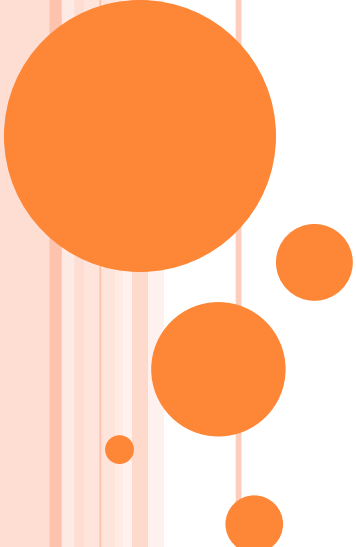


TRANSACTIONAL ANALYSIS (TA)



Presented by:
Sunanda Pattnaik
Assistant Professor,
Department of Psychology,
Utkal University

OBJECTIVES

- Understand the dynamics of **Transactional Analysis**.
- Recognize the various **Ego States**.
- Identify the **Transactional Styles**.
- Analysis of **Life Positions**.
- Examining **Games** in conversations to identify their hidden meaning.
- Engage in **Script Analysis**.



OBJECTIVES...

- Recognize the importance of interpersonal communication skills
- Identify situations where Transactional Analysis can be usefully employed
- Recognize how Transactional Analysis 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 interact the way they do.
- A method of understanding behavior in interpersonal dynamics.
- TA is a way of understanding:
 - ... one to one relationships.
 - ... why communication fails and how it can be corrected.
- TA combines theories of human development, personality and communication in a powerful psychological system that provides a framework for understanding human interaction process and making personal change.



TRANSACTIONAL ANALYSIS

- Developed by Eric Berne in 1950s.
- Impact of childhood experiences on adult life.
- Transactions=communication
- **Communication exchange:**
 - Person initiating conversation provides transaction stimulus
 - Stimulus=message of communication
 - Person receiving the stimulus provides the response
- Study the interactions between people.



