

# TRANSACTIONAL ANALYSIS



**Prof. Parul Rishi**  
**Faculty of Human Resource Management,**  
**IIFM, Bhopal**

[parul@iifm.ac.in](mailto:parul@iifm.ac.in)

Cell: 9009992144

# TRANSACTIONAL ANALYSIS

by Eric Berne :  
Games People Play

**SELF AWARENESS - A JOURNEY**

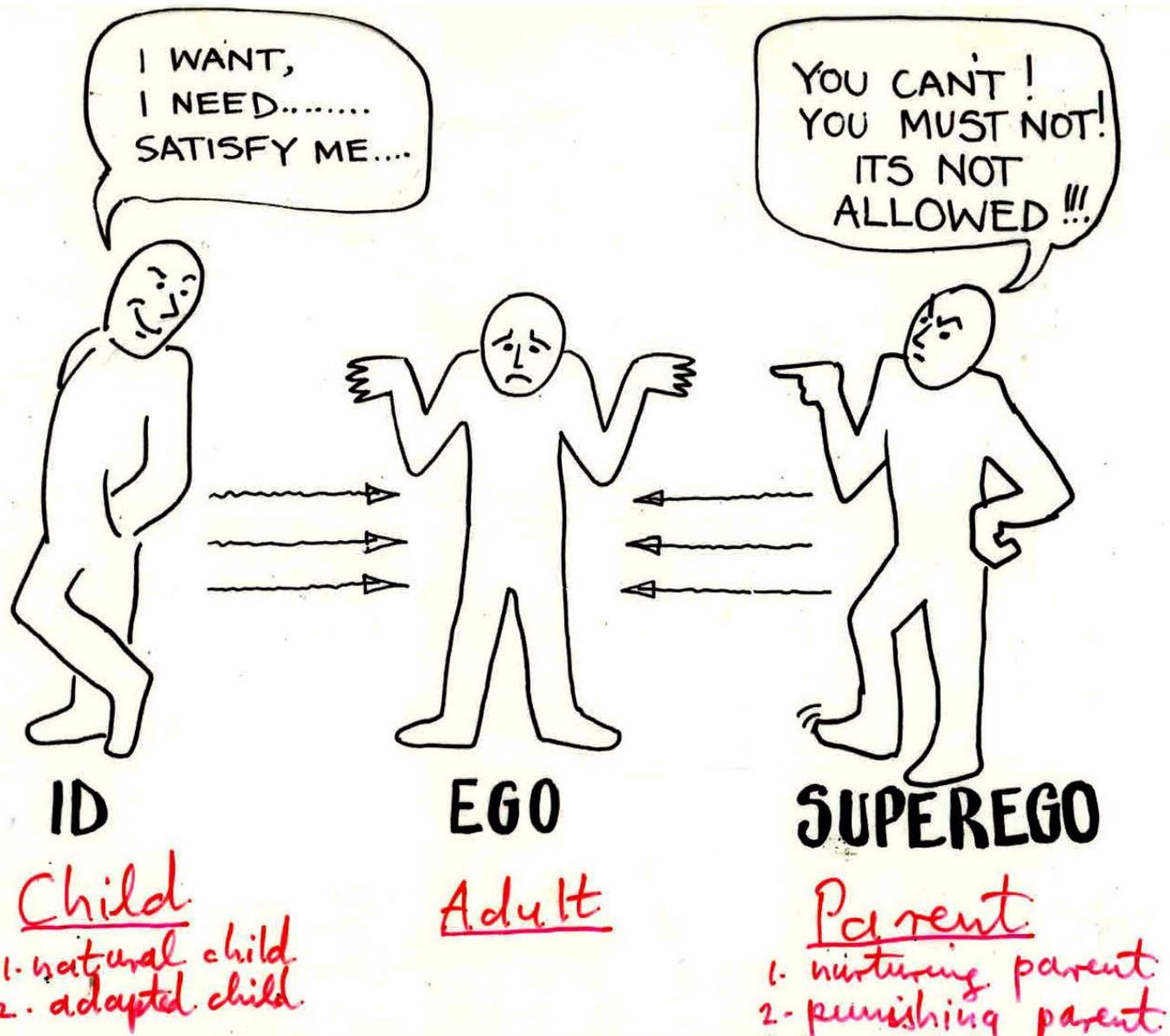
## **TRANSACTIONAL ANALYSIS definition**

### **TRANSACTIONAL ANALYSIS (TA)**

- ★ is a method of understanding communication between people;**
- ★ T.A. 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**





# FREUD and BERNE

**Freud's mental states: ID, EGO, SUPEREGO**

**Berne's ego states: CHILD, ADULT, PARENT**

natural child

nurturing p.

