

4 May 1973

MEMORANDUM FOR: Deputy Chief, TSD

ATTENTION:

25X1A

SUBJECT: Human Interaction and Assessment Laboratory

1. I compliment TSD on the excellence of the Human Interaction and Assessment Laboratory. I appreciate very much the opportunity I had to attend the course from 29 January - 4 February 1973, and consider it one of the most valuable training experiences I have had

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2. The Laboratory makes clear the power of and critical need for, trust in human relationships. Case officers generally give lip service to the need for trust in their relationships with agents. Many however, do not take the time to develop a trust relationship. More often than not, the case officer-agent relationship is based on a brand of cynical distrust with the case officer wishfully relying on some latent negative control as a means of keeping the agent in line.

4. Organizationally, the Laboratory is a valuable experience because it gives the participants an opportunity to see how they interact with groups and individuals. Awareness of this interaction is useful in assessing one's effectiveness in an organization and in offering insights into how one might improve his ability to interact in a more productive way with co-workers.

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5. In discussing the laboratory with my colleagues, I have urged all of them to take the course. I believe the experience can improve the effectiveness of case officers dealing with agents; and the effectiveness of each individual in the organization in his relations with his co-workers.

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