

transactional Analysis



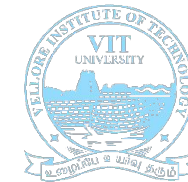
TRANSACTIONAL ANALYSIS (TA)

- Transactional analysis is a method of understanding communication between people.
- Transactional analysis is a system of analysing and understanding human relationships.
- Transactional analysis was first developed by an American psychiatrist, Eric Berne, drawing on the theories of psychoanalyst Sigmund Freud.



Transactional Basis

- Id – Pleasure Principle
- Ego- Realistic Principle
- Super-Ego- Ethical Principle



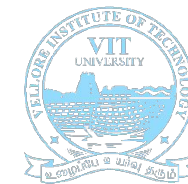
The ID

- According to Freud, the id is the source of all psychic energy, making it the primary component of personality.
- The id is the only component of personality that is present from birth.
- This aspect of personality is entirely unconscious and includes instinctive and primitive behaviors.



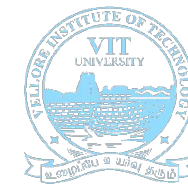
Example of the ID

- Imagine trying to convince a baby to wait until lunchtime to eat their meal. The id requires immediate satisfaction, and because the other components of personality are not yet present, the infant will cry until these needs are fulfilled.
- However, immediately fulfilling these needs is not always realistic or even possible. If we were ruled entirely by the pleasure principle, we might find ourselves grabbing the things that we want out of other people's hands to satisfy our cravings.



The Ego

- According to Freud, the ego develops from the id and ensures that the impulses of the id can be expressed in a manner acceptable in the real world.
- The ego functions in the conscious, preconscious, and unconscious mind.
- The ego is the personality component responsible for dealing with reality.



Examples of the Ego

- Imagine that you are stuck in a long meeting at work. You find yourself growing increasingly hungry as the meeting drags on. While the id might compel you to jump up from your seat and rush to the break room for a snack, the ego guides you to sit quietly and wait for the meeting to end.
- Instead of acting upon the primal urges of the id, you spend the rest of the meeting imagining yourself eating a cheeseburger. Once the meeting is finally over, you can seek out the object you were imagining and satisfy the demands of the id realistically and appropriately.

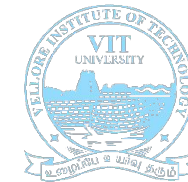


The Superego

- According to Freud, the superego begins to emerge at around age five.
- The superego holds the internalized moral standards and ideals that we acquire from our parents and society (our sense of right and wrong).
- The superego provides guidelines for making judgments.

The superego has two parts:

- The conscience includes information about things that are viewed as bad by parents and society. These behaviors are often forbidden and lead to bad consequences, punishments, or feelings of guilt and remorse.
- The ego ideal includes the rules and standards for behaviors that the ego aspires to.



Examples of the Superego

- For example, if you give in to the urges of the id, the superego is what will cause you to feel a sense of guilt or even shame about your actions. The superego may help you feel good about your behavior when you suppress your most primal urges.

Other examples of the superego

- A man realizes that the cashier at the store forgot to charge him for one of the items he had in his cart. He returns to the store to pay for the item because his internalized sense of right and wrong urge him to do so.
- A student forgot to study for a history test and feels an urge to cheat off of a student sitting nearby. Even though he feels like the chances of getting caught are low, he knows that cheating is wrong, so he suppresses the urge.



FREUD and BERNE

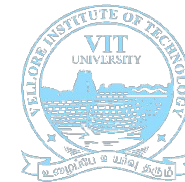
Freud's mental states: ID, EGO, SUPEREGO