adapted child

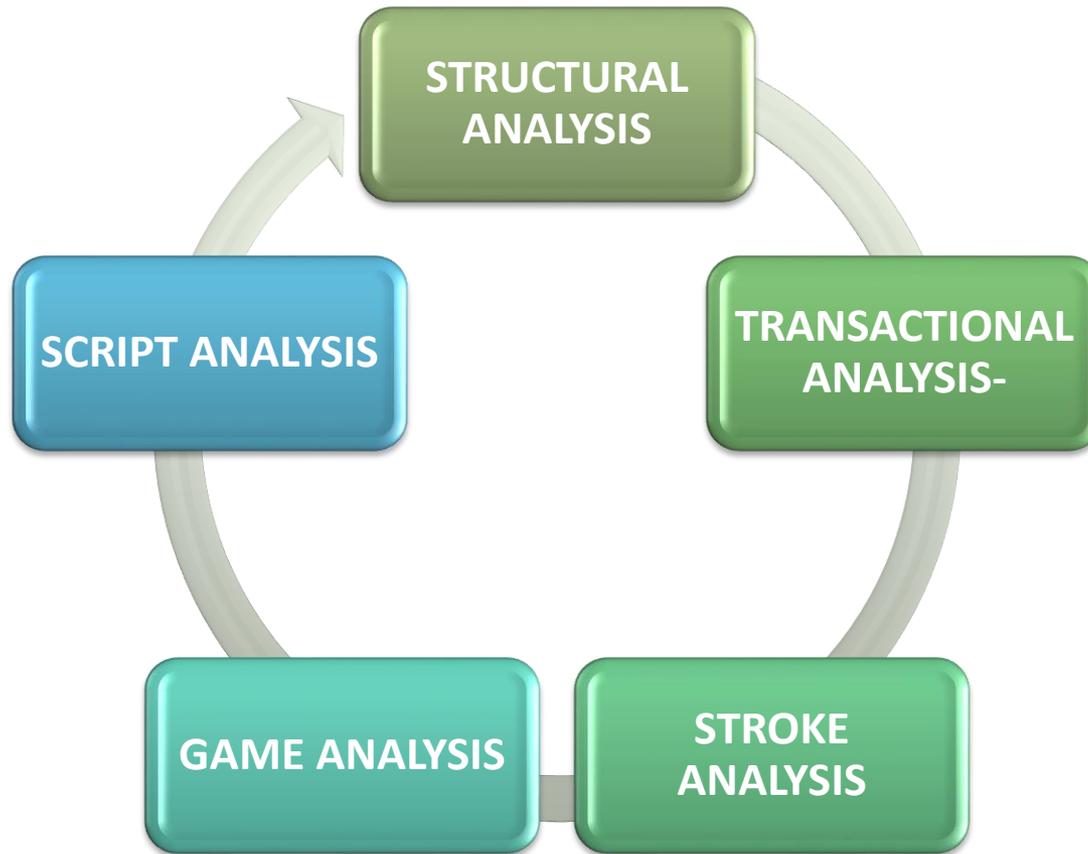
punishing p.

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



# TRANSACTIONAL ANALYSIS IS PRACTICAL AND USEFUL

- ★ **IT GIVES A POSITIVE COMMUNICATION TOOL**
- ★ **PROVIDES BETTER INSIGHT INTO PERSONALITIES & TRANSACTIONS**
- ★ **HELPS SOLVE PERSONAL & FAMILY PROBLEMS**
