

TRANSACTIONAL ANALYSIS

AN INTRODUCTION *

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CHAPTER FOUR: ARE YOU LISTENING?
CHAPTER FIVE: THE BALANCING GAME

* "From Speakeasy Software's Continuing Education Series"



Speakeasy Software LTD.

Box 1220, Kemptville, Ontario, Canada, K0G - 1J0 Telephone 1 (613) 258-2451
INTERNATIONAL SPECIALISTS IN MICROCOMPUTER SOFTWARE

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AN INTRODUCTION

TO

TRANSACTIONAL ANALYSIS

by

Joy Karp

Spekensy Software LTD.

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AN INTRODUCTION

TO

TRANSACTIONAL ANALYSIS

WHAT CAN TRANSACTIONAL ANALYSIS DO FOR YOU?

After reading this booklet and completing the taped exercises you will:

- 1) Have a better understanding of yourself and why you act and react the way you do in various day-to-day situations;
- 2) Understand why you get along with some people and not with others;
- 3) Have the tools to make constructive changes to your behavior;
- 4) Learn to better understand and deal with people.

BACKGROUND

Transactional Analysis was developed by Dr. Eric Berne, author of the thought-provoking Games People Play. Although Games People Play was published in 1964, Dr. Berne developed the T.A. concept several years prior to this. One of his most notable works was What Do You Say After You Say Hello? published in 1972. There is little doubt, however, that it was Games People Play which made Transactional Analysis practically a household word.

Because of the pragmatic approach reflected in the Transactional Analysis system, many businesses and large corporations have utilized the T.A. concept to bring about a better understanding of people within their organizations. I.B.M., General Motors, McDonald's, several major U.S. airline companies and hundreds of government agencies and departments within Canada and the United States conduct courses in T.A.

You may well ask, "What place has a psychological theory in business or government?" The answer is quite simple and very realistic. If employer/employee relations can be improved, if junior, middle and senior management can better understand how to deal with people and therefore improve upon the art of management, then employees will be happier. Happier employees are motivated, and consequently are more productive. Productivity means profit or sometimes it just means that everything is running as it should.

By the time you have completed this booklet and tape, you too will understand why T.A. is considered to be such a viable system for learning how to understand and deal with people.

AUTHOR'S NOTE

This booklet is meant to serve as a basic introduction to Transactional Analysis (T.A.). What is T.A.? It is a system for understanding human behavior. It can provide you with additional insight into yourself, your family, friends and business associates.

The author's intention is to provide you with a functional knowledge of T.A. The accompanying taped exercises should serve to reinforce and amplify upon the ideas within this booklet and to provide you with further working knowledge of Transactional Analysis.

SECTION 1

YOU AS A PERSON

The T.A. philosophy is based on the belief that each of us has three character parts functioning within us. These are referred to as ego states or more precisely, our Parent, Adult and Child characteristics.

OUR PARENT EGO STATE

The Parent in you behaves as your parents did. Like all parents, our parent state has two sides - the critical side and the nurturing side. Our Critical Parent portion is intolerant and demanding while our Nurturing Parent is loving and helpful.

OUR ADULT EGO STATE

Our Adult is our fact and information centre, that part of us which makes sensible, rational decisions. Our competence is a direct result of the adult portion of our character.

OUR CHILD EGO STATE

The Child in you has the same feelings and behavior you had when you were a child. The Child in each of us can be natural - that is, the fun loving, emotional and creative parts of our character. Our adapted child, on the other hand, is that part of us which reflects and emulates the manners and courtesies taught to us by our parents.

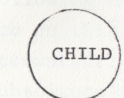
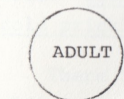
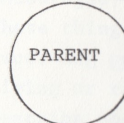
YOUR GOAL

The first goal of the T.A. system is to give you the tools to get all three parts of you - Parent, Adult and Child, working together smoothly.

DIFFERENT PERSONALITY COMBINATIONS

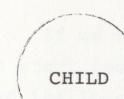
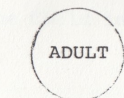
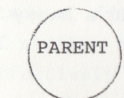
* * * * WHICH ONE ARE YOU? * * * *

A. THE KNOW-IT-ALL



... has an overactive Parent with a very low Adult and Child centre. This type of individual spends his time criticizing, judging, advising or putting-down others.

B. THE DREAMER



... exists in a world dominated by his Child ego state, always subverting his parent and adult states. Consequently, it is most difficult to deal with his kind of individual on an adult or rational level. Can you think of a female television personality who epitomizes this portrait Edith Bunker, of course.

C. THE BRAIN

PARENT

ADULT

CHILD

... or loner who, because of the low parent and child aspects of his character, is socially inept. This type of individual prefers intellectual activity to any social activity.

D. THE BALANCED INDIVIDUAL

PARENT

ADULT

CHILD

... knows how to react to each and every situation. This person has developed a tolerant Parent, a competent Adult and a happy Child.

NOW TURN ON THE COMPUTER AND COMPLETE SECTION I OF THE EXERCISES

SECTION 2

STROKING

The way to treat and respond to people determines the way they will feel about and respond to us. To encourage or be encouraged, to offer words of recognition or receive praise - these things are referred to in T.A. terms as giving or receiving positive strokes. Negative strokes, then, is the giving or receiving of criticism or ridicule. To approximately describe positive strokes, originators of T.A. have coined the phrase "warm fuzzy", while negative strokes are referred to as "cold prickles".