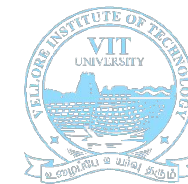
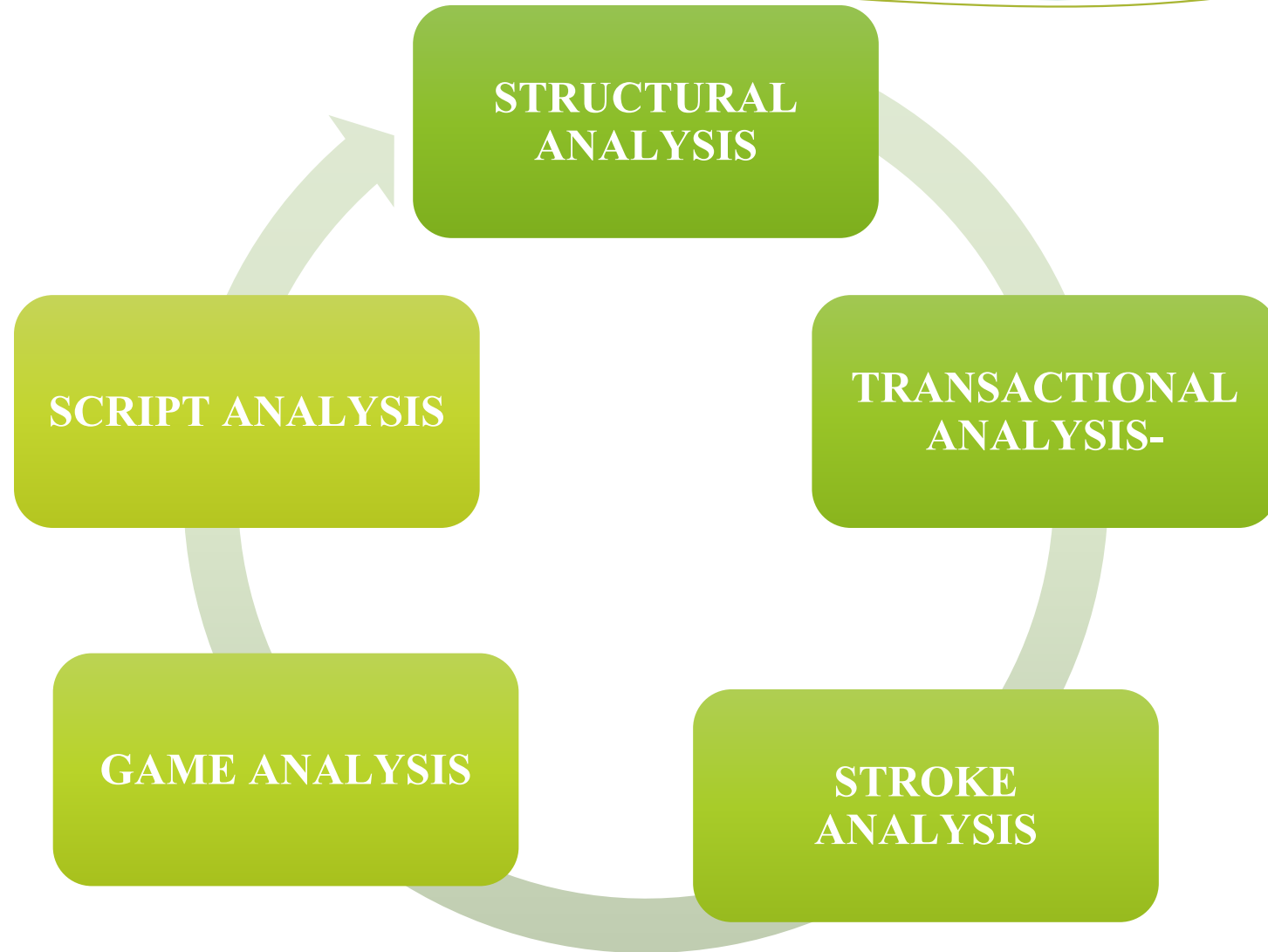
Berne's ego states: CHILD, ADULT, PARENT

natural child nurturing p.

adapted child punishing p.

We can tell which ego state a person is in because of the verbal and non-verbal behaviour appropriate to each state.





