

LEARNERS NOTES | 2018-19

# TRANSACTIONAL ANALYSIS

- INTRODUCTION
- EGO STATES
- LIFE POSITIONS



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# TRANSACTIONAL ANALYSIS

## INTRODUCTION

## CONTRACTING EGO STATES

## LIFE POSITIONS



## INTRODUCTION

In order to control one's emotions and to handle interpersonal relationships people need a process to follow or a methodology. Transactional Analysis is a good psychological model for an understanding of the self and is often used in measuring a person's emotional problems and emotional literacy.

## TRANSACTIONAL ANALYSIS – WHAT IS IT?

A psychoanalytic process wherein the interpersonal behaviors are studied. In other words, a social psychological model that talks about the personal growth and personal change, i.e., identifying the ego states of everyone to understand their behaviors and altering them to solve the emotional problems.

## INTRODUCTION

## TRANSACTION – WHAT IS IT?

The interactions between people give rise to the Social Transactions, i.e. how people respond and interact with each other depends on their ego states. Eric Berne is the pioneer of transactional analysis.

## TRANSACTIONAL ANALYSIS – HOW IT HELPS?



- The theory of communication and personality is providing effectiveness in wide variety of contexts such as organizational, educational, psychotherapy and counselling. A person who want to become a good communicator, create expertise in the career, create a new profession from their hobby or interest, build a business, find real meaning of life or set the goal of life can benefit a lot by taking Transactional Analysis Training from experienced trainer.
- It offers the great opportunity to develop communicational skills, create self-awareness and improve learning skills that can be applied to achieve growth in all aspects of life.
- An individual who is not able to promote equal relationship to personal and professional life, choose the right career path and solve the emotional problems can get rid from these difficulties with transactional analysis training.
- The transactions routed through ego states of persons can be classified as complementary, crossed and ulterior.

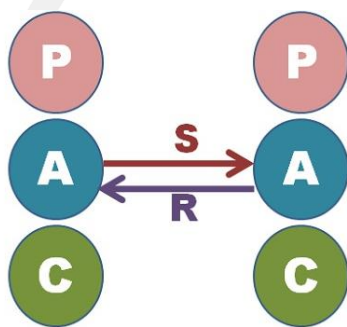
*"I used transactional analysis in counselling with individual police officers and in seminars with the entire police force"*

Dr. White

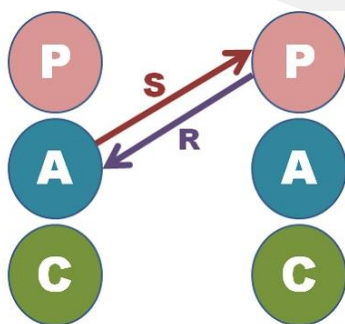
## COMPLEMENTARY TRANSACTION – OVERVIEW

A transaction is said to be complementary when the person sending the message gets the predicted response from the other person. Thus, the stimulus and response patterns from one ego state to another are parallel. These are:

- **Adult-Adult Transaction:** The manager acts with the adult ego state, who tries to clarify and inform employees about the issues and has a concern for the human needs and facts and figures. I am O.K. you are O.K. is his life position. This is an ideal transaction

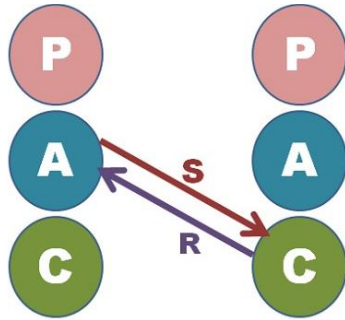


- **Adult-Parent Transaction:** Here, the manager tries to implement the information being processed by him, but rather the employees with the parent ego stick to the clichés and the rules of the past. The employee tries to control the manager with his parent ego but is temporary.

