

"Think of the last time you saw one of your subordinates do something that was very helpful to your group in meeting their production schedule." (Pause till he indicates he has such an incident in mind.) "Did his action result in increase in production of as much as one per cent for that day?—or some similar period?"

(If the answer is "no," say) "I wonder if you could think of the last time that someone did something that did have this much of an effect in increasing production." (When he indicates he has such a situation in mind, say) "What were the general circumstances leading up to this incident?" _____

"Tell me exactly what this person did that was so helpful at that time."

"Why was this so helpful in getting your group's job done?" _____

"When did this incident happen?"

"What was this person's job?" _____

"How long has he been on this job?"

"How old is he?" _____