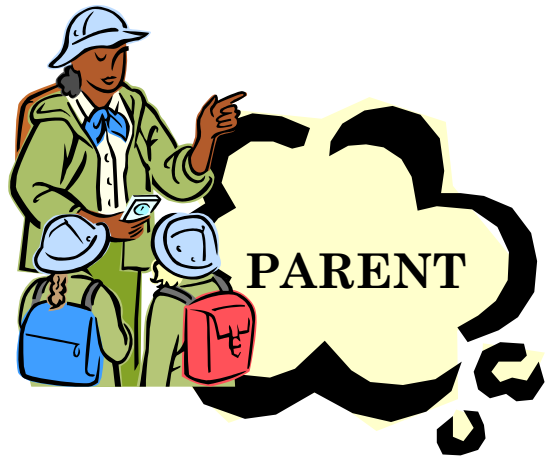
TRANSACTION ANALYSIS FOUNDATION

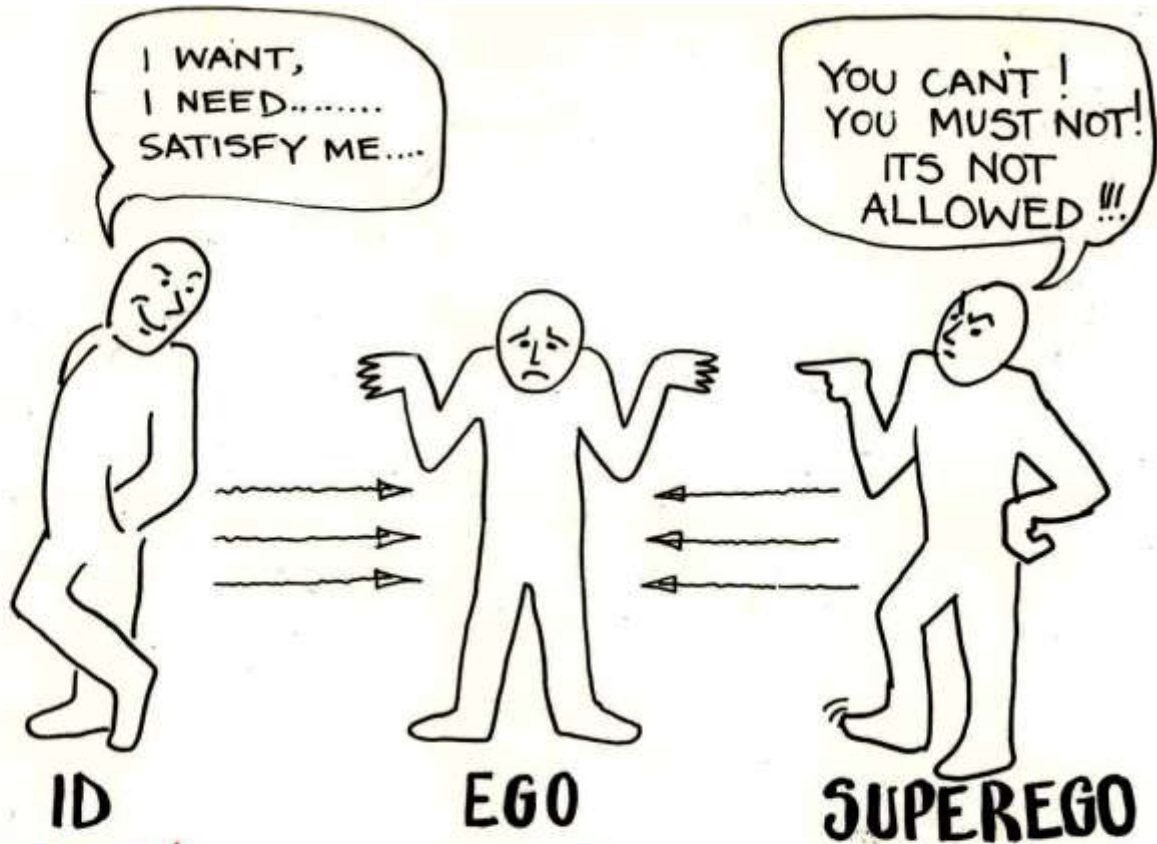
- **Ego states**
- **Transactions**
- **Strokes**
- **Life positions**
- **Games**
- **Script analysis**



EGO STATES

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





Child
1. natural child.
2. adapted child.

Adult

Parent
1. nurturing parent.
2. punishing parent.



EGO STATES

- 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.



EGO STATES

- **CHILD EGO STATE**: impulses, desires, wants and spontaneous feelings of individual; personality preserved from childhood.
 - I. Adapted child: acts in compliance of others demand.
 - II. Free child: natural, spontaneous and playful.
- **PARENT EGO STATE**: copy parents or authority figures
 - I. Controlling parent: critical; disapproving of children
 - II. Nurturing parent: protecting the child
- **ADULT EGO STATE**: behaves in present without interference from unconscious; logic & rationality
Hallmark of healthy interpersonal relationship.



THE PARENT EGO STATE

- It is a collection of attitudes, thoughts and behaviors which we have accumulated from parent.
- Learned to act and feel much as those that raised us.

An orange oval with a thin black border containing the text "NURTURING PARENT" in white, uppercase letters.

NURTURING
PARENT

An orange oval with a thin black border containing the text "CONTROLLING PARENT" in white, uppercase letters.

CONTROLLING
PARENT



- **A person in Nurturing Parent 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 Controlling Parent 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 EGO 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 straight forward 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*



ADULT EGO STATE

- □ The Adult ego state evokes behavior that could be described simply as logical, reasonable, rationale and unemotional.
- □ Characterized by problem-solving analysis and rationale decision making.
- □ Identified by verbal and physical signs which include thoughtful concentration and discussion.



THE CHILD EGO STATE

- **Child... what we were when we were young**
- **A person in free child state may**
 - Be smiling, laughing, having fun,
 - 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 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.
- ❖ **Types of Transaction:**
 - Complementary transactions
 - Crossed transactions
 - Ulterior transactions



TRANSACTIONS BETWEEN EGO STATES

- Lines of communication can be between any two ego states.