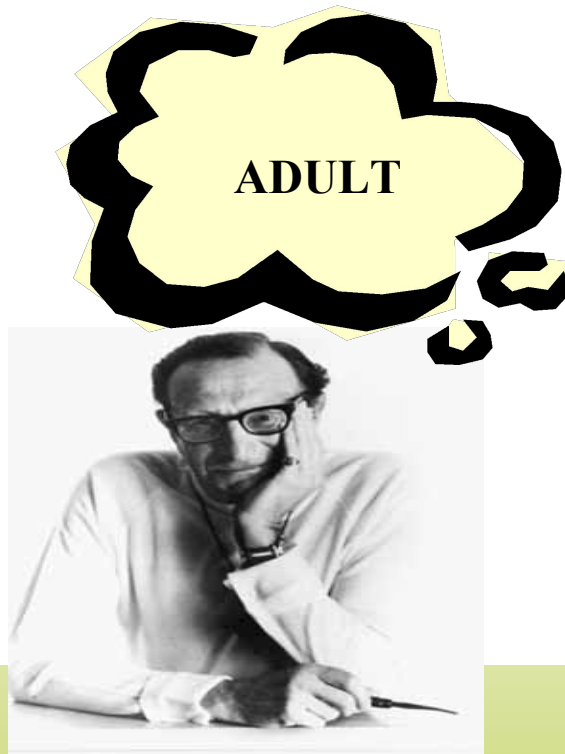
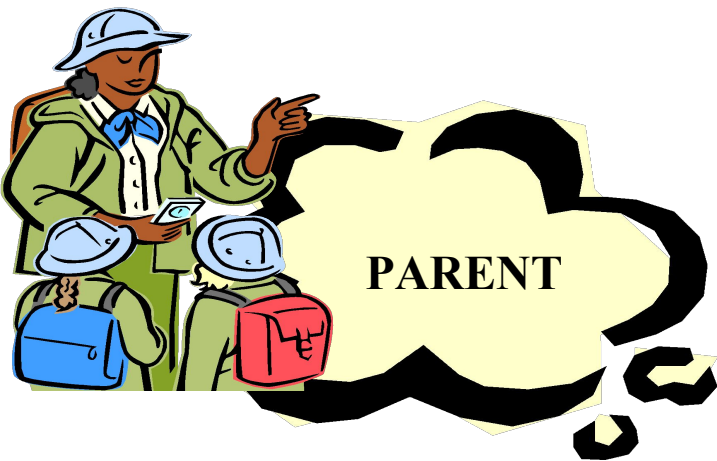
TRANSACTIONAL ANALYSIS

