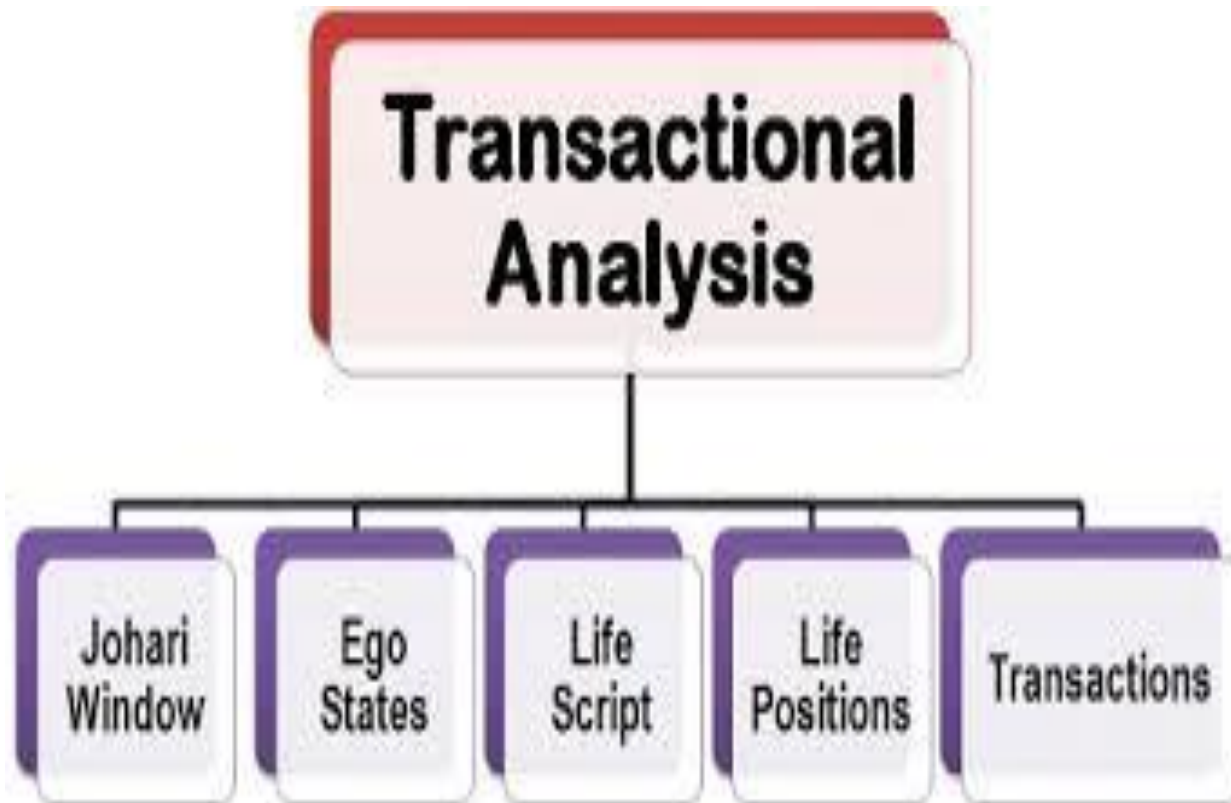


Transactional analysis

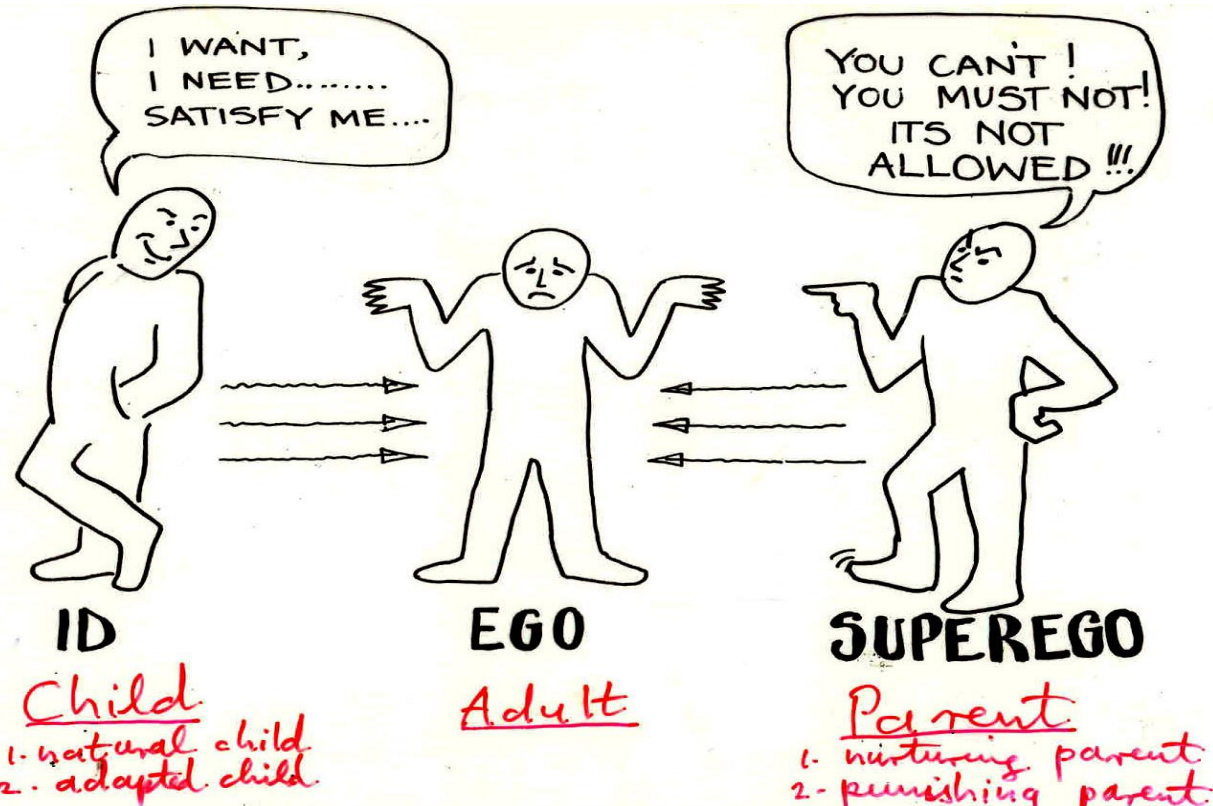
Transactional analysis (Eric Berne – 1910-1970)

- It is about analyzing and understanding human communication.
- Transactional Analysis is supported by the philosophy that people can change
- The basic premise is that human personality is constructed of three ego-states.
 - Child ego state
 - Adult ego state
 - Parent ego state
 - These ego-states can be observed directly.
- The ego states can be predicted as behavioral states (verbal and non-verbal) are specific to each ego-state.

Transactional analysis (Eric Berne – 1910-1970)



Transactional analysis



A personality contains all the three states

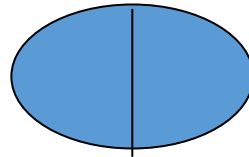
Transactional analysis

Parent

- There are two forms of Parent we can play.
- The ***Cherishing Parent*** is caring and concerned and often may appear as a mother-figure (though men can play it too). They seek to keep the Child contented, offering a safe haven and unconditional love to calm the Child's troubles.