Examples:

- I. Child ego state & adult ego state; adult feeling frustrated at child's stubbornness.
- II. Both in parent ego state; likely to give each other advice with neither wanting to listen other.
- III. Child ego state & parent ego state; parent providing pampering and advice to child



TYPES OF TRANSACTIONS

- COMPLIMENTARY TRANSACTIONS:
- Sender can predict response of receiver.
- Sender receives a response from an ego state that is not challenging the ego state of the sender.
- Teacher (Parent ego state): Finish your work first before you go out to play.
Student (Child ego state): yes. I will do as you say.
- No conflict in the conversation.
- Be careful when using such transaction in workplace; unequal relationship



COMPLIMENTARY TRANSACTIONS

- There can be nine complementary transactions:
 - Adult-Adult transactions
 - Adult-Parent transactions
 - Adult-Child transactions
 - Parent-Parent transactions
 - Parent-Adult transactions
 - Parent-Child transactions
 - Child-Parent transactions
 - Child-Adult transactions
 - Child-Child transactions



CROSSED TRANSACTIONS

- A crossed transaction is one in which the sender sends message a behavior on the basis of his ego state, but this message is reacted to by an unexpected ego state on the part of the receiver.
- Crossed communication should be avoided as far as possible.
- Whenever such transactions occur, communication tends to be blocked and a satisfactory transaction is not accomplished.



CROSSED TRANSACTIONS

- It occurs when ego states of two people who are engaging with each other do not match.
- Parent (parent ego state): why have you given low marks to my child?

Teacher (adult ego state): your child's work didn't meet the requirements of the assignment.

Parent: you have deliberately given low mark to my child. You do not understand children.

- To make communication healthier they need to change their ego states



ULTERIOR TRANSACTION

- There is a discrepancy between the actual message and the intent behind it.
- The sender appears to be giving message from his adult ego state, but actual message is coming from child or parent ego state.
- Teacher (Parent ego state): don't lift the table. I will do it myself.

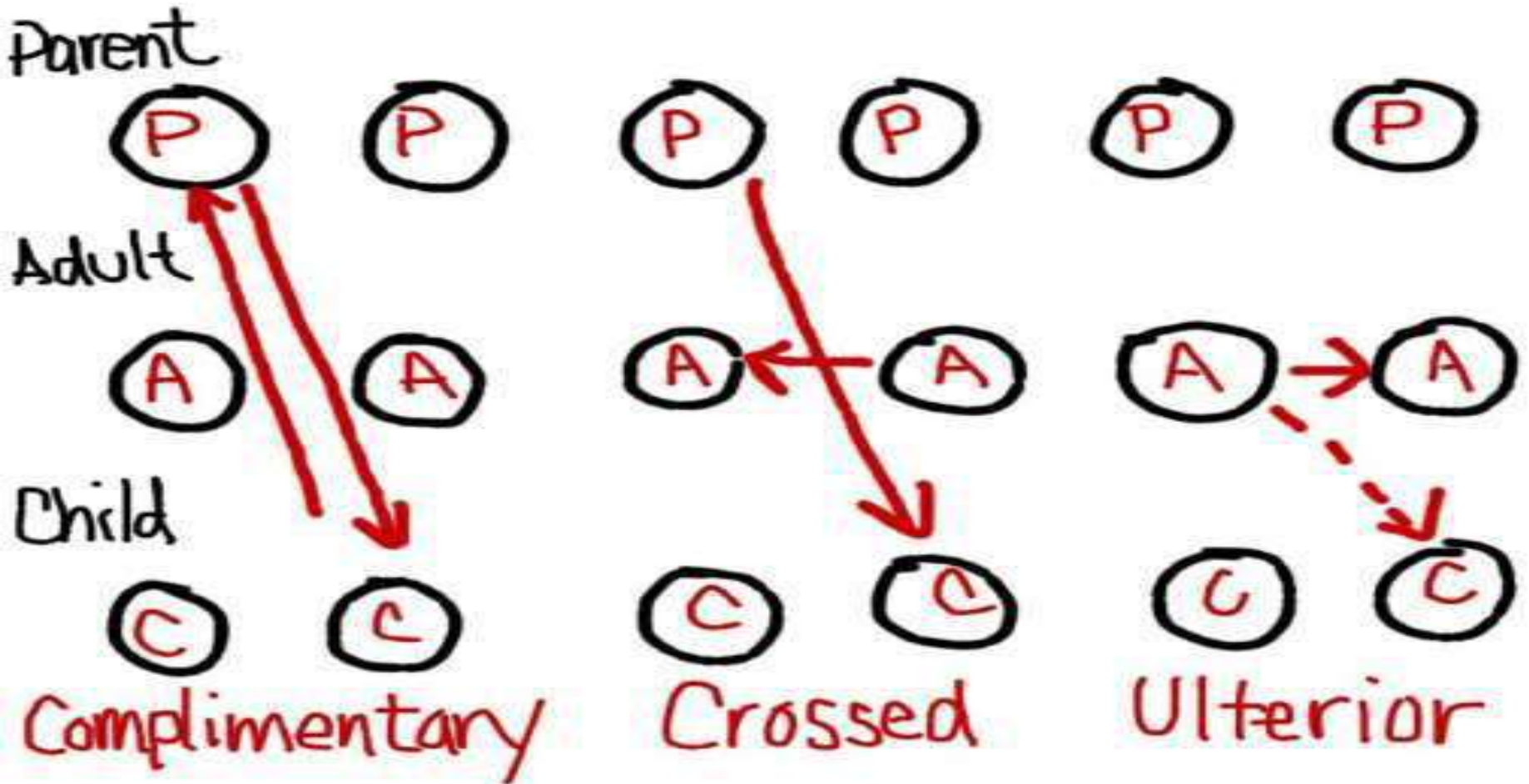
Student (child ego state): It is not a problem.