- ★ **NON-THREATENING APPROACH OF SELF EVALUATION**
- ★ **IT IS EASY TO LEARN**



# TRANSACTIONAL ANALYSIS

**Structural Analysis - How to analyse personalities**

**★ TRANSACTIONAL ANALYSIS- How people communicate**

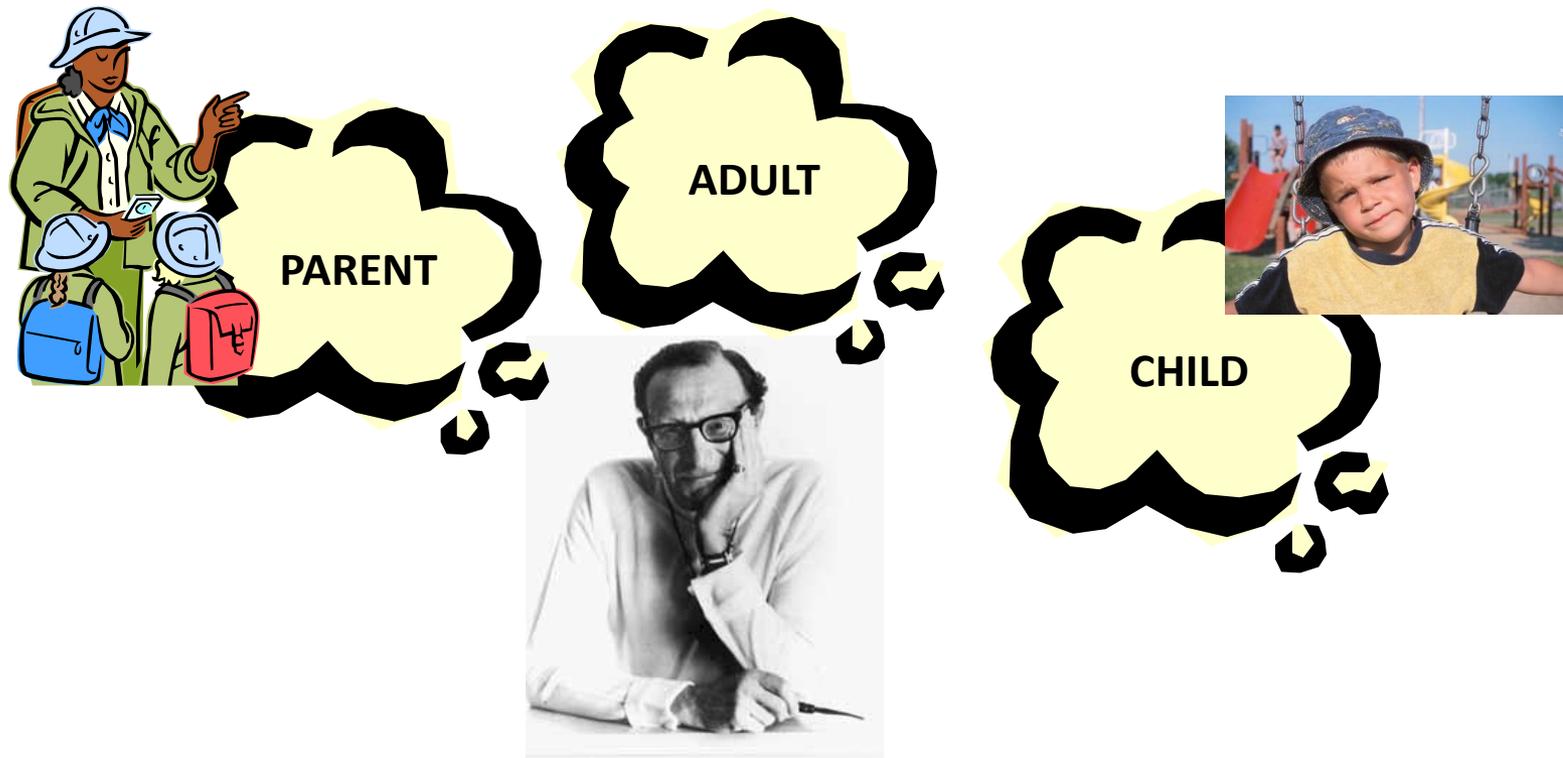
**★ Stroke Analysis - How people recognise each other**