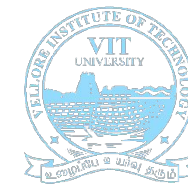
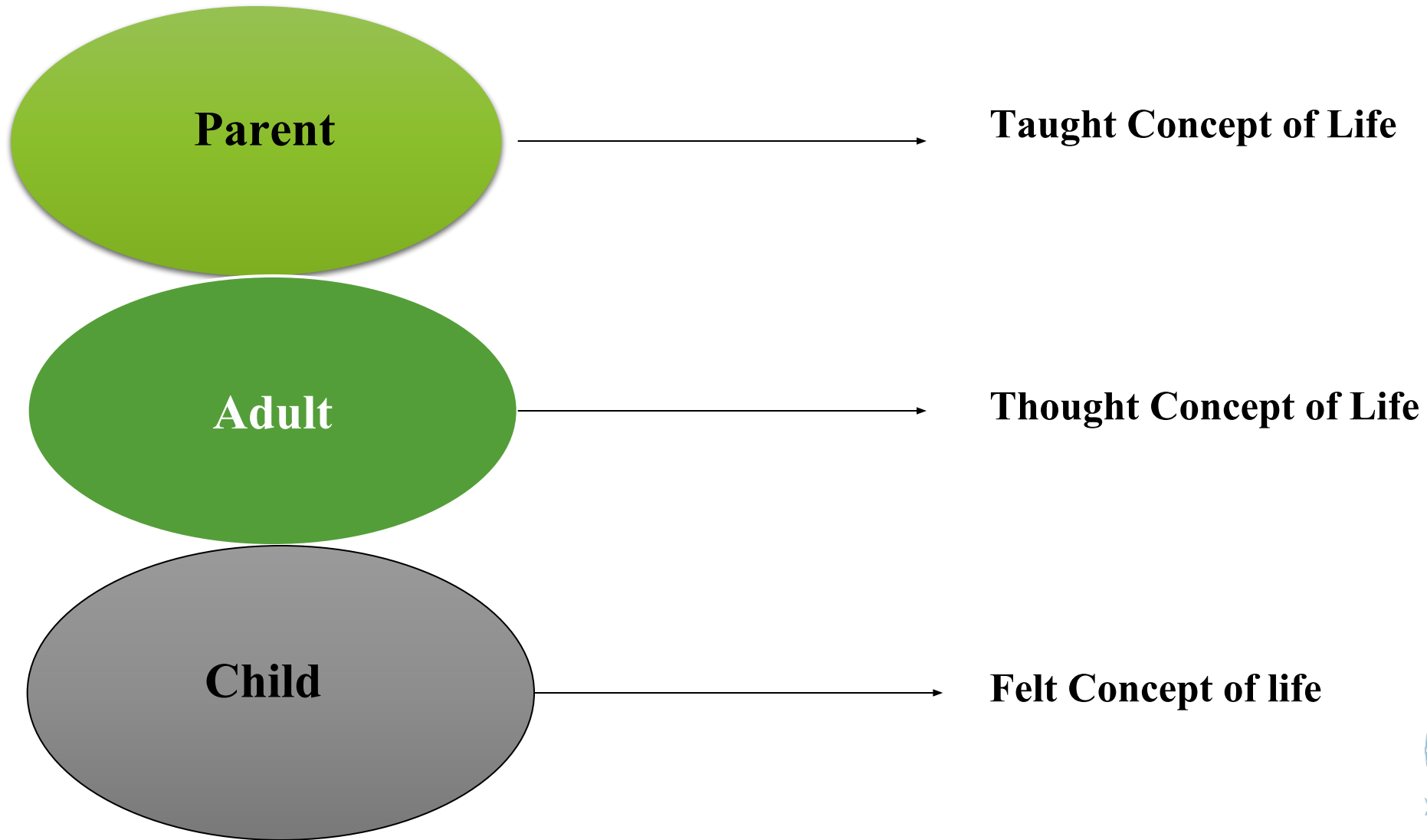
- **Structural Analysis** - **How to analyse personalities**
- **Transactional Analysis** - **How people communicate**
- **Stroke Analysis** - **How people recognise each other**
- **Game Analysis** - **Ulterior Transactions**
- **Script Analysis** - **Life Positions**



Ego States

- Berne believed that when we interact with other people, our state of mind affects what happens
- He believed that there were three states of mind in all humans, no matter how old they were, called **ego states**.



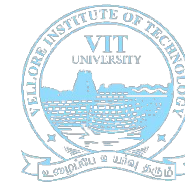


Eric Berne and Transactional Analysis

People have three ego states: parent, adult, child

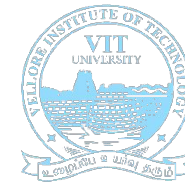
- **Parent:** when a person thinks, feels & behaves in ways copied from his/her parents
- **Child:** thinking, feeling, behaving as one did as a child
- **Adult:** thoughts, feelings, or behaviors that are a direct result of current happenings

