

JOB RELATIONS TRAINING

STANDARD QUALITY CONTROL REPORT

- I. What impression does Trainer create when opening a session?
Good ___ Fair ___ Poor ___
- II. How well does Trainer follow the manual?
(1) Properly ___ (2) Too closely ___ (3) Not closely enough ___
- III. How effective is Trainer's presentation?
(1) Does he hold interest? Well ___ Spotty ___ Poorly ___
(2) Has he won confidence of the group? Yes ___ No ___
(3) How does group respond? Cooperatively ___ Neutral ___ Negative ___
- IV. Does he get the emphasis point across in handling sample cases? Yes ___ No ___
(1) Puts over the Four Steps Effectively ___ Fairly ___ Poorly ___
(2) Puts over Foundation Points Effectively ___ Fairly ___ Poorly ___
- V. How well does Trainer handle supervisor's cases?
(1) What kind of cases does Trainer get from group?
Diversified ___ Dull ___ Practical ___ Interesting ___
(2) Does he insist cases must be supervisor's own? Yes ___ No ___
(3) Does he get clearly defined case objectives from Supervisor?
Yes ___ No ___
(4) How well does he probe for facts in setting up Step I?
Good ___ Fair ___ Poor ___
(5) Does he maintain a neutral position all through the handling of supervisor's case? Yes ___ No ___
(6) Does he examine possible actions correctly? Yes ___ No ___
(7) How does he handle the "Did I do the right thing" question?
Well ___ Fair ___ Poorly ___
(8) Does he locate and call attention to the foundation point that applies in the case (if one does)? Yes ___ No ___
- VI. How effectively does he close a session?
(1) How clearly and definitely does he describe the kind of problems wanted for the next session? Definite ___ Hazy ___
(2) What kind of a summary does he make of the session?
Good ___ Fair ___ Poor ___
(3) With what conviction and enthusiasm do the members leave at the end of the session? High ___ Medium ___ Low ___

(Make notes and observations on inside pages)

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information
Quality Control

December 23, 1943

MEMORANDUM

To: Mr. John B. Calhoun, #20 - Los Angeles
From: Walter Dietz
Subject: Standard for measuring an individual's performance in an institute.

The question which you raise in your letter of December 16 is interesting, but is one on which we have not crystalized our thinking. What do you think of the method of approach which the Newark District office has used. I am sending you samples of their forms herewith.

I am sending you two copies, I will be glad to have you mark one up and return it to me with your comments. They keep the inside sheets blank for notes.

Enclosures

JWD:jy