**★ Game Analysis - Ulterior Transactions**

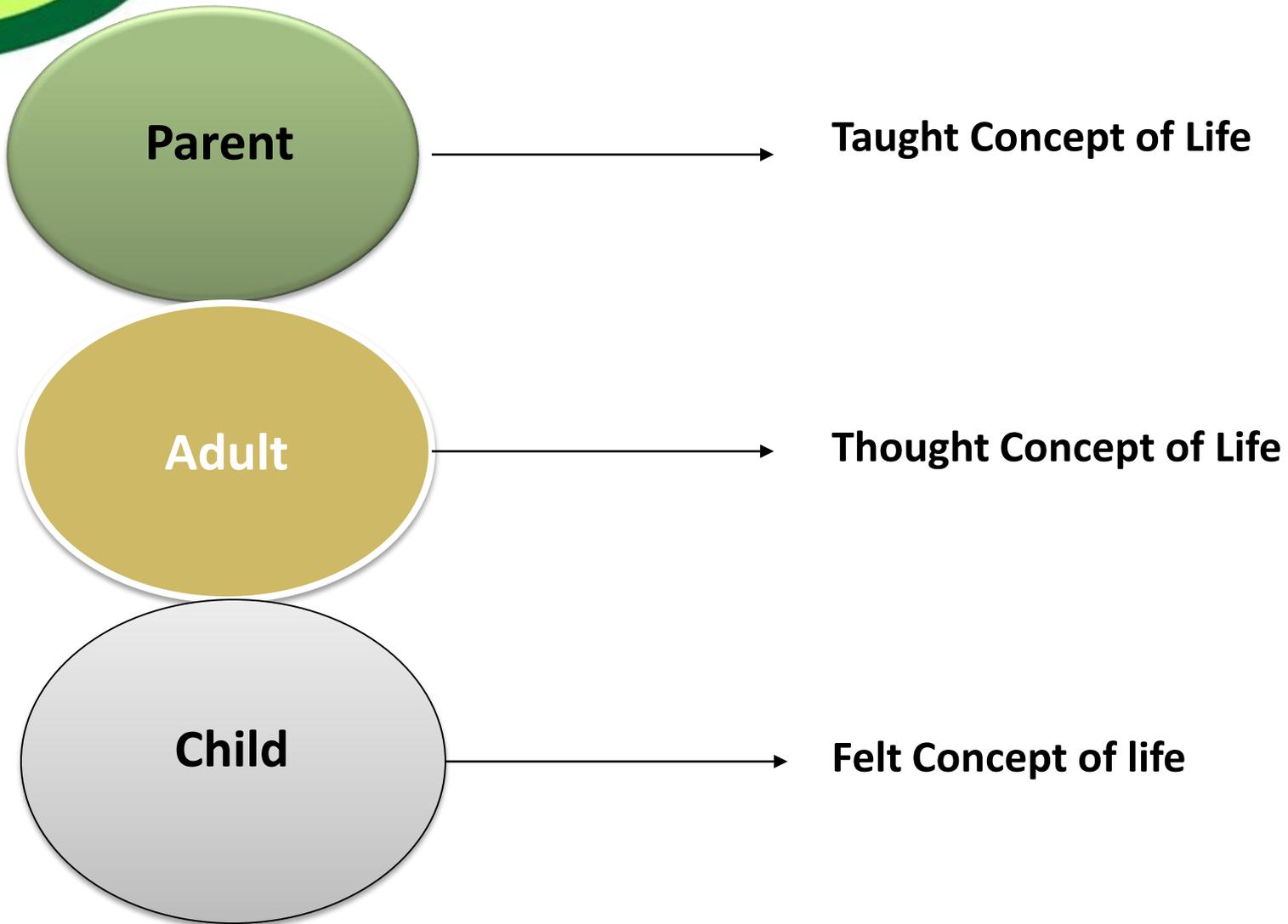
**★ SCRIPT ANALYSIS - Life Positions**

# 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**.



## The basic Structure of Human Personality



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

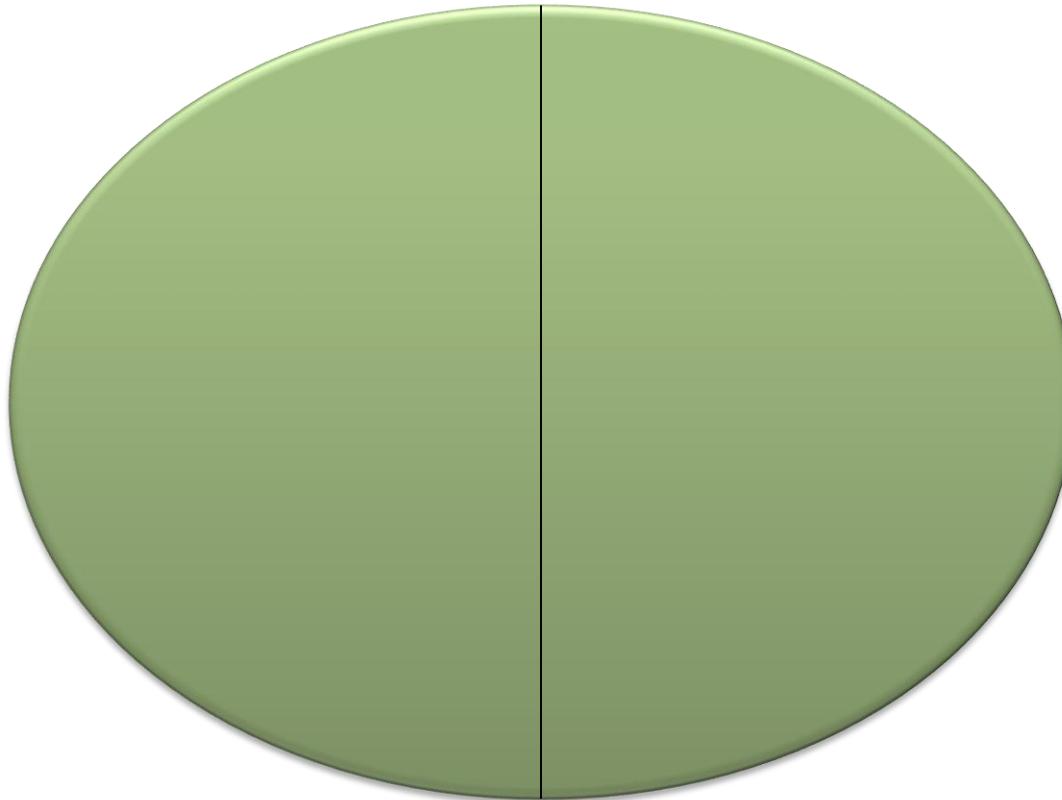
**Key point:** people shift in & out of these states

