

# TRANSACTIONAL ANALYSIS

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# TRANSACTIONAL ANALYSIS

- It was introduced by Dr. Eric Berne.
- The theory is based on analyzing human behavior and communication.
- Objective is to provide better understanding of how people relate to one another so that they may develop improved communication and human relationship.

# TRANSACTIONAL ANALYSIS

- Transactional analysis is a technique used to help people better understand their own and other's behavior, especially in interpersonal relationships.
- It is a good method for understanding interpersonal behavior.
- It offers a model of personality and the dynamics of self and its relationship to others that makes possible a clear and meaningful discussion of behavior.

# TA is primarily concerned with the following:

- Analysis of Self-Awareness
- Analysis of Ego-States
- Analysis of Transaction
- Analysis of Life Positions
- Script Analysis
- Analysis of Stroking

# ANALYSIS OF SELF AWARENESS

- The interpersonal relationships are composed of inner self.
- Self is the core of personality pattern which provides integration.
- Self awareness is an important concept, it describes the self in terms of image, both conscious and unconscious.
- Joseph Luft and Harrington have developed a diagram to look at one's personality including behaviors and attitudes that can be known and unknown to self and known and unknown to others.
- This diagram is known as the JOHARI WINDOW.
- It comprising of 4 parts.

# JOHARI WINDOW

**OPEN**

*(known to others and also self)*

**BLIND**

*(unknown to self but known to others)*

**HIDDEN**

*(known to self but unknown to others)*

**UNKNOWN**

*(unknown to self and unknown to others)*

## 2. Analysis of Ego States

- People interact with each other in terms of three psychological positions or behavioral pattern, known as ego states.
- Person's way of thinking, feeling and behaving at any time.
- Three ego states are:
  - Parent Ego State
  - Adult Ego State
  - Child Ego State

# Parent Ego State

- Incorporates the attitude and behaviors of all emotionally significant people who serve as parent figure.
- There can be two types of parent ego states :
  - Nurturing Parent Ego State - Nurturing Parent ego state includes the nurturing side and can be soft, loving, and permission giving.
  - Critical Parent Ego State -The Critical Parent includes part of our personality contains the prejudged thoughts, feelings and beliefs that we learned from our parents.



# 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.

# Child Ego State

- The child ego state is associated with behaviors that appear when a person is responding emotionally.
- Characteristics of child ego include creativity, conformity, depression, anxiety, dependence, fear and hate.
- A person's child contains the 'natural' impulses and attitudes learned from child experiences.

# Child Ego State

There are three parts of child ego:

- Natural- The natural child is affectionate impulsive, sensuous and does what come naturally.
- Adaptive - The adaptive child is the trained one and he is likely to do what parents insist on, and sometimes learns to feel non ok.
- Rebellious- The rebellion child experiences anger, fear and frustration.

# Analysis of Transactions

Depending on the ego states of the persons involved in transactions, there may be three types of transactions:

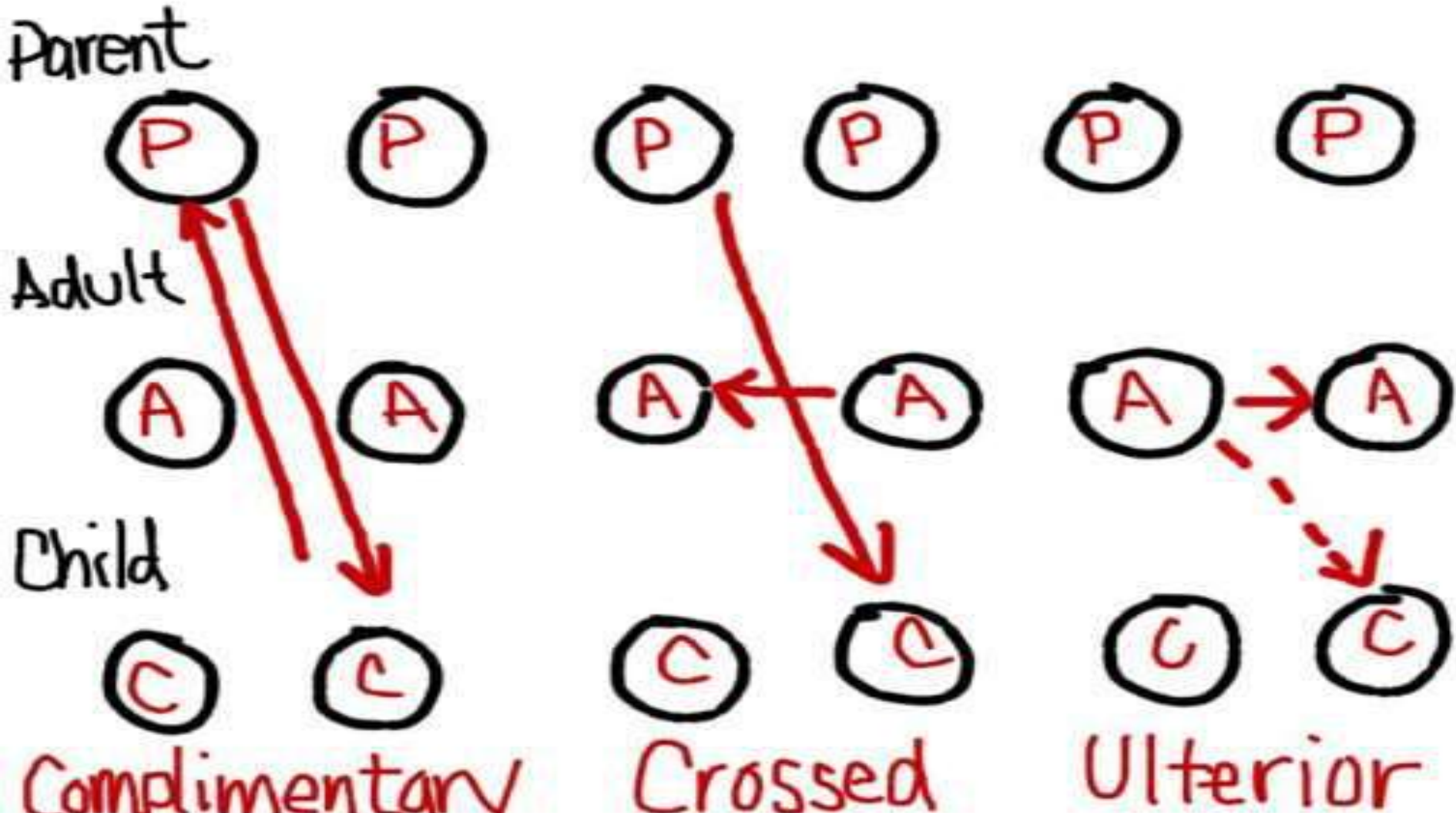
**1. Complementary transactions:** Both people are operating from the same ego state. There can be nine complementary transactions.

- 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

# Analysis of Transactions

- 2. 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.
- 3. Ulterior transactions:** two ego states within the same person but one disguises the other one.

# Different Types of Transactions



# Analysis of Life Positions

- In the process of growing up, people make basic assumptions about themselves and others.
- Very early in childhood a person develops from experience a dominant philosophy. Such philosophy is tied into his identity, sense of worth, and perception of other people.
- This tends to remain with the person for lifetime unless major experience occur to change it. Such positions are called life positions.

# Analysis of Life Positions

Four possible relationship resulted from this life position.

1. I am not OK, You are not OK (neither person have value)
2. I am not OK, You are OK (you have value but I do not have)
3. I am OK, You are not OK (I have value but you don't have)
4. I am OK, You are OK (we both have value)

**I AM NOT OK, YOU'RE NOT OK (Avoidant/Averse Style):** People tend to feel bad about themselves and see that the whole world as miserable. Give up, do not trust other people and have no confidence in themselves.



# Analysis of Life Positions

**I AM NOT OK, YOU'RE OK (Diffident Style):** People with this life position often come from their child ego state. They feel that others are more capable and generally have fewer problems than they themselves do.

**I AM OK, YOU'RE NOT OK (Bossing Style):** This type of people often come their Critical Parent ego state. They tend to be down on other people for at least two reasons.

First, they often regard other people as source of criticism. They feel that if they are not exactly perfect or right, people will be excessively critical of them.

# Analysis of Life Positions

Second, they want to break away or rebel from some authority figure and become more independent, but they are either not sure how to go about this or they have had pleasant experiences in attempting it in the past.

**I AM OK, YOU'RE OK (Confident Style):** This life position is considered as healthy position. People with these feelings express confidence in themselves as well as trust and confidence in other people in their environment.

# 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.

# ANALYSIS OF STROKING

- Stroking is an important aspects of the transactional analysis.
- The term stroke refers to “giving some kind of recognition to others.”
- 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.
- There are three types of strokes:
  - 1.**Positive strokes:** the stroke one feel good, is a positive stroke. Recognition, approval are some of the examples.
  2. **Negative strokes:** a stroke one feel bad or not good is a negative stroke. negative strokes hurt physically or psychologically.
  - 3.**Mixed strokes:** a stroke may be of a mixed type also. Example :the boss comment to a worker “you did an excellent job inspite your limited experience.



# Thank You