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Remimeo
Cramming
Officers

CANCELS

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SAME TITLE

Cramming Series No. 19RA

HOW A CRAMMING OFFICER GETS

HIS PRODUCTS

In order to be able to correct something or someone, one must know exactly what was done in the first place. This is the action of Know Before You Go, as applied in the Cramming area.

This action has several parts:

- A. Show me.
- B. Tell me.
- C. Obnosis.
- D. What happened just before that?
- E. Why Finding.
- F. Handling.

SHOW ME

In many instances, if a person is asked what was done, he will not report exactly what was done, so if at all possible, a Cramming Officer should get a person to SHOW him what he did.

A Cramming Officer has to hand a Cramming Order. His first action is to get the person to demonstrate by going through the motions. In many cases, he won't have to go any further because the demonstration will immediately show what was wrong and requiring correction.

For example, an Interne is having trouble with assessment, but a simple demonstration shows that he does not know how to set up for a session. He has his Meter way over to the left, the worksheets in the center and the assessment sheet way over to his right, and thus cannot see the list, the Meter and the PC all in one field of vision. Such a demo can take one minute and save a Cramming Officer 20 minutes of digging to find the Why.

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Actually using the good old datum "What did you do?" will save a Cramming Off hours, streamline and speed up his completions and make him appear like a screaming genius.

Show Me can be followed up in other forms. Example, Auditor is sent to Cramming because his hours have dropped off badly. The Cramming Off asks him routinely if he's doing his daily TRs. The Auditor says "yes". Cr Off must ask "How many hours?" "Well....it's not hours. I do about ten minutes a day." So there you are. The Cramming Off gets the Auditor to do daily at least 2 hrs of TRO under his Supervision, using the TRO booklet as needed. Hey presto, the Auditor's hours go back up into an acceptable level.

In the Admin Cramming area, Show Me may take the Cramming Off into the staff member's area.

Show Me is a very short action, making it possible for Cramming Off obnosis to pick up gross goofs or flubs and violation of basics in the area.

TELL ME

If Show Me is not possible, then the Cramming Off asks the person to tell me EXACTLY what he did.

Don't let a person ramble on and on. Get him to relate the series of events in the correct sequence. If the person runs into trouble on recalling what he did, get him to demonstrate using paper clips, and bits and pieces. If this does not handle it, the Cramming Off knows that this is an area of heavy misunderstands, has his Why and will handle using lots of Word Clearing, especially Method 7.

Usually when one is using the Tell Me approach, the Cramming Off can combine Tell Me and Show Me to get the best result.

For example, an Exec is having trouble on Stat reading. The Cramming Off asks the person exactly what he does and gets a stat book for the Exec to use. This will immediately show up what the person has missed. Or he can ask the Exec to name stat conditions with no comm lag and spot the area of confusion.

OBNOSIS

A Cramming Off always works against his own Obnosis or observation of the obvious. He can even spot outnesses in areas where he is not totally expert by really hearing

what the person is saying and watching what he is doing. If what a person says is not out pointy and makes sense or works smoothly, then he must look elsewhere or earlier for the error or omission. Usually, a person will give himself away by his over lengthy or incomprehensible explanations, justifications or flubby demonstrations.

If Why Finding in Cramming is getting too lengthy, you are on the wrong track. Pick up the first thing that comes up that doesn't make sense and follow that one up further. This action is very well described in BPL 16 Jan 71 Investigatory Tech Checksheet.

Many staff work with machines and staff can be inspected using these machines to detect what needs handling. For example, a Printing Off is sent to Cramming for producing badly printed promo. The Cr Off may find that the machine is in filthy condition, enmested and encrusted with dirt, the area a total mess. He knows at once that the staff member can't confront or control his area and handles with Confront drills, gets the machine and area cleaned up, the machine manual Word Cleared and checked out and then the staff member drilled by his senior on the machine until he can operate it competently. In this case the inspection would take about one minute. If the Cr Off tried to handle this situation in the Cramming area, he would probably take much longer to find his Why.

A staff member is sent to Cramming for causing Dev-T to his seniors and fellow staff. How is the Cramming Off going to find his Why? He will want to inspect examples of this Dev-T. Where are the Dev-T despatches? How does he handle his fellow staff? This will rapidly uncover the situation and data and point up the Why. Mostly what will show up is out Basics as a staff member, lack of understanding of the Org Board or how to communicate as a staff member.

Technical personnel can usually be corrected totally in the Cramming area but in admin a Cramming Off sometimes has to take the person into his own area and go through the motions in order to be able to detect the situation and find his Why.

Obnosis is a primary action of a Cramming Off.

WHAT HAPPENED JUST BEFORE THAT?

In some cases, particularly in the Tech Cramming area, the Cramming Off will have to find out what happened just before the goof.