# 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

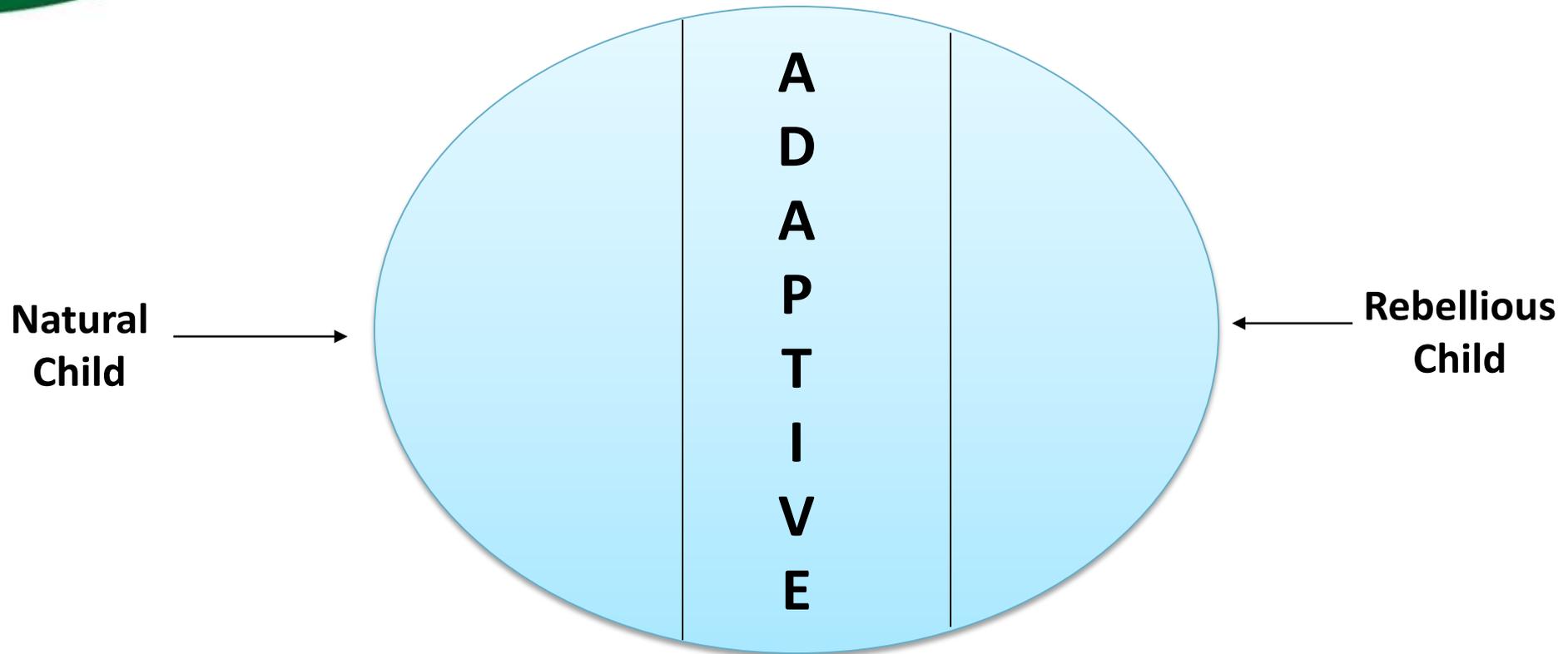
**Nurturing  
Parent**



**Controlling  
Parent**



## 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
- c.) conditional
- d.) unconditional

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:**

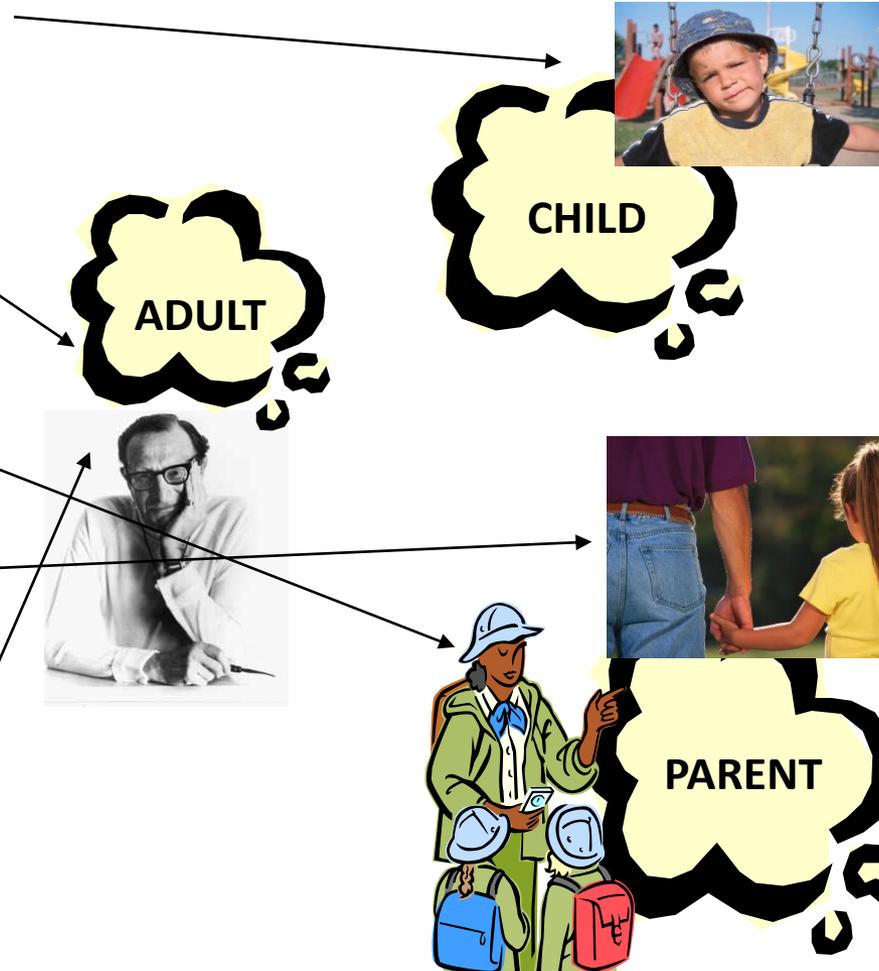
- a./ complementary**
- b./ crossed**
- c./ ulterior - games**

# 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.



## 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**
- ★ **There are 9 possible transactions**

# 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**

- ★ 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.

- ★ **Rebellious Child**

- ★ People find me to be warm hearted and exuberant.
- ★ Sometimes people find that I am inconsiderate.
- ★ I enjoy speed, and whenever I get the chance I drive rather quickly.
- ★ I have a tendency of getting angry and of becoming impatient more often than I like.
- ★ I enjoy eating and drinking and all too often I indulge beyond a reasonable limit.
- ★ I am impatient with people who do not understand right away.
- ★ I've got lots of friends and we regularly get together to have a good laugh.
- ★ I know the right thing to say to make people feel at ease and to create an atmosphere of good humour.