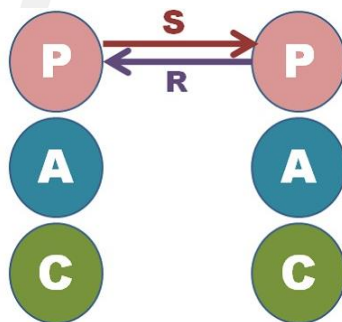


- **Adult-Child Transaction:** Here the employee possesses the child ego state, and this can be effective only if the manager knows about it and let his employees to be in this state to be creative.

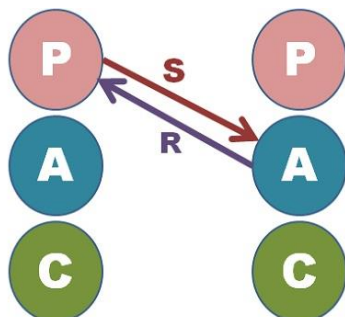




- Parent-Parent Transaction:** Here the manager is in the parent ego, and his life position is I am O.K. you are not O.K. Reprimand, reward, criticism, rules, praise, etc. will be the sources used by him. This transaction is effective only if the employee supports him and join forces with him.

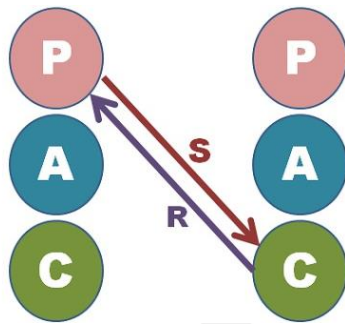


- Parent-Adult Transaction:** Here, both manager and employee might be frustrated. The manager may feel devastated if the employee does not perform as directed while, the employee may feel irritated because manager is not acting with the adult ego.

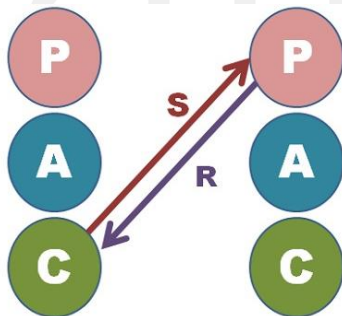


- Parent-Child Transaction:** This is the ideal situation if the manager acts with adult ego while the employee is in child ego. The employee may find this

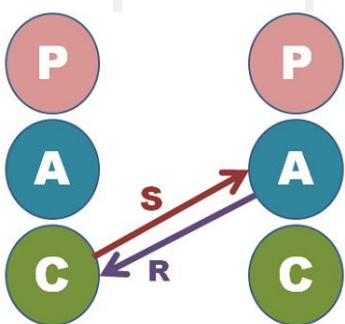
transaction advantageous as it eliminates the responsibility and pressure on them



- **Child-Parent Transaction:** The manager in the child ego might not contribute efficiently towards the effectiveness of management. Although the child ego is characterized by creativity, it does not suffice the role of a manager. Here, the employee controls the manager.

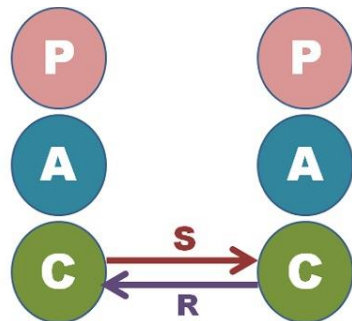


- **Child-Adult Transaction:** There is a lack of rationality when a manager acts with a child ego. Here, the employee in the adult ego gets discouraged as he wants to make logical and realistic decisions, but the manager may land up to the unrealistic decisions made based on whims, fancies and emotions.





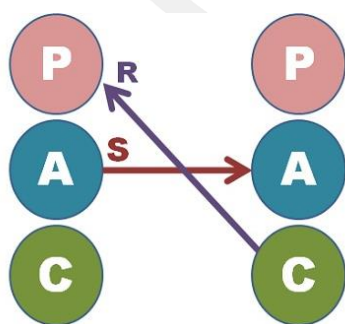
- **Child-Child Transaction:** The manager acting with child-child ego is inefficient to lead his employees successfully and hence turn out to be the liability to the firm.



