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HCO THEORY OF COMMUNICATION.

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STABLE DATUM: If you are having trouble communicating, something is wrong with the system plan, the lines, or the terminals.

Therefore, if you don't want trouble communicating you must have rightness in

(1) The Comm System Plan
(2) The lines
(3) The terminals

A Comm System Plan can have errors as follows:

(1) It can be the wrong size for the job, too large or too small. If too large, it is unused or neglected, if too small, it is subject to squirrel supplementation and neglect.

(2) It can be too complicated for the purpose, involving too many copies, vias and designations (See Government Systems), thus getting itself bypassed.

(3) It can be too simple for the purpose, thus getting unexpecting additives and supplements or going psychotic by having no memory (such as a phone).

In any Comm System the planning must be adequate to the volume and needs of the Comm terminals without under or overusing the lines.

Therefore, as the demand for Comm grows, the system grows and the planning must be adjusted to new needs.

There is never a perfect Comm System. There is only a currently adequate system. Predicting, planning and organizing new systems is therefore a consistent part of communicating.

Part of any system is getting the system used by the terminals. This requires training. This training is an ever-present part of an HCO Communicator's job, because it is part of my own job.

Thus we can expect in the future of our organization to:

(1) Redesign systems to maintain current adequacy.

(2) Constantly teach people to communicate, and

(3) Use what we have as smoothly as we can.

Part of a Comm System Plan then is analysis of the system. This includes constant line inspection. It includes constant terminal inspection as well as design and education.

Lines jam in five ways:

(1) Overload
(2) Ignoring (By-pass)
(3) Misuse of procedure or equipment.
(4) Entheta on line
(5) Putting material on lines with data missing.

An HCO Communicator has the above difficulties with lines and should correct them or recommend their correction.

There are several difficulties with terminals. The terminals is a personnel problem. But it easily becomes a Communication problem.

The chief difficulties with terminals are:

(1) Case inability to communicate (too much or too little, or wrongly). This is remedied with processing.

(2) Lack of education. (This is remedied with making the subject interesting and important and providing simple means to bring understanding, such as demonstrations, explanations, examples and small instruction leaflets or booklets).

(3)   Zeal (with which we find no real fault and put up with it and cope).

(4)   Disaffection (which we remedy with correct data processing or dismissal).

(5)   Overload (which we remedy with splitting hats).

(6)   Underload (in which person dreams up hats to keep busy, not knowing job and which we remedy with setting on existing or new hats, or even staff reduction).

(7)   Actual system confusion which prevents comm from occurring.

Absence of system, lines or terminals can cause an apparent confusion or void. HCO personnel, other than the communicator, can be oblivious of the real comm reason why they cannot communicate since this is a specialized subject. HCO personnel, other than the communicator, can believe all manner of significances about a situation and be unaware of the comm reasons they cannot communicate.

For instance, HCO Cont. is having trouble with Smithville. Much upset in and about Smithville. HCO Cont. blames it on the general viciousness of Smithville. HCO Cont. could point out that HCO Cont. has no Terminal in Smithville and when she does have one, then she can comm. with that area.

In all matters viewed by an HCO Communicator, lack of comm. is caused by missing or poor

(1)   Comm System
(2)   Lines
(3)   Terminals

To QED most HCO problems make it possible to communicate and then communicate. Yelling into the dark never built Dianetics and Scientology.

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