## Adult ego state

- 1.** I have a habit of planning my work and my private life. This enables me to be relaxed and calm.
- 2.** When my ideas are challenged during discussions, I readily question some of my points of view.
- 3.** When I reflect on my life, I see that I have frequently changed my ideas and my points of view on fundamental issues.
- 4.** Although I do not always agree with my boss on quite a number of issues, I nonetheless get on very well with him.
- 5.** At work, moral values and feelings are more important than many people believe.
- 6.** I take part in a number of activities outside of work and have the feeling that I am not as bored as most people.

# Transactional Analysis

- ★ Nurturing parent - comforts, praises and helps others
- ★ <http://www.okcupid.com/quizzzy/take>
- ★ 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
- ★ <http://www.okcupid.com/quizzzy/take>

# NP

- 1. My children mostly talk to me freely without any fear of how I shall respond.**
- 2. I readily lend my belongings to others without worrying about whether or not they will be returned to me.**
- 3. I chose to do difficult and non-gratifying work myself.**
- 4. When bringing up children, it is vital to base one's relationship with them on trust.**
- 5. Whatever people say, children need us for a far longer period of time than we believe and one must be ready for this.**
- 6. It is the done thing to sacrifice oneself for the happiness of one's children.**
- 7. I am more of the generous type. I like giving presents but I often spend too much.**

- 1. I like work that is done well, that is precise and is finished within the allocated time limit.**
- 2. Sincerity is fundamental to human relations. I am not afraid of telling others what I think.**
- 3. When faced with difficulties I do my duty.**
- 4. It is sad that certain forms of politeness and propriety are dying out.**
- 5. Before making a decision, every possible choice should be looked into.**
- 6. The greatest joys in life are to be had through self effort and by going beyond one's limits.**
- 7. Life takes on meaning when one fights for a righteous cause.**

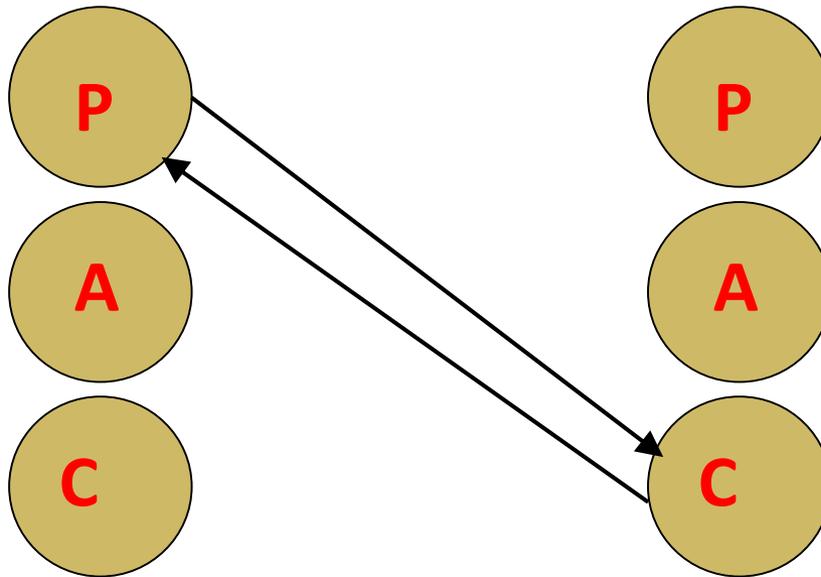
# Transactional Analysis

**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



**DIRECTOR**

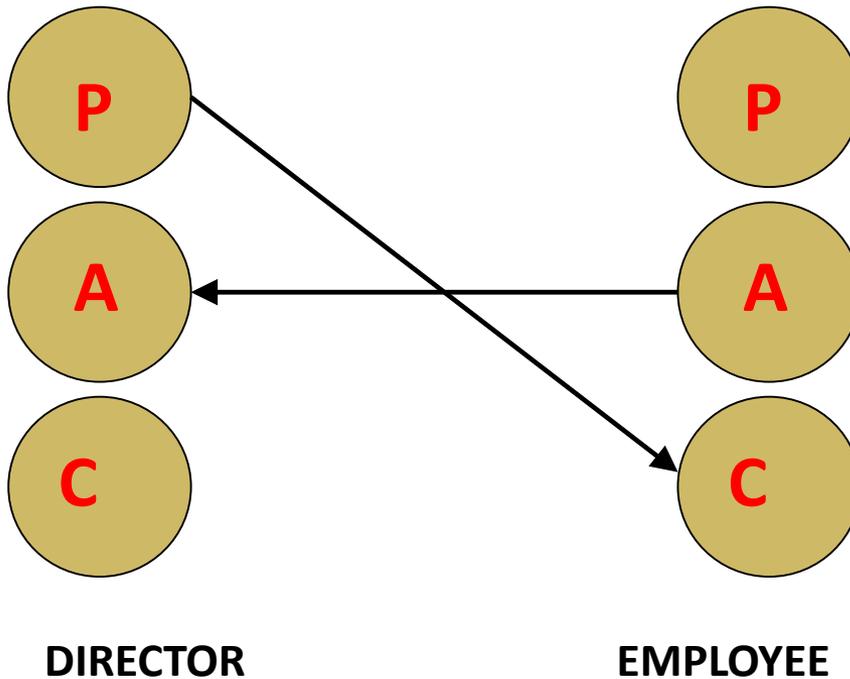
**EMPLOYEE**

“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.”