- The ***Controlling (or Critical) Parent***, on the other hand, tries to make the Child do as the parent wants them to do, perhaps transferring values or beliefs or helping the Child to understand and live in society. They may also have negative intent, using the Child as a whipping-boy or worse.

Parent ego state

**Critical
Parent (cP)**



**cherishing
Parents (nP)**

Words: you should, must, never; you cannot do that; that's childish; everybody knows that; how could you?; proverbs, idioms, moralising comments

Voice: sharp, decisive, strained, impatient, patronising, dressing-down

Gesture, mimicry, attitude:
Point-finger arouse, eyebrow high, head trembling, shoulders stiff;

Words: good, nice, lovely, you poor, We'll arrange/ manage this, what kind of wishes do you have?, can I help you? Don't worry, don't get angry, ...

Voice: with love, smooth, comforting, attentive, soothing

Gesture, mimicry, attitude:
Body towards the receiver, arms are moving towards the r., stroking the other's hair, with understanding, ...

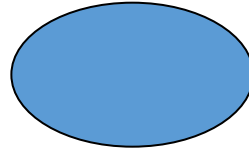
Transactional analysis

Adult

- the Adult in us is the 'grown up' rational person who talks reasonably and assertively,
- neither trying to control nor reacting aggressively towards others.
- The Adult is comfortable with themselves and is, for many of us, our 'ideal self'.