Key point: people shift in & out of these states

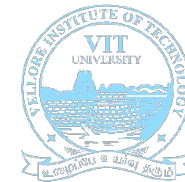
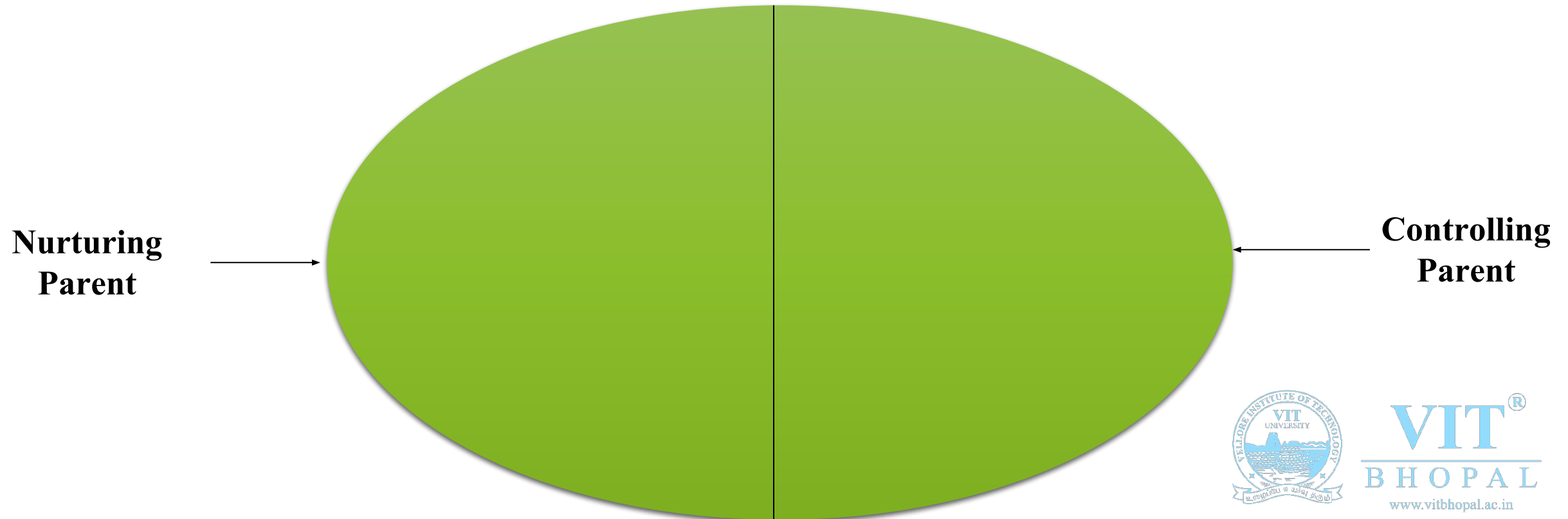


The Three Ego States

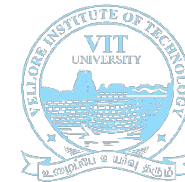
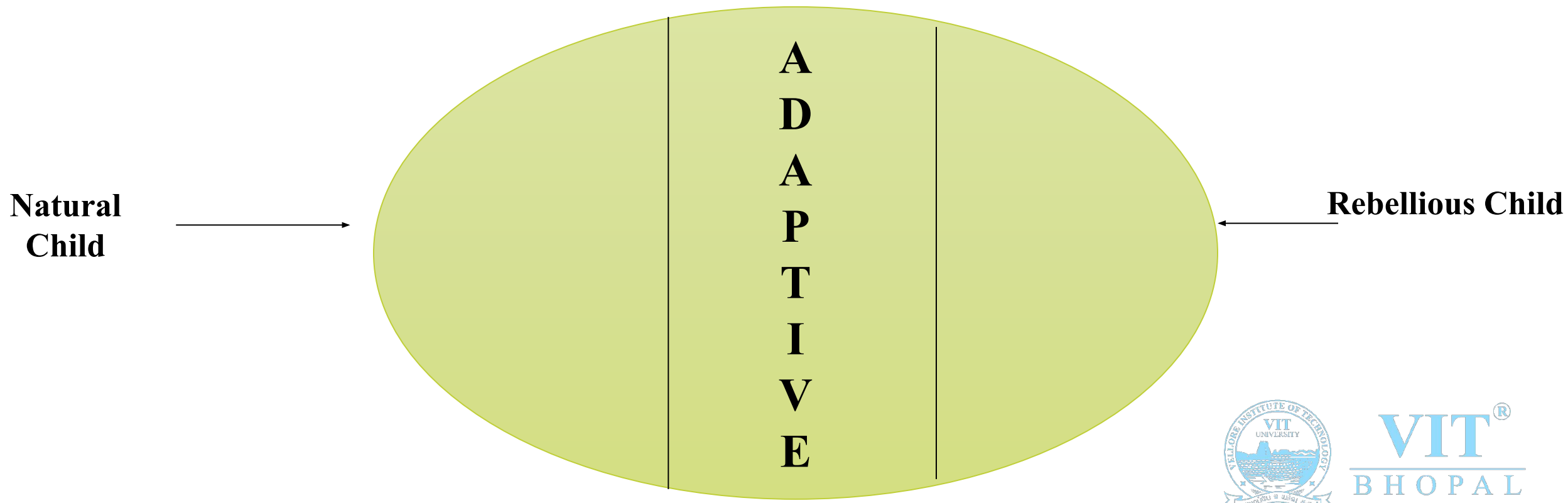
- Parent- “Do as I do”
- Child- “What shall I do?”
- Adult- “I will be frank with you”



