

## TRANSACTIONAL ANALYSIS

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***Communication is your ticket to success,  
if you pay attention, and learn to do it effectively.***

**Theo Gold**



Transactional analysis or 'TA' is a branch of psychotherapy developed by Eric Berne in the 1950s and is otherwise known as the 'ego state model'.

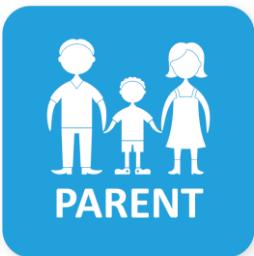
An ego state is '*A consistent pattern of feeling and experience, directly related to a corresponding consistent pattern of behaviour*'. **Eric Berne**

Knowing about transactional analysis and being aware of your own and others' ego states can help you to have more successful conversations and improve your communication skills.



### EGO STATES

Berne's model has three ego states:



Ego states are irrespective of age and are therefore used in a different way to the normal use of the words parent, adult and child.

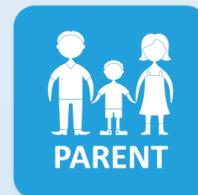
The Parent and Child ego states are echoes of the past and are learned behaviours / responses. The Adult ego state is a response to the here and now, when a person is grown up and using grown up responses.

Communication between people can be from one ego state to a different ego state, or to the same one. You can also move between the different ego states in just one conversation.

An ego state transaction can cause an ego state reaction; we all use all ego states at different times and with different people. For example, think back to the time when your partner 'commented' on your driving or you 'weren't allowed' the remote control. Did you react like a rational adult, or did you throw a childish tantrum?

### Parent ego state is divided into:

- The negative Critical Parent
- The positive Nurturing Parent



### Child ego state is divided into:

The negative Adapted Child - learnt responses from other people's reactions to us and our behaviour.

- The positive Free (or Natural) Child



## HOOKS, CUES & CLUES

Ego states have verbal and non-verbal characteristics:

CLUES FROM	CONTROLLING PARENT	NURTURING PARENT	ADULT	FREE CHILD	ADAPTED CHILD
WORDS	Should, must, don't, good, bad	Don't worry, let me help you, there there	How, when, where, I understand	I wish, wow, love, hate	Please, sorry, I can't, try
TONES	Harsh, abrupt, authoritative	Soothing, consoling, loving	Calm, clear, even	Joyful, noisy, energetic	Complaining, surly, monotone
GESTURES/ MANNERISMS	Finger pointing, arms crossed	Pat on arm, nodding encouragingly	Level eye contact, absence of fidgeting	Exaggerated movements, uninhibited	Head tilted to one side, fidgeting, slouching
FACIAL EXPRESSIONS	Rolling eyes, furrowed brow, scowling	Smiling, proud eyes	Open, thoughtful	Bright-eyed, smiling freely	Pouting, downcast, not engaged