(teacher-as teacher I shouldn't lift table;

student-I am helping you even you are not asking me)



TYPES OF TRANSACTIONS



STROKES

- Stroking is an act of recognition from another person
- Everyone has to have strokes (affection, recognition, praise)
- *People need strokes for their sense of survival and well being on the job. Lack of stroking can have negative consequences both on physiological and psychological well being of a person.*
- ❖ ***Strokes may be***
 - *Positive, negative and mixed*
 - *Conditional and unconditional*



STROKES

- It is the fundamental unit of social action.
- Verbal and non-verbal communication that indicate nature of interpersonal communication between people.
- **POSITIVE STROKE:** it makes the other person feel good. eg: genuine smile, compliment, pat on back.
- **NEGATIVE STROKE:** makes other person feel bad or uncomfortable. Eg: aggressive tone of speaking, stern look, slap on back of the head.
- Strokes we give or receive are influenced by the ego states we are in.



Types of Strokes

	Positive strokes	Negative strokes
Verbal	Hello, how are you doing?	I'm in no mood to talk to you today.
Non-verbal	Smile	Frown
Written	This is a strong assignment showing your real insight and thought.	There are a number of errors in this assignment, suggesting you have not done your work properly

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**



To sum up...

Transactional analysis (TA): a method of understanding behavior in interpersonal dynamics.

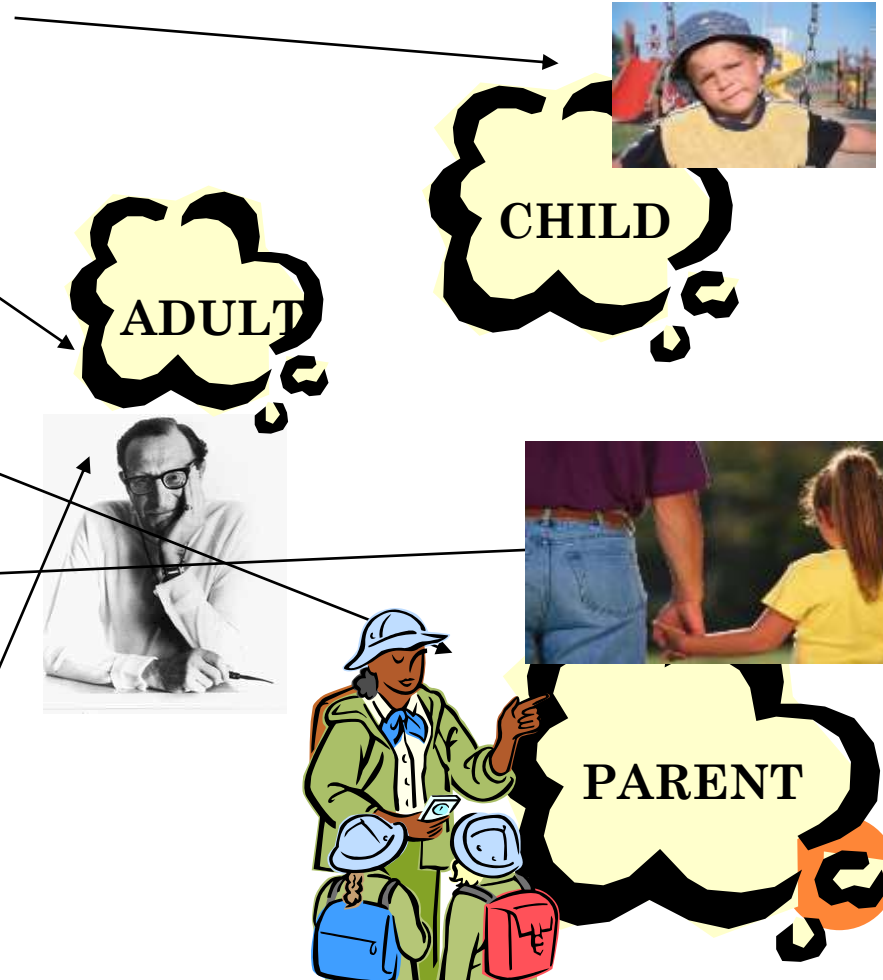
The three ego states:

- Parent
 - Controlling/ Critical parent
 - Nurturing parent
- Adult
- Child
 - Free/ Natural child
 - Adapted child
- The three types of transactions:
- Complementary
- Crossed
- Ulterior



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.



LIFE POSITION ANALYSIS

- Life Positions: basic **beliefs about self and others.**
- They are attitudes which people adopt and act out concerning their self-worth and the value of others.

- ❖ **Four basic life positions:**
- I'm OK, you're OK (I+ U+)

- I'm OK, you're not OK (I+ U -)

- I'm not OK, you're OK (I- U +)

- I'm not OK, you're not OK (I- U -)



Life Positions

Attitude toward Oneself

Positive	I'm OK — You're not OK	I'm OK — You're OK
Negative	I'm not OK — You're not OK	I'm not OK — You're OK
	Negative	Positive

Attitude toward Others



Can you identify your own
life position out of the four
life positions?



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



I'M OK—YOU'RE OK

- This position is considered the optimal, healthy position and is generally game-free.
- People occupying this position will hold the belief that all people are innately worthy and valuable.
- This position is characterized by an attitude of openness and of honesty and trust.
- People occupying this position will be collaborative and accepting of themselves and others.



I'M OK—YOU'RE NOT OK

- It is occupied by those who project their difficulties onto others, they may be blaming and critical.
- This position involve a self-styled superior (the “I’m OK”) who projects anger, disgust onto a designated inferior, or scapegoat (the “You’re not OK”).
- This position requires that there be someone to be ‘worse than’ in order to maintain the sense of self as ok.



THE I'M NOT OK—YOU'RE OK

- This position is depressive, it is characterized by feeling powerless and lacking in comparison with others.
- People occupying this position may discount their own needs in favour of others and may experience themselves as victims.
- They support the power of others and deny one's own.



I'M NOT OK—YOU'RE NOT OK

- It is a position of hopelessness, futility and frustration.
- From this position life seems uninteresting and hopeless.
- This may result in self destructive or violent behaviour.



- Life positions are temporary or relative permanent.
- It is viewed as reaction to environment.
- It can be controlled by conscious decisions.



GAMES

- 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 an Expert and a Candidate:
“What you just said is totally wrong”



GAMES ANALYSIS

- Game: ulterior transactions (discrepancy between actual message and intent) progressing to a well-defined predictable outcome.
- It a series of transactions between people in which the message is disguised; accomplish an end that is contrary to what is being overtly expressed.
- Eg: “poor me game”: gaining sympathy & excuse to avoid work
- “uproar”: loud arguments to get attention or displacing anger
- “why don’t you.... Yes...but”



SCRIPT ANALYSIS

- In a layman's view ,a script is the text of play, motion picture, or a radio or TV programme.
- In transactional analysis a person's life is compared to a play and the script is the text of the play.
- According to Eric Berne," a script is an ongoing programme, developed in early childhood under parental influence which directs the individual behaviour in the most important aspects of his life.
- A script is a complete plan of living, offering prescriptions, permissions and structure which makes one winner or loser in life.