There is, in addition, a third way of stroking. Luke Baldies or conditional strokes can be described through the following example. An employer might say, "If you do a good job on this project, then you'll be rated as our best junior accountant." Whenever possible, avoid giving a negative stroke; substitute that criticism with a conditional stroke or even better, with a positive stroke. Each one of us has a different stroke quota. Therefore it is important in any of our roles, whether it be as a parent, employer, employee, teacher, student, friend, son or daughter to be sensitive to the number of strokes that each person we deal with requires to function effectively and with self-esteem.

The kind of strokes you give and receive depends upon how the Child in you feels about yourself and others.

ARE YOU A STAMP COLLECTOR?

If we receive too many negative strokes, then we may tend to start feeling resentful. Once this happens, we store up our bad feelings, referred to in T.A. terms as brown stamps. Gold stamps refer to the build up of good feelings.

After a certain period of time we feel we have the right to cash in our stamps. Brown stamps are cashed in for some sort of emotional revenge or sense of satisfaction. Gold stamps are cashed in for a self-indulgent prize. Stamp collection, brown or gold, impedes honesty. In other words, when we cash in our stamps, we are not leveling with ourselves. We are, instead, making excuses for our feelings and actions.

If we funnel our decisions through our adult ego state, then the tendency to collect stamps will be erased. The adult portion of our character will deal in a straightforward, authentic fashion with each transaction.

 NOW COMPLETE SECTION II OF THE EXERCISES

SECTION III

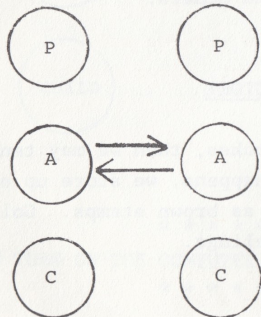
TRANSACTIONS

Transactions are the lines of communication between two people.

EXAMPLE #1

(DIRECTION: SPEAKER #1

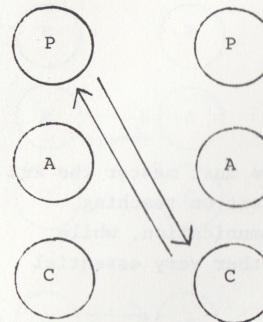
SPEAKER #2)



SPEAKER #1: "Did you not enjoy the football game?"

SPEAKER #2: "No, it's not my cup of tea."

EXAMPLE #2



SPEAKER #1: "You sure made it obvious that you didn't like that football game."

SPEAKER #2: "I didn't feel like spending my time watching some dumb football game."

When our transactions have ulterior motives, then we start playing games. In other words, our words and actions contain hidden intentions. In these cases our Parent or Child are lining up an attack to defeat "the opponent". You can stop the game from beginning by funnelling all of your decisions through your adult ego state.

YOUR GOALS

1. Learn to recognize the three ego states in yourself and others.
2. Work on getting all three parts of you working well together by developing a tolerant parent, a competent adult and a happy child.

 NOW COMPLETE SECTION III OF THE EXERCISES

COMPLIMENTARY TRANSACTIONS
 (To be used in conjunction with Section 3, taped exercises "C")

SECTION IV

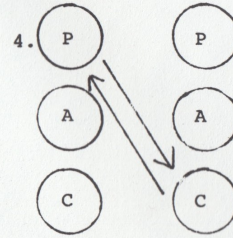
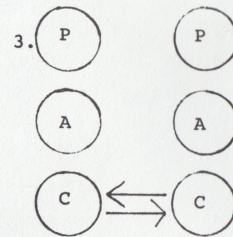
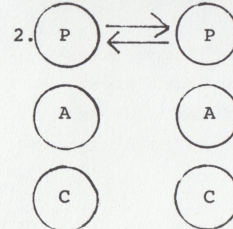
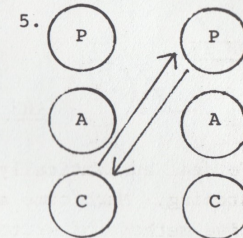
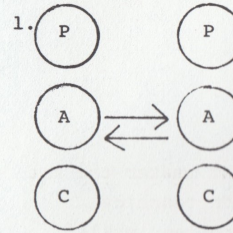
ARE YOU LISTENING?

To deal authentically with people, we must master the art of listening. Much time and effort is spent on teaching effective methods of written and oral communication, while little effort is taken to teach us that other very essential communication skill - listening.

Our Child portion isn't always willing to listen unless the words are those we want to hear. Likewise, our Parent portion wants to tell or advise rather than listen. We must therefore depend upon and train our Adult portion to listen in order to produce empathetic two-way communication.

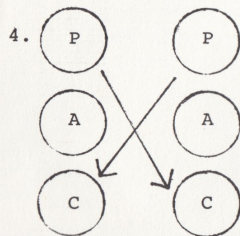
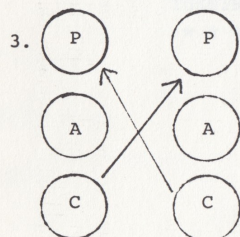
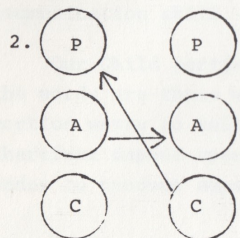
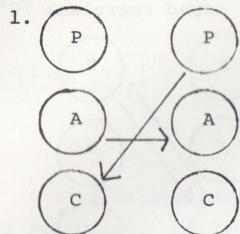
 TEST YOUR LISTENING SKILLS BY
 TURNING TO SECTION IV OF THE TAPE

GOOD LUCK!



CROSS TRANSACTIONS

(To be used in conjunction with Section 3, taped exercise "D")



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