Transactional Analysis
Session Objectives

- Recognize the importance of interpersonal communication skills
- Understand the dynamics of the transactional Analysis
- Identify situations where TA can be usefully employed
- Recognize how TA can be used to aid personal development
Father of Transactional Analysis

Eric Berne (1910-1970)
What is Transactional Analysis?

- TA is a theory about how and why people behave the way they do.
- A method of understanding behavior in interpersonal dynamics.
- Transactional Analysis or TA is a way of understanding...
  
  ... and changing human behavior
  ... why communication fails and how it can be corrected
  ... one to one relationships

- Transactional Analysis (TA) combines theories of human development, personality and communication in a powerful psychological system that provides a framework for understanding human process and making personal change.
Why Study Transactional Analysis?

- Becoming aware of your and someone else’s needs
- Adopting a more positive view of yourself and others
- Understanding how you behave and why
- Recognizing that you can alter the way you behave
- Respond to a person and situation more appropriately
- Building rapport with others
- Dealing more effectively with difficult people
TA Foundation

- Ego states
- Transactions
- Strokes
- Life positions
- Games
An Ego state is a consistent pattern of feeling and experience related to a corresponding pattern of behavior.

E. Berne states that each person has 3 Ego States:
- The Parent
- The Adult
- The Child

- People generally exhibit all three Ego states.
- All three ego states are necessary to healthy personality.
- We shift from one ego state to another in transactions.

- Parent- “Why don’t you prepare a time-table?”
- Child- “What is the point when one cannot follow it?” – Becomes an Adult.
Subdivisions within Ego States

The Parent:
- Nurturing Parent
- Critical Parent

The Adult:
- Primitive Adult
- Rational Adult

The Child:
- Natural or Free Child
- Adapted Child
- Rebellious Child
The Parent State

The Parent State is a collection of attitudes, thoughts and behaviors which we have accumulated... learned to act and feel much as those that raised us.

A person in NP state may:
- Use words such as well-done, good, gentle, caring, don't worry
- Use a loving, caring, comforting or concerned tone of voice
- Use encouraging gestures, smiling, leaning forward, nodding of head
- Have a caring, understanding attitude

A person in CP state may:
- Use words, such as bad, should, ought, must, always, ridiculous, unacceptable
- Use a patronizing, critical or disapproving tone of voice
- Use aggressive gestures, follows rules, accepts slogans, holds opinions without thinking first of facts
- Come across as judgmental, authoritarian
- Be intimidating or controlling
The Adult State

The Adult State are behaviors oriented to current reality and objective information gathering.

A person in Adult State is likely to

- Speak in an even voice
- Use straightforward facial expression
- Figure out things logically
- Have an erect posture and use open gestures
- Be alert and thoughtful about a problem they are facing
- Clarify the situation by careful questioning
- Use phrases like; “In my opinion,” “Based on my observation”
- Hypothesize and process information
- Use words like correct, how, what, why, practical, quality
The Child State

Child… what we were when we were young

A person in free child state may
- Be smiling, laughing, having fun, Open to life
- Use words as wow, great, ouch, want
- Talk loudly, energetically, free of constraint
- Use spontaneous gestures and expressions
- Be curious, fun-loving, changeable

A person in adapted child may
- Cry, get into trouble
- Use childlike facial expressions
- Use words such as can’t, hope, please, perhaps, wish
- Look for approval and reassurance
- Come across as innocent, helpless, sad, scared
- Act in a defiant, ashamed or compliant way
Transactions Between Ego States

- When we are communicating with another person (verbally or nonverbally) we are carrying out a transactions with them.
- We are both sending messages and receiving them.

Types of Transaction
- Complementary transactions
- Crossed transactions
- Ulterior transactions
Transactions are *complementary* if the message sent receives the expected response from the other person’s ego state.
A crossed transaction occurs when the message sent by one person’s ego state is reacted to by an incompatible unexpected ego state on the part of the other person.
Ulterior transactions always involve at least two ego states on the part of one person. Ulterior transactions have a hidden agenda.
Strokes

- Stroking is an act of recognition from another person
- Everyone has to have strokes *(affection, recognition and praise)*

*Strokes may be*

- *Positive, negative and mixed*
- *Conditional and unconditional*
# Types of Strokes

<table>
<thead>
<tr>
<th></th>
<th>Positive strokes</th>
<th>Negative strokes</th>
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<tbody>
<tr>
<td><strong>Verbal</strong></td>
<td><strong>Hello, how are you doing?</strong></td>
<td><strong>I’m in no mood to talk to you today.</strong></td>
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<tr>
<td><strong>Non-verbal</strong></td>
<td><strong>Smile</strong></td>
<td><strong>Frown</strong></td>
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<tr>
<td><strong>Written</strong></td>
<td><strong>This is a strong assignment showing your real insight and thought.</strong></td>
<td><strong>There are a number of errors in this assignment, suggesting you have not done your work properly</strong></td>
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Giving and Receiving Strokes

- Be sincere in giving and receiving strokes
- Accept strokes positively from other people
- Make a conscious effort to give strokes to other people
- Try to recognize other people’s reaction to strokes
- Ask for strokes when you feel you need them
- Give yourself strokes when you feel you deserve/need them
Life Positions are attitudes which people adopt and act out concerning their self-worth and the value of others.

- I’m OK, you’re OK
- I’m not OK, you’re OK
- I’m OK, you’re not OK
- I’m not OK, you’re not OK
Life Positions……

I’m OK, you’re OK
Cooperate, share
You believe in yourself and others, are trusting and tend to get on with life

I’m not OK, you’re OK
Submit to, concede
You have a poor opinion of your own value and poor self esteem; lack self confidence and expect things to go wrong. You often lose out in situations

I’m OK, you’re not OK
Compete, aggression
You tend to be competitive. May not cope well with failure, look down at others, blame other people and see them as cause of your failure

I’m not OK, you’re not OK
Avoid
Life may seem to be futile and that nothing can be done to improve things. A life of rejecting and feeling rejected
Games are a set of transactions that have surface logic but hidden meaning and attempt to draw in an unsuspecting participant.

An outcome of games is always a win-lose propositions

Typical Games

- Between A shop keeper and a house wife:
  “This one is better, but you cannot afford it”

- Between A Teacher and a Student:
  “This is a good topic, but you cannot handle it.”

- Between an Expert and a Candidate:
  “What you just said is totally wrong”
Responses to Interpersonal Confrontation

- **Passive behavior**
  - Accommodating style
  - I'm not OK — You're OK

- **Compromising style**

- **Avoiding style**

- **Collaborating style**

- **Forcing style**

- **Assertive behavior**
  - I'm OK — You're not OK

- **Aggressive behavior**
  - I'm not OK — You're not OK
Best of Luck

Thank you!
Thank you!