveness, suitability and lawfulness of.
11. Membership expansion.
12. Group expansion.
13. Expansion planning of facilities.

Contemporary "Public Relations Officer" duties in business firms are not as embracive as the above 13 points by considerable. These are loosely classified as follows (quoted from their texts).

- "1. To keep management informed of public opinion, and of events and trends likely to affect its reputation.
- "2. To advise management on the policies and actions it should adopt in order to gain and keep public goodwill; and on the likely effects, in terms of public opinion, of any policies and actions dictated by other factors.
- "3. To apply public relations techniques to solve problems in which the company's reputation is at stake and to maintain a continuing, positive program of action to secure goodwill, presenting the company in all its aspects to all its audiences by every appropriate means of communication.

"The executive side of the public relations man's work includes the company's relations with the press, radio and television; the production of many kinds of printed matter, including company reports, house magazines, wall charts, brochures and even books; films and film strips; exhibitions; the design of company stationery; the way a firm receives its visitors; a watching brief on the way it answers its telephone calls, writes its letters, handles complaints; its policy on donations to charity and an infinite variety of items beyond."

The PRO in accomplishing PRO points is of necessity a creature of ideas even in getting his routine PRO actions done.

The enemy we have had gets very high points on 1 to 13 (omitting 4, assurances of delivery; and 7 and 8, ethnic points), Dianetics and Scientology orgs get rather low points on 1 to 13 (excepting 4, 7 and 8 which they do well).

Dianetics and Scientology orgs do well on A, B and C. The enemy utterly collapses on these.

If Dianetics and Scientology orgs did well on all points (1 to 13 and A, B and C), the battle would be won in very little time.

If a PRO is not working to bring points 1 to 13 and A, B and C all into full operation in his area, he is not doing his job. If he is doing all these things, he is a very, very valuable PRO and should be given every possible assistance on his job.

LRH:dr

L. RON HUBBARD
Founder

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PRO Course Chsht

(Reissued 16 September 1988 as part
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PR Series 38

APPEARANCE AND PRO

Anyone engaged in a personal contact PRO action should support his action by clean and neat appearance.

He or she is a symbol. A clean bright looking symbol emanates by appearance only. Thus any PRO action is reinforced by one's appearance. As the appearance is acceptable then the thought and words or action is made more acceptable and reinforces one's potential success.

If one's appearance is too bizarre or garish or if a girl is wearing too much perfume, appearance distracts from the thought or action and may make it fail.

Similarly a degraded appearance degrades the PRO action. Body odor, bad breath, dirty hands, face or fingernails all degrade one's message or intent and can make one's PRO action no matter how acceptable otherwise, fail.

One does not have to be handsome or beautiful to reinforce a PRO action. It helps but it often also hinders.

Integrity and sincerity can communicate even more forcefully than appearance.

However, appearance has a definite role in PRO.

For instance a clean, neatly dressed lecturer has, as a rule, a far greater impact than one who is either very fancily dressed or, at the other extreme, scruffy.

THE ARC OF APPEARANCE

The Communication formula contains duplication at either end. In the presence of duplication of type or social class of appearance we get better A (Affinity) (can occupy same space), better R (Reality) (can agree because of similarity of caste or station in life) and hence Communication, lifted by A & R, can occur.

The above is the actual operating law.

Thus average audiences of persons or persons in the West seeing their ideal of themselves (clean, neat, mannerly) if similarly but slightly better dressed, are impressed by appearance and receptive.

If, however, a PRO person were dressed that same way yet sought to impress or get the agreement of a Communist Group in the East he probably would fail as he is a bourgeoisie (middle class) symbol.

I wonder if you notice that the world's rulers in this PRO world deserted top hats about 1920 and began to become upper class citizens in business suits by the 1930s and in the 1950s became "men of the people" in ratty unpressed lounge suits.

To get the attention and sincere agreement of a bunch of collective farmers one would have to look like their ideal of a very good collective farmer and act accordingly.

On the other hand to PRO a movie star it would be necessary to dress a bit movie star - but not too much as they fear rivals in attention getting.

COVER

All this gets badly disarranged as a law when one enters the wonderland of "cover appearances." Then one must look and act like what the viewer thinks the personal identity adopted looks like. Impersonating a real reporter one has to look like what the person being interviewed thinks reporters currently look like in that area. Notice we say "what the person thinks reporters look like." Actually reporters look like tramps or executives or MI-6 agents or what have you in real life.

But "cover" is a deception process and depends on perverting the comm formula by fooling the person or persons being seen, addressed or interviewed and belongs more to an intelligence service than PRO.

ILLUSION

However, in PRO one is actually creating an illusion or symbol that will be considered acceptable by those who see the image, compatible with the message one is trying to put across or the data one is attempting to find.

ETHNICS

This subject of appearance is actually an ETHNIC idea. Ethnic means beliefs, mores, customs, patterns of thought or racial or religious stable data.

What do the people being seen think the PRO person should look like, dress like, act like to be asking or talking to them about that subject?

The Walla-wallas think someone with a new product should look like a witch doctor before they believe him. Politicians think one should look like a psychiatrist before appropriating a few billion for him. Savage Ugbugs only accept PRO from fat men. And the Romans only accepted it from bird entrails.

What type of communicator is acceptable? For what message? That is an ethnic survey problem and the answer is only valid for the area in which it is obtained.

It is always what they think the ideal symbol is, not necessarily the usual symbol that gives that type of message to them. And it is what symbol is now effective as the old one may have become too common.

CONCLUSION

It is not a very involved subject. The Comm Formula in its entirety should be known and understood in PRO work.

The factors one is trying to instill are acceptability and belief.

Truth plays its own role as it is the highest R (Reality) there is. But sometimes the whole truth is too much and again it becomes the degree of R that fits in with the A and C.

Untruth, when exposed, can wreck ANY PRO symbol. And voicing a truth that is unbelievable can also cause the symbol uttering it to not be believable.

The need for impingement (enough jolt to attract attention) causes a lot of wild PRO think.

The mobs of people are sufficiently numerous today to cause a "herring effect." No one herring is given any attention by the rest of the herrings. PRO attempts to break out of this inattention by being a more startling herring. But if overdone, the rest of the herrings believe one is a shark.

To solve the dilemma, if it comes to a dilemma, it is best to be one's own self, but a clean neat mannerly version of oneself and if one has a message or reason to be there the PRO will usually come off very well.

L. RON HUBBARD
Founder

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