## CROSSED TRANSACTION – OVERVIEW

“A transaction in which the person sending the message does not get the predicted response, or the stimulus and response lines are not parallel”.

In a crossed transaction the response to the stimulus is from an ego state other than the one that has been invited. For example, when person A says, “go wash your dirty face” person B responds with “don’t be so rude!”. Here person A is inviting a Child ego state response and receives a Parent ego state response and is likely to be a bit confused as a result!

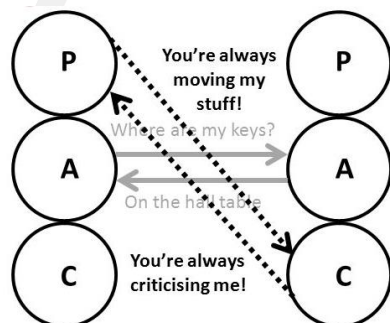


Berne says that when transactions are crossed the conversation stops until one or other of the party’s changes ego state. This is a great way to pull a conversation to a close if you are not happy with the way that it is going – just be aware of the potential damage that it might do to the relationship between you and the person you are crossing.

## ULTERIOR TRANSACTION – OVERVIEW

Berne says that we can communicate on two levels. There is the social message – what we say, and the psychological message – what we mean. Sometimes the two things do not match. Sarcasm is a great example of this. When we are sarcastic what we say is the opposite of what we mean. The person who we are being sarcastic to picks up the psychological message rather than the social message. When this happens, the transaction is said to be ulterior.

So why is it important to understand these three ways of communicating?



In TA therapy the therapist will be interested in what ego state the client is coming from and where the therapist is invited to respond from, it's one way of knowing what's really going on between two people and with awareness often comes enlightenment and change. Positive change is the goal of psychotherapy.

An understanding of Transactional Analysis can give hope for the person in that they can change their script and choose the way they want to re-write their own life plan, without hanging on to inappropriate behaviors of the past.

The personality for Transactional Analysis, for Berne, is based on the recognition of three quite different ego states, called specifically the Parent, Adult and Child. Moving on we will learn on all these ego states.

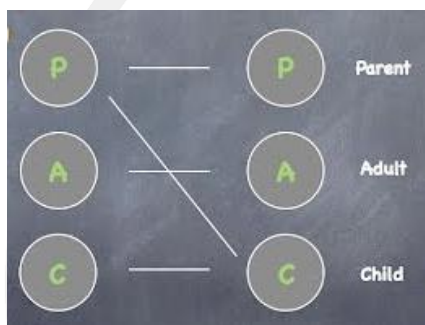
## EGO STATES

### EGO STATES – WHAT IS IT?



Ego states are the core model of Transactional Analysis.

Berne devised the concept of Ego States to help explain how we are made up, and how we relate to others. These are drawn as three stacked circles and they are one of the building blocks of Transactional Analysis. They categorise the ways we think, feel and behave and are called Parent, Adult, and Child. Each Ego State is given a capital letter to denote the difference between actual parents, adults and children. The theory of Ego States is the foundation upon which the rest of TA is based.



The Ego States are an important aspect of transactional analysis that talks about how a person feels, behave or think at any point of time. According to Dr Eric Berne, people usually interact with each other in terms of three psychological and behavioural patterns classified as parent ego, adult ego and child ego, often called as a PAC Model. This classification is not made based on the age group of an individual rather these are related to the ways in which an individual behaves. Thus, it is observed that a person of any age group may possess varying degrees of these ego states.

## PARENT EGO STATE

This is a set of feelings, thinking and behaviour that we have copied from our parents and significant others. As we grow up we take in ideas, beliefs, feelings and behaviours from our parents and caretakers. The parent ego, refers to the behavior and attitude of an emotionally significant individual who acted with quite a maturity when he was a child. He possesses the parental traits of being overprotective,



**IMPORTANT**

dogmatic, distant, indispensable and upright and behaves very judiciously at any time.