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.

# 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.

# Transactional Analysis

**Game analysis - ulteriorly motivated transactions that appear complimentary on the surface but end in bad feelings:**

- ★ 1<sup>st</sup> Degree games – minor upset, played socially end up with minor discomfort**
- ★ 2<sup>nd</sup> Degree games – more intimate end up with bad feelings**
- ★ 3<sup>rd</sup> Degree games - usually involve physical injury**

# Transactional Analysis

★ Very few games have a positive or neutral outcome

In these games, people play one of three positions:

★ Victim

★ Persecutor

★ Rescuer

# Transactional Analysis

- ★ **After** – a difficulty is expected after a certain event
- ★ **Open-ended** – one does not know what to do after a given time
- ★ **Mini-scripts**: Hurry up! Try harder! Be perfect! Be strong! Please someone! These drivers allow for temporary escape from life scripts



# Know your TA style???

# A HURRY UP Style !

- ★ Type A Personality
- ★ People with hurry up styles like to do everything as quickly as they can.
- ★ They are energized by having deadlines to meet, and they always seem able to fit in extra tasks.
- ★ They tend to be quick to come up with solutions to problems.

## In a mentoring relationship...

- ★ They want an instant relationship, without taking time to get to know their mentoring partner.
- ★ They can't see why there is a need to have so many stages in the mentoring process – why can't they go straight to the action stage?
- ★ A HURRY UP personality will work well under time pressure because their energy will be high

## For improvement a 'Hurry Up' needs to:

- ★ - think and plan ahead with regard to the REALITY of available time
- ★ - have short term goals with defined standards

# BE PERFECT

- ★ Type A Personality
- ★ Be Perfect people are energised by doing things right.
- ★ They aim for perfection in everything, check carefully, produce accurate work and set high standards.
- ★ Sometimes they will miss deadlines because they may have a weak sense of priorities and insist everything is done perfectly, so they can come across as overly critical.

## In a mentoring relationship...

- ★ They make little allowance for human failings. They may get discouraged if they fail to live up to their own high expectations and lose faith in a mentoring partner who makes a mistake.
- ★ A BE PERFECT personality works well in jobs where detail is important and the set standards are important.

## For improvement needs to:

- ★ - realise that less than their best may be what is needed at the early stages
- ★ - realise that their qualities of accuracy and organisation may have a poor impact on those with different mindset.

# PLEASE PEOPLE-A Non Assertive Class

- ★ Like to get on with everyone and energised by approval and harmony.
- ★ They make good team members because they involve others as a way of making sure they are happy.
- ★ Use their intuition to pick up when someone has doubts; they notice the little signs and the body language that others may ignore. On the other hand, they may be reluctant to challenge anyone in case they lose that person's approval.

## In a mentoring relationship...

- ★ They may worry too much about gaining the approval of their mentoring partner.
- ★ They may attempt to read their partner's mind, and then say what they think the partner wants to hear.
- ★ When they talk, they may make everything sound like a question, so they can quickly back down if their suggestions don't meet with instant agreement.
- ★ Can hold a team together and perform the 'maintenance' functions of involving people, checking and summarising, and will be sympathetic, empathetic, tolerant and flexible.

# TRY HARD

- ★ Try Hard people are enthusiastic, get involved in lots of different activities, and tend to volunteer for things.
- ★ They are energised by having something new to try.
- ★ Sometimes they turn small jobs into major projects because they are so enthusiastic at following up every angle.
- ★ They may then become bored with the detailed work that follows, even to the point of leaving work undone so they can move on to a new, exciting activity.

## In a mentoring relationship...

- ★ Try Hards are likely to be very enthusiastic mentoring partners to begin with.
- ★ They will be keen to try out the various aspects of the mentoring process.
- ★ They may even introduce ideas and activities to the mentoring. However, their enthusiasm may not translate into action.
- ★ A TRY HARD personality is very good in start up situations, and where effort and energy to complete are needed.

## For improvement needs to:

- ★ - finish some things and put some full stops into their sentences
- ★ - follow through when necessary

# BE STRONG

- ★ People with Be Strong working styles pride themselves on their ability to stay calm in any circumstances.
- ★ They are energised by the need to cope. They are good at dealing with crises, can handle difficult people, and will work steadily through any workload.
- ★ However, their desire to have everything under control means they can come across as aloof.
- ★ They are also reluctant to ask for help, even when they should, and their lack of awareness of emotions may make them insensitive to the feelings of others.

