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all Classes Important

Case Supervision, How It Goes Non-Standard

Probably the No. 1 lesson that has to be learned by a Case Supervisor without any wiggles or doubts or derails is that he can be (and must not be) driven off standard tech by false auditing reports.

At least half the failed sessions he gets are false reports!

The auditor has not noted some of the things he did or he has noted things that did not happen.

The person who falsifies an auditing report usually is the same person who gets bad results. Naturally.

The report is usually not knowingly false. It does not include the data as to why the session failed.

This leaves the case supervisor with an impression that standard tech was done but that it failed. That sends him into a figure-figure and proposing unusual solutions. This gets him into reviewing reviews, long hours of C/Sing, backlogs and an area muddled up by "failed cases".

A Case Supervisor has to know his Standard Tech forwards and backwards.

In a correct auditing report of a failed session the answer as to why it failed is neon light big and glaring. So the Case Supervisor corrects it and corrects the auditor.

But that is only true of about half the failed sessions the Case Supervisor gets. THE OTHER HALF OF THE FAILED SESSIONS ARE FALSE REPORTS.

Instead of going the route and first getting inventive and then damning tech and taking up Yogi, the Case Supervisor MUST realize:

1. That if he himself doesn't know his Dianetics and Scientology cold, he will certainly never be able to spot errors in its application.

2. That standard tech - Dianetics and Scientology - are invariable in results and that the only variables are the Case Supervisor and the auditor.

3. That there are no "different" pcs.

4. That 50% of the failed sessions are also false reports if you can't find in the folder why the session failed.

5. That if you can't find in the folder why the session failed or the pc isn't doing well you get the pc asked about the session and get data as to why it failed. (The answers and outnesses will amaze you.)

6. That when the above fully dawn on a Case Supervisor he becomes totally successful.

There is a sort of breakthrough a Case Supervisor makes, a sort of crisis he passes through where the above points suddenly become glaringly clear to him. After that he is a hard-eyed, uncompromising precisionist that nothing gets by and whose field area gets results - results - results and tech and stats soar.

It doesn't take too much. Given a command of the tech, Dianetics and Scientology, he can spot easily in the worksheets why a failed session went adrift send it to review to be remedied and send the auditor to cramming.

But the session where the pc left session with "F/N VGIs 2.0" and arrives at Examiner with "needle tight, 4.3, Indicators poor" and in which all seems usual and standard.....! Hey! That's a false auditing report. It doesn't mean standard tech doesn't work! It means a false worksheet. You haven't got the data needed to handle or do the next C/S.

So you have somebody else ask the pc what happened in that session and get it written down and get the folder back.

Man, it would knock over an elephant. Some of the things you get back! "Well he was reading off items I guess but I couldn't hear him....." "I asked him not to shout and he said 'I'm the auditor not you'". "I kept trying to tell him I was exterior....." "He wouldn't accept the withhold. He said it wasn't a withhold because he'd heard it from my wife.....". "I had to keep telling him what the next command was....." "But it wasn't a headache that I was trying to get handled. I was vomiting during most of the session.....".

Boy, the world of Never-Never-Never that lies behind those reports where you can't find the reason!

Suddenly, as I say, the Case Supervisor makes his own personal breakthrough. His, "I wonder what's really wrong with this pc....." turns into, "Auditor to cramming to Review R3R commands and TR 104. Pc to review to Fly a rud or GF to F/N. Assess Auditor, Auditors, Commands....."

Oh, you say, we don't have an Examiner in our Franchise - listen, you better teach your receptionist to do an Examiner form - Yes, but we don't have a Case Supervisor or cramming - brother, are you so in love with the buck that you'll salt out your whole area with failed cases just to get high pay on low stats? Auditing is a TEAM action. If you can't do it as a team action it's not Standard admin to begin with and sure as shooting your practice or your franchise will fail in the long run.

Maybe that's the first break through the Case Supervisor makes. To realize auditing actions are team actions.

But not to get off the rails, IF YOU CAN'T FIND THE FAILURE IN THE FOLDER GET THE PC ASKED FOR YOU'RE LOOKING AT A FALSE IF ONLY INCOMPLETE WORKSHEET.

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