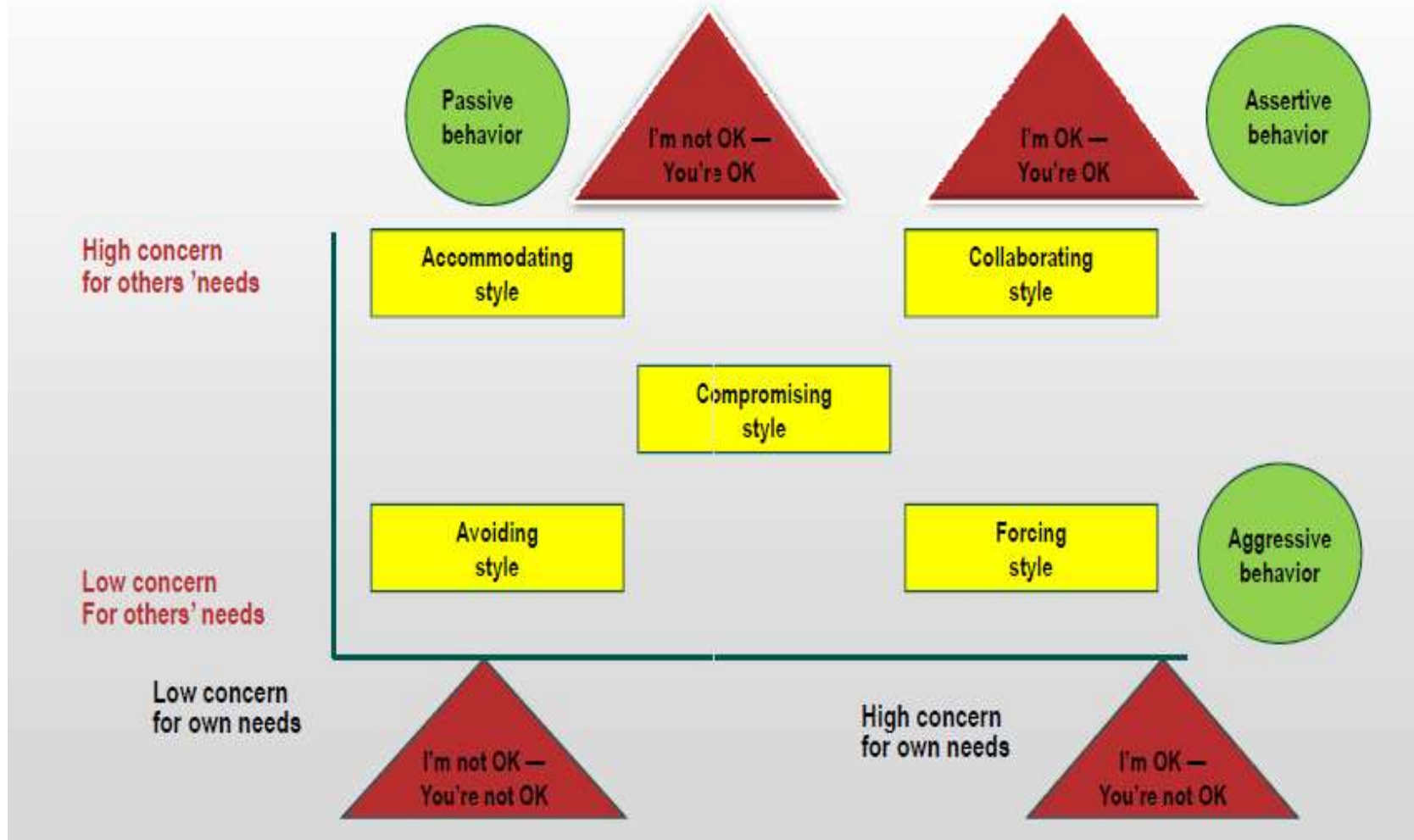


SCRIPT ANALYSIS

- Life plan; how people wish to live.
- One's script is fundamental to understanding one's communication and relation.
- Life script is subjective.
- Messages we experience in childhood help to develop script.
- It is reinforced by strokes received from parents.
- It can be seen as an unconscious plan.
- It includes: life positions, games, body language, decisions, fantasy, etc.
- One continually plays the life script at unconscious level and influences interactions and relationships.



RESPONSES TO INTERPERSONAL TRANSACTIONS



IMPORTANCE OF STUDYING 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.**



Thank You