When checking for what happened just before a goof, the Cramming Off will find A. something he didn't understand, and/or B. something he couldn't control.

A new Interne flubs the commands of R3R. Now, if the Cramming Off doesn't ask what happened just before that, he may miss out on his Why. He will probably find out that the Interne realized he was running out of paper, or some such common incidence, which caused him to become flustered, TRs to go out, and he flubbed the commands. In this case, through his own lack of planning and set up actions, the Interne lost control of the session. So the Cramming Off will cram the Interne on session set up actions and strengthen his TR 0 through the use of TRs booklets and tapes and see that he continues daily TRs training on the Interneship.

When a look into a situation does not readily show up a Why, go earlier and find out what happened.

FINDING WHYS

A Cramming Off must become an expert at finding Whys rapidly on people sent to him for correction.

Regardless of who writes a Cramming Order, he does his routine verification steps, finds the Why and writes up the handling.

Gone are the days when a senior writes up a Cramming Order and the Cramming Off just does the orders and sends up a compliance.

The Cramming Off must work at improving his Why finding and be able to rapidly recognize when he has found a Wrong Why and get it corrected. The persistence of the condition is a clear cut indicator of a mere explanation and a worsening condition is an indicator of a Wrong Why. He must be on the alert for reasons or justifications given to him as a Why by students or staff. These are usually given by glib persons.

The Why finding step is very important and must be done on every Cramming cycle. It is a rapid cycle. It is done on a Meter. Spending half a day finding a Why on everyone into Cramming will completely jam the production lines. In most cases, it should not take more than five or ten minutes. If it lengthens out, the Cramming Off has two or more situations jammed in together and these must be sorted out and handled individually.

A Cramming Off may have to get wrong Why finding by seniors cleaned up. If his own Why finding is not going right, he could check to see if Why finding has been attempted on this area earlier. There are cases of wrong or abandoned Why Finding, 3 May PL actions half done by seniors which can badly snarl up a staff member. These have to be located and handled. C/S Series 78 should

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be used L&N to a BD FN item by a Dept 14 Auditor,

HANDLING

It is the responsibility of the Cramming Off to see that the difficulty encountered by the staff member is handled terminatedly. There may be other difficulties to be handled, but that particular one should be handled forever.

Once the Why is found, a precise series of actions is drawn up to handle that Why once and for all. These usually consist of Word Clearing and study of materials not grasped or known, clay demos and drills. They utilize the full scope of study technology and the materials of Dianetics (R) or Scientology (R).

Any part of the materials or data of Dianetics and Scientology may be used in a Cramming cycle to get the product. Its a matter of knowing that the materials exist and using precise parts to clear up mysteries and give staff confidence.

Certainty of action is gained through doing drilling on the flubbed action after all the misunderstands are cleared up, the key materials studied. This applies in Tech and Admin Cramming. Most posts have sequences of actions which need to be done to get their products. Admin personnel usually benefit from confront on the materials and space involved before doing their post actions drilling.

If the earlier investigation shows up multi-Situations and Whys, then the Admin Cramming Off must handle the major outness and reason for being sent to Cramming and then take up the others. Sometimes, other Situations found require handling outside Cramming and the Cramming Off must see that the correct terminal is notified and does handle.

A Cramming Off often does his own M# Word Clearing, but is backed up by the Word Clearing Unit in Dept 14 and Cramming customers get top priority handling. Internes can also be used if a backlog of Word Clearing threatens to build up. Staff in Cramming can be used to work with persons in Cramming to get them through needed actions. *Cramming uses a large volume of Word Clearing, all methods, to salvage students and staff.*

A Cramming Officer needs to gain great familiarity with the materials of Dianetics and Scientology and should continue to study and work with cross reference lists in order to get what he needs to get his products.

From time to time, the Cramming Off should advise the Librarian of special packs which he may need made up

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for Cramming use. The Org Information Officer (REF: HCO PL 14 Aug 71 Div V Mini Qual Org Board) provides specific information about where materials can be found, for inclusion in Cramming cycles.

The Cramming Off can request advice from the Qual Sec in writing up a handling, where he is in doubt about the exact materials and actions needed.

Don't hesitate to use technical correction actions on Admin personnel where they will handle the specific condition. TRs, confront drills, reach and withdraw, assessment lists, 3 May PL, Disagreement Checks.

The only hidden barrier to real success in Cramming is non-participation, the indicator of Out Ethics. A Cramming Off must recognize Out Ethics and get it handled. He may be able to get the staff member to handle it on the spot, or he may have to send the person to Ethics or even to Integrity Processing. The point is to recognize the barrier to progress and get it removed.

Cramming is a high randomness area with a very high win ratio and is, without a doubt, one of the most interesting and satisfying areas of an Org for a go-getter who knows and uses his Tech to get his products.

Ens. Judy Ziff
CS-5

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