

HUBBARD COMMUNICATIONS OFFICE  
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Remimeo  
Tech Secs  
Qual Secs  
Staff Training Officers  
Course Supervisors  
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TECH VOLUME AND 2 WAY COMM

(LRH ED 92 INT of 25 March 1970 re-issued  
as an HCO B by request of many Course  
Supervisors.)

I've been busy studying the problems of volume auditing  
and training and have made a vital discovery.

We lost a key basic process!

TWO WAY COMM is missing in today's line up in Academies,  
on Courses and in HGCs.

It goes this way — to get volume auditing going, you  
need auditors. To make auditors you need fast training. The  
reason fast training isn't occurring is because 2 Way Comm  
seems to be out between Course Supervisors and Students.

Course Supervisors in most instances are not asking  
students if anything is wrong or how to help them and then  
letting the students talk. While the Supervisor LISTENS.

I am putting together new practical for Course Supervisors.  
But meanwhile it's very elementary.

- (1) Detect a student's concern.
- (2) Get the student to talk about his problems and  
troubles in study.
- (3) Listen.
- (4) Do what one can to help without evaluating.
- (5) Let the student get back to it.

Students who drift off of courses or who are very slow  
LACK SOMEBODY TO TALK TO!

Where a student's progress is slow or he or she appears  
to be troubled or struggling, a good Supervisor notices it  
early. He gets the student to talk about it. He listens  
and acknowledges. He does what he can to help without  
evaluating and lets the student get back to studying.

This action went out when Supervisors were found to be lecturing and evaluating on data which data, entered on the course, upset the high workability of tech as it is found in HCO Bs and on tapes. This was at the time when Supervisors ceased to be named Instructors and became Course Supervisors. This was in the early days of the Saint Hill Special Briefing Course.

Two Way Comm with students tended to vanish also.

Giving a student off line data and letting the student discuss his troubles are two different things.

#### QUAL

In Qual there should also be a Consultant Service which uses a meter and Two Way Comm to find out about cases before patch up or review. The Qual Consultant should also handle students who are slow or dropped out.

This letting the pc tell his side of it is very valuable. One can handle them much better. By analysing what they say and how they say it helps the Case Supervisor also. I.E., Natter - ARC Brks and overts. The pc's comm has been chopped. An old old session evaluated for him. Etc. Etc. Etc.

#### GET IT IN

Two Way Comm should be gotten in on all Courses fast. It will speed training and add up eventually to volume auditing by making trained auditors available. This is the way to unlock that flow.

In the HGC pcs can be Two Way Commed by the Tech Sec.

In Qual someone can two way comm those sent to Review to help the person and get more accurate data for C/Sing.

#### THE PROCESS

Two Way Comm is not a rote process. That's why it is hard to teach. The trick is to get the person to talk, to keep him looking and talking until he has a Cog and Very Good Indicators -- and sometimes an F/N at the end (not vital).

If you can LISTEN you have it progressing. If you can get a person to talk about his troubles and listen and ack, you really can run it.

THIS IS YOUR PRIMARY BLOCK ON VOLUME AUDITING. No Two Way Comm in training!

I hope it helps.

LRH:nt  
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