Gesture/Posture:

- Pointed fingers.
- Shaking head.

Arms folded on chest, tapping feet/fingers.

There are two types of a parent ego: critical and nurturing. The critical parent ego is one when an individual shows the critical and evaluative behavior while interacting with the others. Whereas the nurturing parent ego is one, when individual shows the kind and nurturing behavior, not only towards children but towards all with whom he interacts.

### ADULT EGO STATE

Our “Adult” is our ability to think and determine action for ourselves, based on received data. The adult in us begins to form at around ten months old and is how we keep our Parent and Child under control. If we are to change our Parent or Child, we must do so through our adult.

Thoughtful, Attentive look, Questioning Alert, and Lively is the characteristics of adult ego state. The adult ego shows the logical thinking and reasoning ability of an individual. The person behaving or interacting with adult ego seeks all the information properly, validate it using his reasoning skills and then provide it to the other people. The person possessing the adult ego can be judged through his discussions and the way he thinks about a situation before arriving at the conclusion.

As the individual grows, he updates his parent data to identify what is valid or not valid, similarly the child data is also updated to determine which feeling should be expressed and which should be left unspoken. In this way, the adult ego helps an individual to control his emotional expressions appropriately.



### CHILD EGO STATE

“The state of an individual when he behaves illogically and takes quick actions to satisfy the immediate needs without thinking much about its consequences.”

The Child Ego State is a set of behaviours, thoughts and feelings which are replayed from our own childhood. When anger or despair dominates reason, the Child is in control. Like our Parent we can change it, but it is no easier. The process of analysing personality in terms of Ego States is called structural analysis. It is important to remember that Ego States do not have an existence of their own, they are concepts to enable understanding

The ego state model says that understands the inside world as consisting of three different areas which are called the parent ego state, the adult ego state and the child ego state



## EGO STATE MODELS - TYPES

The structural and functional models of Ego States: There are two versions of the Ego State model. The Structural model looks at the content of our Ego States and the thoughts and feelings associated with our childhood memories. TA Psychotherapy is likely to include a great deal of structural ego state analysis.

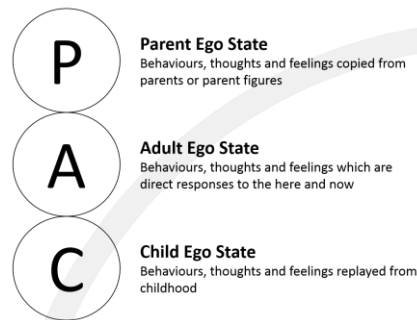
The Functional model explores how our Ego States affect our behaviour and in particular our interactions with others. All four fields of TA will use the functional ego state model to help us build strong relationships whether at home, in the workplace or in education. Ego states are the core model of Transactional Analysis. They provide a way of understanding our personality; how we think, feel and behave.

Eric Berne defined an ego-state as a consistent pattern of feeling and experience directly related to a corresponding consistent pattern of behaviour. So, Berne is saying that each ego state is defined by a combination of feelings and experience that consistently occur together.

As we interact from different ego states, we invite different responses from those around us. Analysis of ego states helps us to understand the interactions we have with others. Ego state theory is used in all four

fields of TA to help us build strong relationships with others. The theory of ego states is the foundation upon which the rest of TA is based. From ego states we can explore Transactions, Games and Scripts.

- **The PAC Model:**



Ego state structural model: Parent - behaviours, thoughts and feelings copied from parents or parental figures.

Adult - behaviours, thoughts and feelings which are direct responses to the here-and-now.

Child - behaviours, thoughts and feelings replayed from childhood.

Ego state functional model: Controlling Parent (CP) - behaviours promoting observation of rules, should and musts.

Nurturing Parent (NP) - behaviours conveying acceptance, nurturing, caring.