The two levels of the Parent ego state



The Three levels of the Child ego state



STROKES

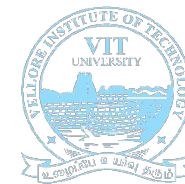
We communicate with other people by giving strokes.

□ **A stroke is the basic unit of communication.**

□ **A stroke can be: a.) positive**

b.) negative

Strokes are fundamental units of social action.

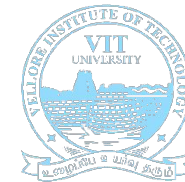


TRANSACTIONS

An exchange of strokes between two people is the basic transaction of human communication. Transaction is the fundamental unit of social intercourse.

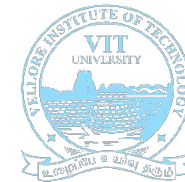
Transactions can be:

- Complementary
- Crossed
- Ulterior - games



Characteristics of Ego States

- Each **ego state** has particular verbal and non-verbal characteristics, which can be observed, if you are watching people.
- Each **ego state** has a positive and negative aspect



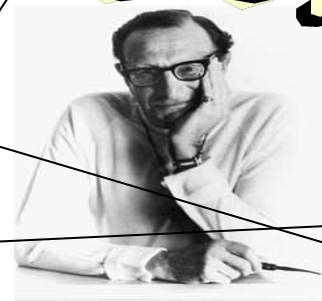
Look at the sentences below and match the ego state to the sentence

1. It's not my fault my drink got spilt on your new carpet
2. I wonder what might have caused that accident
3. For goodness sake, clean up that mess.
4. Shall we clean up the mess together with a wet cloth?
5. I refuse to get involved in this incident.



CHILD

ADULT

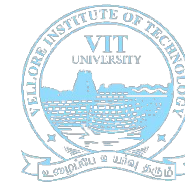


PARENT



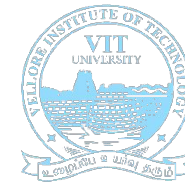
Ego states

While the above ego states are present in all of us simultaneously, only one of these will be in command at any given moment in time. Furthermore, the states do not depend on the individual's age and each presents positive and negative aspects.



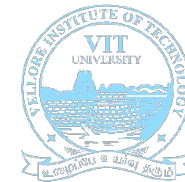
Shift in Ego States

- Parent- “Why don’t you prepare a time-plan to handle your things properly?”
- Child- “What is the point when one cannot follow it?” – Becomes an Adult.



Transactional Analysis

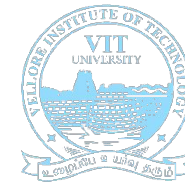
- Three Basic Concepts: Parent, Adult and Child
- Transactions: Among P, A and C
- P < -- > P
- A < -- > A
- C < -- > C



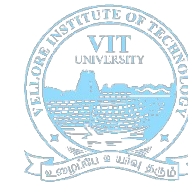
Transactional Analysis

Structural analysis –

- Natural child – spontaneous, impulsive, feeling oriented, self-centered & pleasure loving
- Adaptive child – compliant, conforms to the wishes & demands of parental figures
- Rebellious child - The rebellious child is that part of the person that **rebels against authority** that is experienced as an imposition.

