



# UNDERSTANDING PEOPLE USING TRANSACTIONAL ANALYSIS

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# ERIC BERNE'S TRANSACTIONAL ANALYSIS

- Transactional Analysis is one of the most accessible theories of modern psychology. Transactional Analysis was propounded by Eric Berne, and the famous 'parent adult child' theory is still being developed today.
- Transactional Analysis has wide applications in clinical, therapeutic, organizational and personal development, encompassing communications, management, personality, relationships and behaviour.

# 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 BASIS

- Id – Pleasure Principle
- Ego- Realistic Principle
- Super-Ego- Ethical Principle

# THE THREE EGO STATES

- Parent- “Do as I do”
- Child- “What shall I do?”
- Adult- “I will be frank with you”



## **Parent Ego State**

**Authoritative  
Condescending  
Talking Down**



## **Adult Ego State**

**Fact Based  
Without Emotion  
Sending and Receiving  
No Authority or Helplessness**



## **Child Ego State**

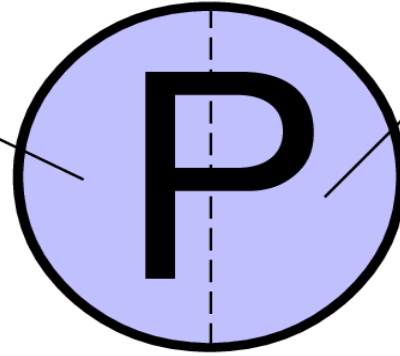
**Defensive  
Emotional  
Helpless  
Entrenched**



# The Transactional Analysis Parent-Adult-Child Model

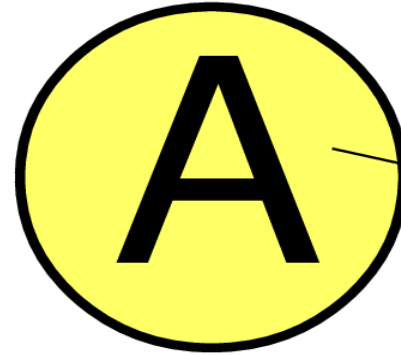
## Critical Parent

Monitors adherence to rules, shoulds and musts, and expectations of self and others. Largely automatic.



## Nurturing Parent

Voice of unconditional acceptance, hope, and optimism. The source of self-soothing and self-recognition

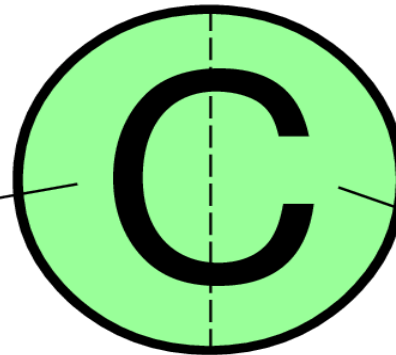


## Adult

The planner, observer, organizer, and analyzer. The part of self that can think logically and rationally and act accordingly.

## Adaptive Child

The part of self that makes emotional decisions about self and the world based on past and present drivers, injunctions, biology, and environment.



## Free Child

The spontaneous, emotive, creative, and in-the-moment part of self.

# THE THREE EGO STATES

We are:

- Child,
- Adult,
- Parent

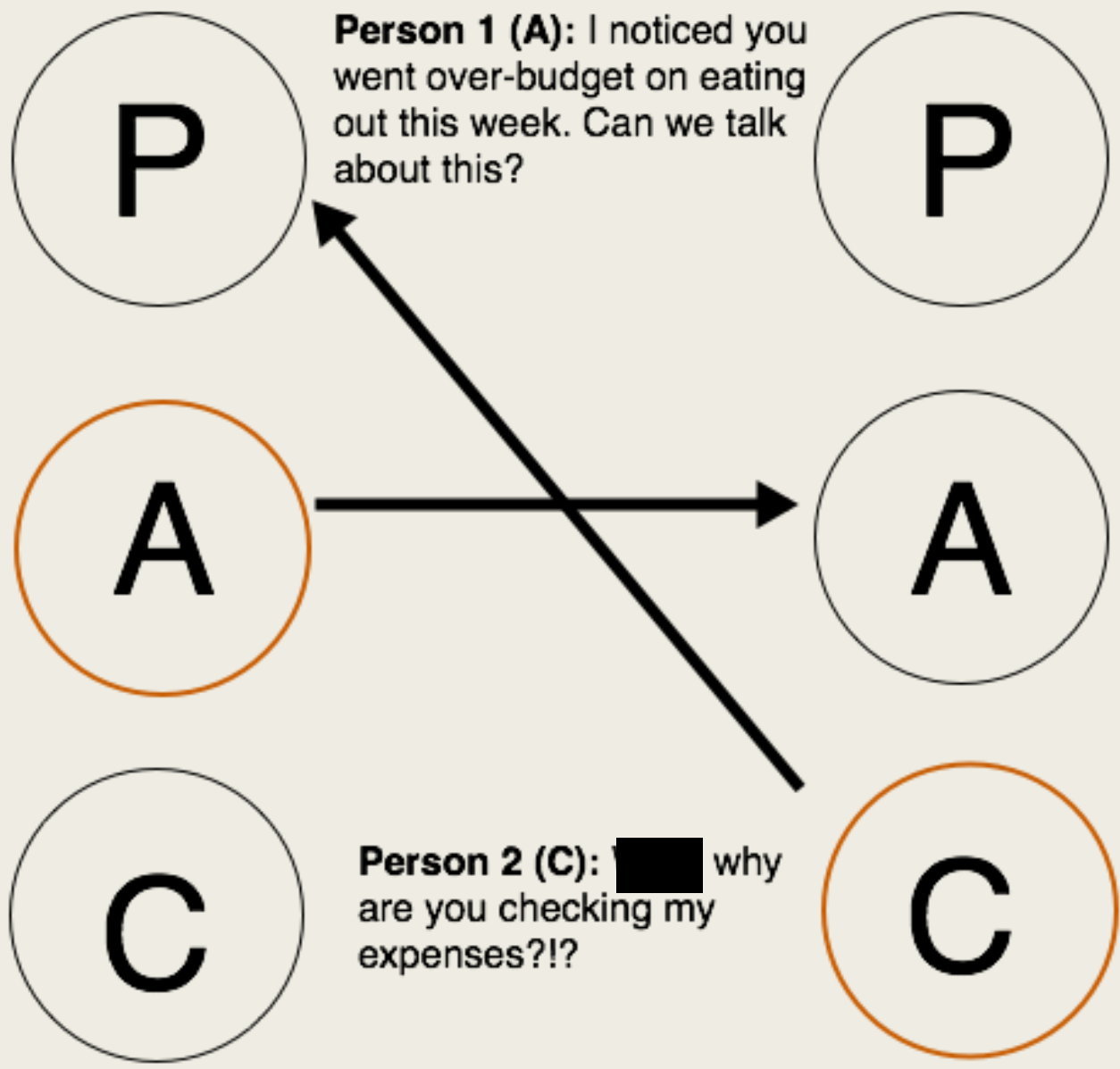
in our transactions.

- Biological conditions are irrelevant to these ego states.
- We shift from one ego state to another in transactions.



# SHIFT IN EGO STATES

- Parent- “Why don’t you prepare a time-table?”
- Child- “What is the point when one cannot follow it?” –  
Becomes an Adult.