Transactional analysis

Adult



- **Words:** what, why, how, where, who; correct; practical; what are the facts?; What follows?; What is necessary, what fits?; I conclude ...
- **Voice:** objective, balanced, correct
- **Gesture, mimicry, attitude:** thoughtful, observant, open, eye contact, upright, open-minded, interested, perceptive, testing, concentrated

Transactional analysis

Child

- There are three types of Child we can play.
- **The *Natural or Rebellious* Child** is largely un-self-aware and is characterized by the non-speech noises they make (yahoo, whee, etc.). They like playing and are open and vulnerable.
- The cutely-named *Little Professor* is the curious and exploring or free Child who is always trying out new stuff (often much to their Controlling Parent's annoyance). Together with the Natural Child they make up the Free Child.
- **The *Adaptive Child*** reacts to the world around them, either changing themselves to fit in or rebelling against the forces they feel.

Transactional analysis

Child

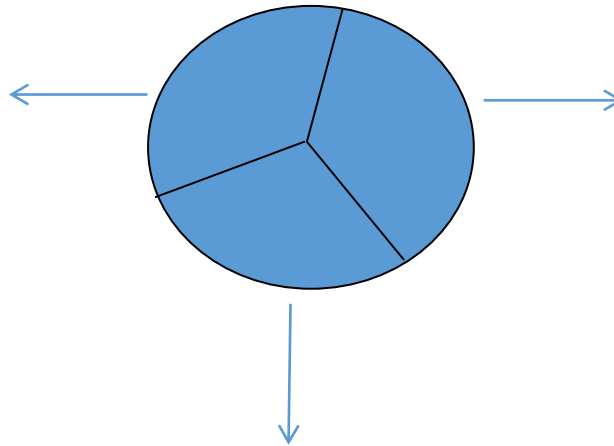
NATURAL CHILD

Words: phh; i didn't do it; no!!; you must be joking!; Why me?; I won't take that; quit that!; you're nuts!; that's none of your business!

Voice: defiant, demanding, moody, loud, grumbling

Gesture, mimicry, attitude:

Closed up, chin and lips forward, sprawled, stamping, pouting, sticking the tongue out, refusing, protesting



ADAPTIVE CHILD

Words: thank you, please, perhaps, I hope so, i would like to..., I don't know, I'll try, that's unfair, it's always me...

Voice: monotone, humble, tearful, soft, pleading

Gesture, mimicry, attitude: restrained, sad, pouting, closed, dejected, hanging shoulders, downcast glance, crossed arms and legs, shrugging, shy, fearful, gives in easily

FREE CHILD

Words: Great!, nice!, great!; I need...; I don't like ...; I'm angry,

Voice: loud, free, energetic

Gesture, mimicry, attitude:

Laughing, air-kissing, direct anger, crying, bright-eyed, open mouth, lively, excited, relaxed, playful, spontaneous, curious, expressing feelings

Human communication

- In transactional analysis the basic unit of communication is termed as **stroke**.
- **Transaction** is defined as the phenomenon of change of strokes.
- As **exchange is fundamental** to daily human life, the exchange of strokes leading towards different transactions are fundamental to human communications.
- **These strokes may be-**
 - **Positive** - rewarding
 - **Negative** - punishing
 - **Conditional** – bound to terms and conditions
 - **Unconditional** – anyhow the communication would remain there and this is the first priority, the most strong

Transactional analysis - life positions



Different life positions

Life-positions and employee behaviour

How life position influences employee behaviour

<i>AN EMPLOYEE → ... when his life position is:</i>	<i>Communicates</i>	<i>Accepts delegation</i>	<i>Develops</i>	<i>Handles disagreement</i>	<i>Solves problems</i>	<i>Spends time</i>	<i>Is moved to act</i>	<i>Feels toward others</i>
I'm OK— You're OK	Openly	Readily	Independently, learns willingly.	By seeking clarification and mutual resolution.	By consulting others, trusting himself.	Taking necessary action and producing.	On assignment or initiative.	Equal
I'm Not OK— You're OK	Defensively Self- deprecatingly	Timidly	Slowly. Needs reassurance and coaching.	By perceiving differences in opinion as evidence of his inadequacy.	By relying almost completely on others.	Brooding or over- compensating in constant activity.	By praise or admonition.	Inferior
I'm OK— You're Not OK	Defensively Aggressively	By procrastinating, bickering, and bargaining	With difficulty. Learning is blocked.	By placing blame on others.	By unilaterally rejecting others' ideas.	Boasting, provoking others, playing persecutor.	When forced; may demand official instructions.	Superior
I'm Not OK— You're Not OK	Hostilely Abruptly	By trying to beg off, delegating upward. Unwillingly accepts responsibility	With difficulty. Withdraws and repeats errors.	By escalating the conflict; involving a third party.	By succumbing to problems.	Withdrawing; playing a variety of games.	By reprimands or threats.	Despondent, alienated