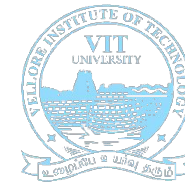


- **The Natural Child** behaves as a child would do naturally, bringing together creativity, intuition and curiosity. The *Natural Child* enjoys life, expressed itself freely its feelings of happiness, sadness, anger and fear depending on the situation, and is **spontaneous**. The *Natural Child* is the state which **loves**.
- **The Adapted Child** adapts its behaviour under the influence of its parents, behaving in the way that its parents would like it to, for example, with obedience or precociousness or perhaps also by showing reserve, by being vindictive or rebellious.
- **The Rebellious Child** The rebellious child is that part of the person that **rebels against authority** that is experienced as an imposition. It is reasonable and makes sense. It is reactive in its behavior. For example, you are given three substitution periods on the same day, and you go and tell your principal that you will not go for any of them, this will be a '**rebellious child behavior**'.



Transactional Analysis

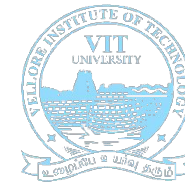
- Nurturing parent - comforts, praises and helps others
- Critical parent – finds faults, displays prejudices, disapproves and prevents others from feeling good about themselves
- A major goal is to figure out which ego state a person is using



Transactional Analysis

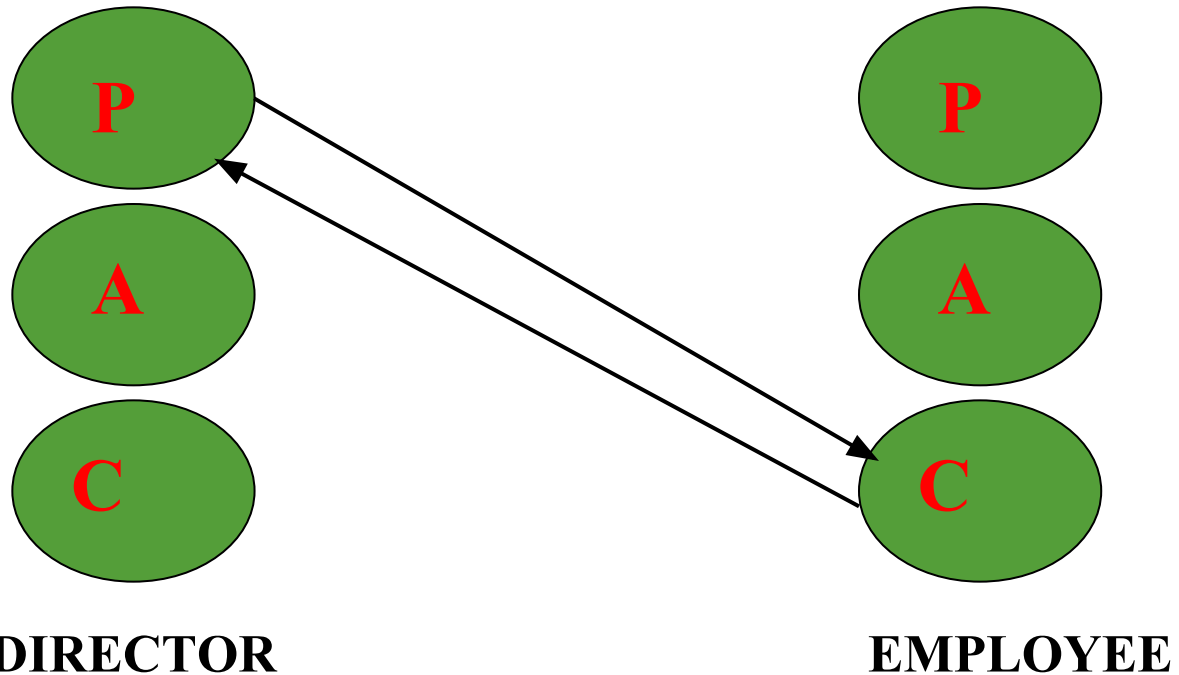
Transactional analysis - Transactions between people are seen as having 3 levels:

- Complementary – both people are operating from the same ego state
- Crossed – the other person reacts from an unexpected ego state
- Ulterior – two ego states within the same person but one disguises the other