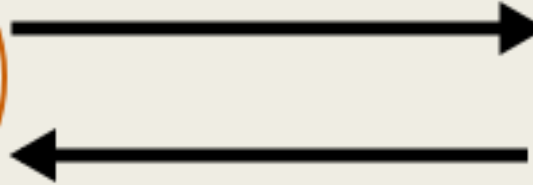


P

P

**Person 1 (A):** I noticed you went over-budget on eating out this week. Can we talk about this?

A



A

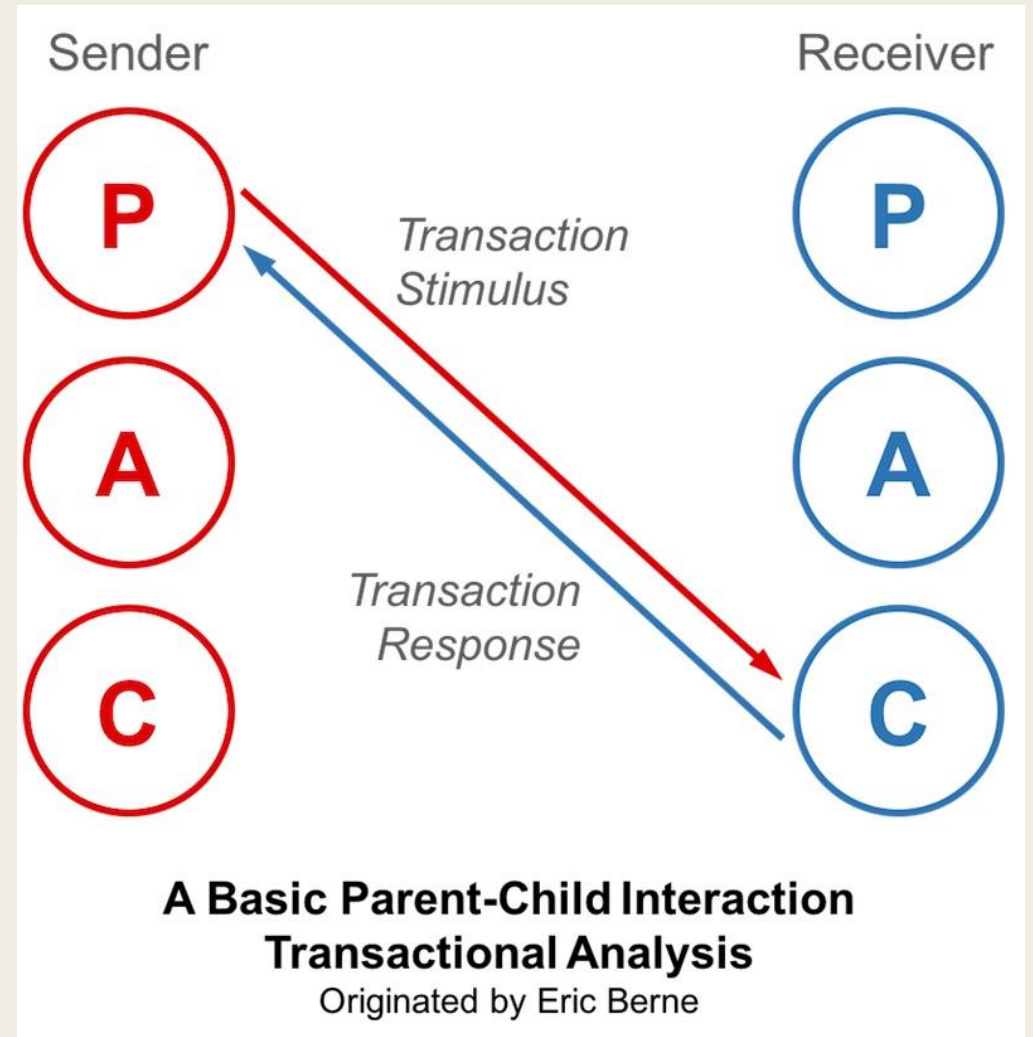
**Person 2 (A):** Wow you're right, I got a little carried away this month. Will be more mindful next month.  
OR, Yes you're right, I wanted to talk to you about increasing our budget in this area.

C

C

# TRANSACTIONAL STIMULUS AND RESPONSE

- The initiator of the transaction is called the transactional stimulus.
- The response of the respondent is called transactional response.



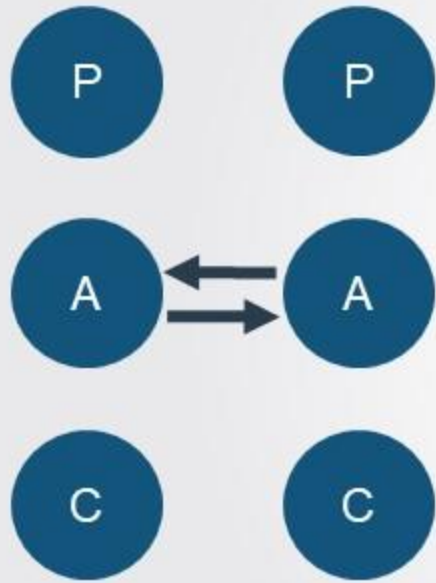
# TYPES OF TRANSACTIONS

- *Complementary Transactions*: Appropriate and Expected Transactions indicating healthy human relationships.
- Communication takes place when transactions are complementary. A stimulus invites a response; this response becomes a stimulus inviting further response and so on.

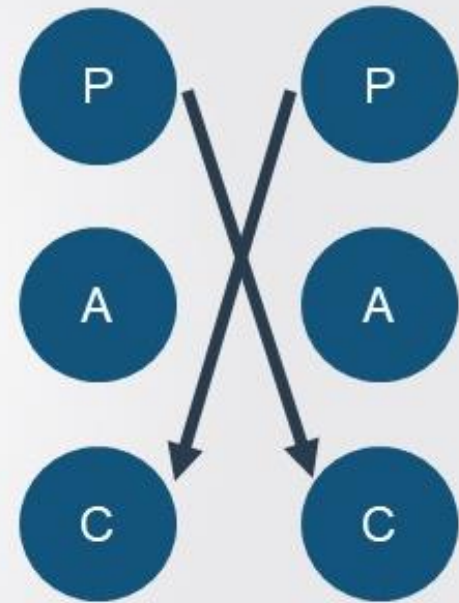
# TYPES OF TRANSACTIONS

- *Crossed Transaction*: This causes most difficulties in social situations.
- “May be, you should improve your singing skills”.
- “You always find fault with me whatever I do” Parent-Child interaction.

### Complementary Transaction



### Crossed Transaction



# TYPICAL GAMES USING TRANSACTIONAL ANALYSIS

- Between a shop keeper and a customer: “This one is better, but you cannot afford it”
- Between a boss and a subordinate: “This is a hugely profitable consumer market, but you cannot handle it.”
- Between an interviewer and a candidate: “What you just said is totally wrong”