## In a mentoring relationship...

- ★ May find it hard to accept any help from others. Even talking about problems may be difficult, as Be Strongs are reluctant to admit to weakness, even to themselves.
- ★ They are good in accommodating poor conditions or putting up with things that many would find unreasonable

**For improvement needs to:-** learn to relax- admit to being weak in some situations

# Typical Games

- ★ **Between director and faculty:**
- ★ **“This training is challenging, you cannot take it , I believe”**
- ★ **Between A Teacher and a Student:**
- ★ **“This is a good topic, but you cannot handle it.”**

# Transactional Analysis

- ★ **Four basic life scripts:**
- ★ **I'm OK, you're OK – ideal**
- ★ **I'm OK, you're not OK – get away from me**
- ★ **I'm not OK, you're OK – I'll never get anywhere**
- ★ **I'm not OK, you're not OK – get rid of each other**

# 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

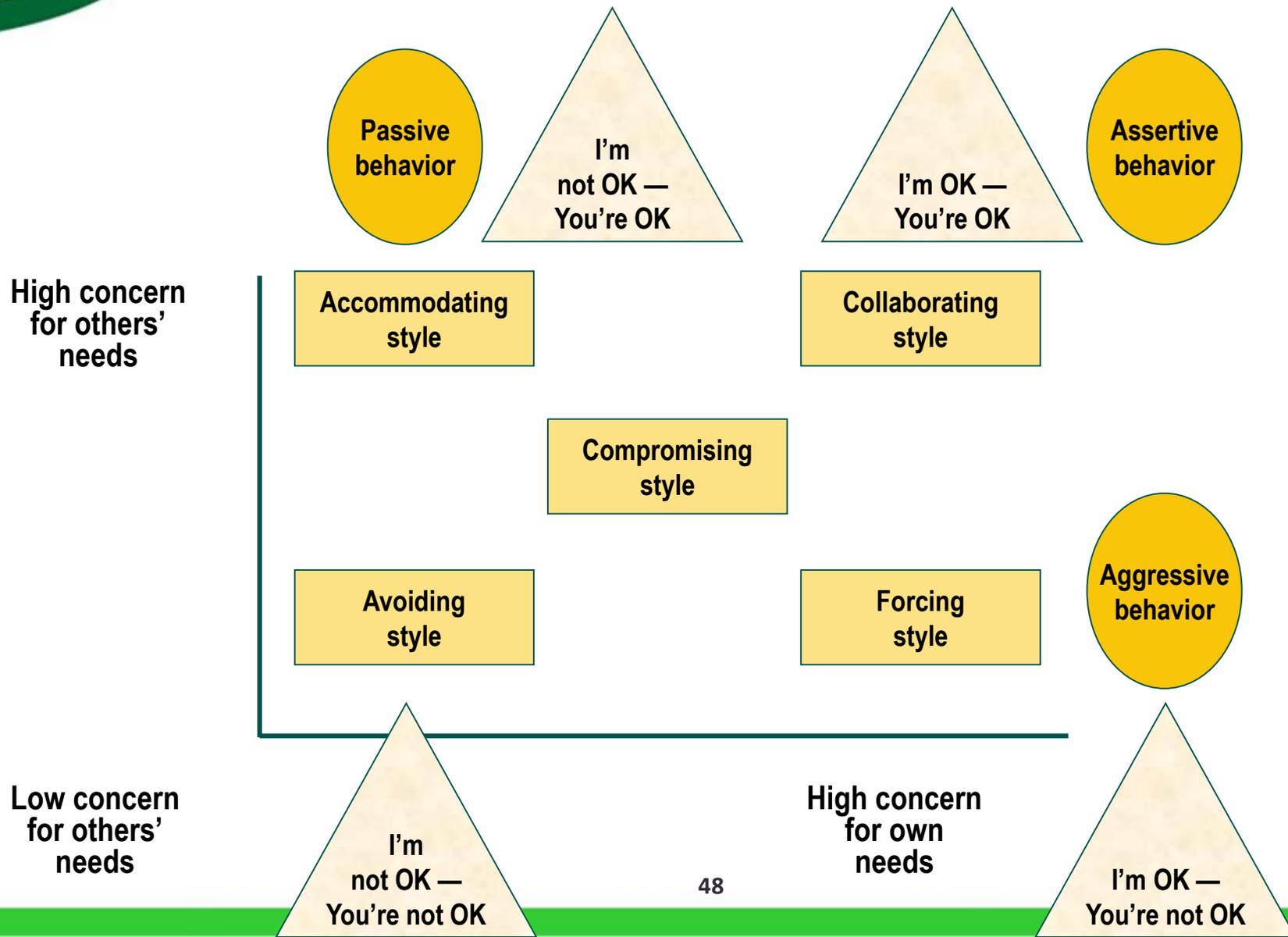
I'm not OK —  
You're OK

Negative

Positive

Attitude toward Others

# Management Conflict Styles



# UTILITY

- **Communication**
- **Motivation**
- **Leadership**

# DEVELOPING IP Skills

- **Developing Assertiveness**
- **Accepting Responsibility**
- **Managing Conflicts**
  - ↪ **Avoiding**
  - ↪ **Accommodating**
  - ↪ **Competing/Forcing**
  - ↪ **Collaborating**
  - ↪ **Compromising**



# Factors Hampering Interpersonal Interactions

- **Poor Listening**
- **Emotional Arousal**
- **Lack of Time**
- **Differences in objective**

# Building Positive Relationship

- Use of 'I'
- Focus on problem solving
- Don't Deceive
- Empathy
- Listen
- ★ Use of Praise
  - Be specific
  - Praise progress
  - Sincere
  - Don't overdo
  - Timing

# Dealing with Criticism

- **Understand the Reason behind**
- **Empathy**
- **Don't personalize criticism**
- **Do not be Judgmental**
- **Do not overload**



**THANK YOU FOR YOUR  
KIND ATTENTION**



**[drparulrishi@gmail.com](mailto:drparulrishi@gmail.com)**