

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

Remimeo

HCO POLICY LETTER OF 19 JULY 1965

All Divisions

POLICY, HOW TO HANDLE PEOPLE WHO  
QUOTE POLICY TO SHOW YOU THEY  
CAN'T FOLLOW IT.

Some orgs will find that certain personnel will use policy to stop action.

When these just don't want to do their job, although it's easily understood in Policy Letters, they tell you certain policies are wrong or can't be followed.

The best and only effective way to handle this is to say:

"Since you are an expert on policy, permit me to ask you a few questions." Take up a Pol Ltr applying to their post and start doing a hat check on it.

Since such a person is using policy to stop action and show policy wrong, a rebuttal such as the above will adequately discourage the practice.

If people won't work, they throw out lines and find ways to use policy to discuss it.

Policy is valuable.

But ALL policy exists solely to get the job done and establish points of agreement that permit flows of traffic.

When traffic doesn't flow and somebody says "Policy so and so prevents it" then Hat Check at once and you'll be amazed to find they don't even know enough of it to disagree with it.

Disagreement with policy is disagreement with getting the job done. And is always accompanied by total lack of data on the policy being quoted.

It's a sure cure.

LRH:ml  
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