

HUBBARD COMMUNICATIONS OFFICE

Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 26 OCTOBER 1971

Remimeo D of P Hat Tech Sec
Hat Qual Sec Hat Registrar Hat

TECH DOWNGRADES

A constant alertness must be maintained in the Tech and Qual Divisions and especially by a C/S and D of P for technical downgrades.

To people who have no personal reality on the results of processing it is especially easy to be "reasonable" about no results.

The public is not result conscious. This is proven by a century of botched up psychiatry and psychology. At no time in that century has a government or a society recognized or demanded *results*. The evidence that this is a *fact* is very plain. Psychiatry and psychology have *never* achieved a positive lasting result of any benefit but on the contrary downgrade, injure and kill. Yet they are still functioning as professions.

Now this seems to be an invitation or justification for an org not to try for any results.

But the *truth* is that the public is with you just so long as results *are* achieved. As soon as they aren't achieved, areas become upset.

And as for psychiatry and psychology, they are functioning but resultless, are in serious trouble and are despised.

So there is no tradition of or any general belief in results in the society or its governments.

Thus an org can become sloppy as there is no *visible* demand for results. There is only an invisible hope. And a definite reaction when they don't occur.

We CAN and DO achieve results beyond anyone's hopes.

So long as we continue to do this our area control will expand. When we don't it will contract.

In view of the above lack of demand, it is up to us to hold up our own standards. Quality is a matter we must give constant attention.

We must produce:

1. Students who CAN audit.
2. PCS who HAVE ACHIEVED gains in auditing.

A very high-handed attitude, based on truth, is what is required of us.

Example: PC has had triple grades but can't talk.

All right, so we don't let him go.

We say, "We're sorry but you must redo your grade zero."

We get a Folder Error Summary, repair it, really set him up, get him through a Comm Course and redo zero with further processes.

Example: The OCA graph of a pc "completing" his Dianetics is all below the line—unacceptable.

We don't kid ourselves, pay a completion bonus to the auditor and let the pc go.

We say, "Sorry. You haven't made it. This takes more auditing."

Example: A student "graduates" from the Academy yet doesn't audit.

We call him back, find out why, word clear him, drill him, demand he interne.

AS LONG AS A STUDENT OR PC THINKS HIS FAILURE TO MAKE IT IS ALL RIGHT WITH YOU, YOU WILL HAVE A BAD REPUTE IN HIS AREA. PRIVATELY HE WILL THINK THE SUBJECT DOESN'T WORK AND THAT YOU ARE FRAUDS.

The moment you say to somebody who hasn't made it, "You have not met our standards" truth and respect go in.

Reversely, the moment you say to somebody who *has* made it that he has, the truth of your skill is apparent to him.

To tell people that haven't made it that they have is to establish a lie and earn contempt.

To tell people they haven't made it WHEN THEY HAVE is to get back hostility and a bad repute.

THE GRADE CHART

When the pc has honestly achieved the auditing skills or pc grades of the Gradation Chart you are satisfied.

If the pc hasn't, you are *not* satisfied. This technical honesty is your winning card.

Even if he buys no more training or auditing he will respect you and have confidence in you.

LOTS OF AUDITING

Real gains for pcs are attained with lots of auditing closely spaced as in intensives. Failure to receive *enough* auditing is the primary reason for case failures.

LOTS OF COACHING

The real gains of a student come from lots of coaching, lots of tough unswerving demands that he know his business.

CONCLUSION

You don't just sit back and say "We did all we could so we'll let it go."

You deal in truth. Students or pcs make it or they don't.

Whichever way it is, you say so.

You *demand* they do make it.

Never permit a downgrade of a training or processing result.

Even if the person buys no more auditing you still tell him.

Get off the dishonest false Public Relations morals of this planet.

Just be honest about results.

You will be startled how well it works and how right it is.

LRH:sb.rd

Copyright © 1971

L. RON HUBBARD by L. Ron Hubbard

Founder ALL RIGHTS RESERVED