Adult - behaviours responding to the here-and now logically and rationally.

Adapted Child (AC) - behaviours often replayed from childhood, that either comply or rebel to rules and expectations of parental figures.

Free Child (FC) - behaviours that express spontaneity, creativity and are independent from others' expectations

In order to get a focus on basic beliefs about self and others, which are used to justify decisions and behaviour, we need to learn about life positions.

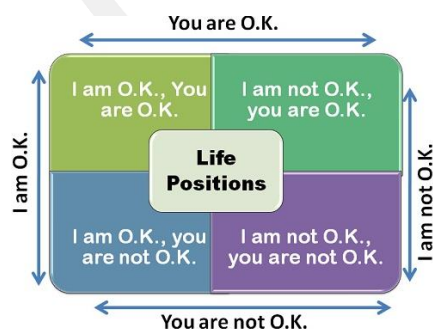
## LIFE POSITIONS

### LIFE POSITIONS - WHAT IS IT?

The Life Positions refer to the specific behavior towards others that an individual

learns based on certain assumptions made very early in the life. The life positions talk about the individual developing his identity, sense of worth and perception about others during his childhood and believing it to be true until and unless some major experience changes it. Franklin Ernst drew the life positions in quadrants, which he called the OK Corral (1971).

- **I am O.K., You're O.K.:** This life position shows that an individual has several O.K. experiences with others. This means, an individual encountered no severe problems or issues with others in his childhood and had a normal relationship with them. People with such life positions about themselves and others around him can solve any problem very easily and realizes the significance of others being in his life. This position is based on the adult ego.
- **I am O.K., You are not O.K.:** This life position is created when an individual was too much ignored when he was a child. Here, an individual believes that he is right, and all the others around him are wrong. These are the individual who possesses the rebellion child ego and put blame on others for anything that goes wrong with them.



- **I am not O.K., you are O.K.:** This life position gets created when an individual feel that others do things better than him. He feels inferior to others and believes that others can do many things which he cannot do by himself. These kinds of people always complain about one thing or the other and remain highly dissatisfied with their lives.
- **I am not O.K., you are not O.K.(Get-Nowhere-With).:** This kind of life position is created by those who lacks

interest in living. They feel life is not worth living and are the ones who have been neglected by their parents in their childhood and were brought up by the servants. Such kind of people commits suicide or homicide to end their lives.

### BLAME MODELS

The Transactional Analysis 'Okay Corral' can be linked to 'blame', for which Jim Davis TSTA developed this simple and helpful model. Commonly when emotions are triggered people adopt one of three attitudes relating to blame, which each correlate to a position on the Okay Corral:

- I'm to blame (You are okay and I'm not okay - 'helpless')
- You are to blame (I'm okay and you are not okay - 'angry')
- We are both to blame (I'm not okay and you are not okay - 'hopeless')

None of these is a healthy position.

Instead the healthy position is, and the mindset should be: "It's no-one's fault, blame isn't the issue - what matters is how we go forward and sort things out." (I'm okay and you are okay - 'happy')

#### • 3-Dimensional Okness:

This model was proposed by Anita Mountain. If we consider the third dimension of THEY, then the social interaction of groups, families, organisations and teams becomes open to analysis. In 3 dimensional Okness suddenly there are eight positions rather than the traditional four.

#### • Applications to work place life:

Although other theories in Berne's work have been used, his "Ego States" and "OK Corral" theory have been used more in organizations of all sizes and types than any other. Ego states theory has been used extensively to help better understand communication between individuals with different Ego states. And the OK corral theory has been applied in the areas of customer service and more extensively in the realm of leadership development.





## MAKE SURE YOU REVISE

- ✓ DEFINITION OF CHILD EGO STATE
- ✓ CHARACTERISTICS OF PARENT, CHILD, AND ADULT EGO STATE
- ✓ BLAME MODEL
- ✓ OK CORRAL



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