Types of Transaction

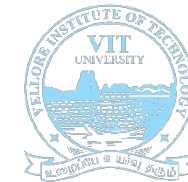
Complementary Transactions



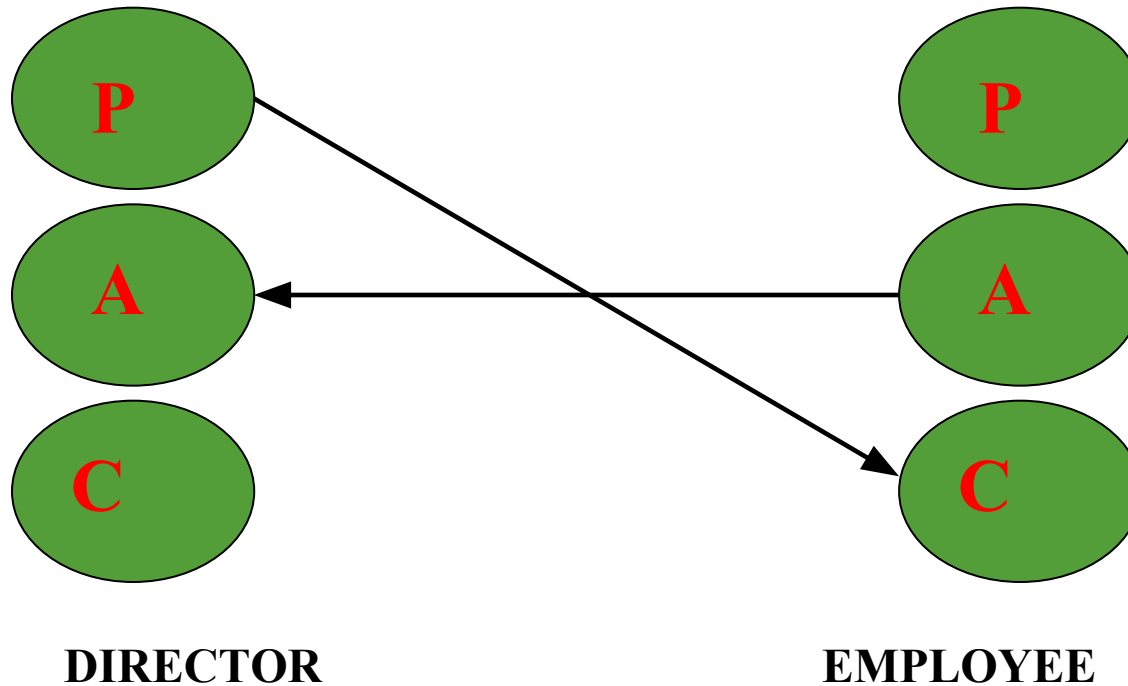
This is a **complementary** transaction because the employee accepts the child ego state assigned to him by the director and responds in child ego state.

“You’re three hours late, I want an explanation.”

“I’m really sorry, I slept through the alarm, it won’t happen again, I promise.”



Crossed Transaction

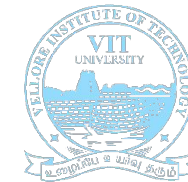


“You’re three hours late, I want an explanation.”

“Oh, didn’t you get held up by that accident on the road as well?”

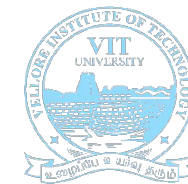
This is a **crossed** transaction because although the manager, **parent** ego state, attempted to address the employee as a **child**, the employee **refuses** this ego state and responds in **adult** ego state to the manager’s ego state.

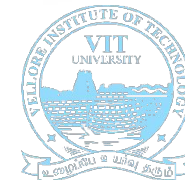
A **crossed** transaction is any transaction where the person being spoken to **refuses** the ego state they are assigned by the first speaker.



Types of Transactions (Con..)

- *Crossed Transaction*: This causes most difficulties in social situations.
- “May be, you should improve your way of delivering lecture”.
- “You always find fault with me whatever I do” Parent-Child interaction.





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