Transactional Analysis (The PAC Theory) - A Psychological Tool to Enhance the Quality of Communication and Interpersonal Relationships
Game 1
Pass it On

Processes that went on during the game

1. Informing from P1
2. Listening by P2
3. Understanding by P2
4. Interpreting by P2
5. Relaying to P3
Analysing the Process of Communication

**Informing from P1**
a) Am I speaking the language that P2 understands?
b) Did P2 really understand what I meant / my intention?

**Listening by P2**
a) Did I listen to every word / action done by P1?
b) Did I miss any important information that was conveyed?

**Understanding by P2**
a) Am I correctly understanding what P1 said or did?
b) Is there any other way of understanding this information?

**Interpreting by P2**
a) How do I convey the information that I have understood?
b) Will P3 be able to understand my way of informing?

**Relaying to P3**
a) Am I speaking the language that P3 understands?
b) Did P3 really understand what I meant / my intention?
Ego = State of Mind

Superego (Morality) → Parent (P)
Ego (Reality) → Adult (A)
Id (instincts) → Child (C)

Ego states are not age specific. They exist in people of all ages.

Sigmund Freud

Eric Berne
Parent Ego State

- Created due to the accumulation of memories during the growing years
- Behaviour of parents and significant elders create the parent ego
- Behaves like a parent while in the parent ego state
- Gives opinions and judgements
- Talks about rules, regulations and wisdom
- Often, displays poor listening skills
- Don’t like to take suggestions or opposite views
Parent Ego

Nurturing Parent
- Supportive and understanding
- Tends to be overprotective
- Does not allow risk-taking
- Leads to emotional security
- Can be discouraging

Controlling Parent
- Tends to be overbearing and strict
- Does not offer emotional support
- Very poor listening skills
- Can lead to a rebellious attitude
- Criticises almost everything
Examples of statements made in Parent Ego State

Don’t try to act smart. I know what you really are up to

Getting up early in the morning is a good habit

The current government is useless. They don’t understand the problems of the people

The Indian cricket team is full of politics. There is no fair play nowadays

Learn to keep your things properly and be responsible

People will laugh at you if you wear that dress to the party
Child Ego State

- Ruled by emotions
- Root of creativity, feelings, intuition, energy and excitement
- Very little logic and reasoning
- Non-diplomatic and clean minded responses
Child Ego States

Natural Child
- Not aware of self
- Vulnerable
- Non-diplomatic
- Communicate by sounds

Little Professor
- Extreme curiosity
- Adventurous and experimental
- Free spirited

Adaptive Child
- Reactive to situations
- Either change themselves or rebel
Examples of statements made in Child Ego State

I want to buy a piece of jewellery for this festival, no matter what!

Yay! I got the order I was waiting for

Sob! Everybody hates me!
Adult Ego State

- Logical and rationale state of mind; works like a computer
- Less emotional
- Displays cool and calm demeanour
- Thrives on data, statistics and information
- Likes to discuss instead of dictate
- Is not influenced by others’ state of mind, stays in control
- Mediates, negotiates and uses logical thinking to solve problems
- Is comfortable with himself / herself
Examples

I think we need more information to decide on the amount to be invested in property now. Could you please get me the latest real estate prices?

Why do you think the government is unable to arrive at a practical solution to the water problem?

We should be able to solve this problem if we discuss the various points pertaining to it. Let’s call a meeting tomorrow. What do you people say?

Based on the statistics of the previous year, we can say that we’ll have a lot of water problem this summer.

100 new employees have joined us this year and many of them are freshers. It will be difficult to run the department if they are not trained properly.
# Compare the Ego States

<table>
<thead>
<tr>
<th>Clues from</th>
<th>Controlling Parent</th>
<th>Nuturing Parent</th>
<th>Adult</th>
<th>Free Child</th>
<th>Adapted Child</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Words</strong></td>
<td>Should, must, don't, good, bad</td>
<td>Don't worry, let me help you, there there</td>
<td>How, when, where, I understand</td>
<td>I wish, wow, love, hate</td>
<td>Please, sorry, I can't, try</td>
</tr>
<tr>
<td><strong>Tones</strong></td>
<td>Harsh, abrupt, authoritative</td>
<td>Soothing, consoling, loving</td>
<td>Calm, clear, even</td>
<td>Joyful, noisy, energetic</td>
<td>complaining, surely, monotone</td>
</tr>
<tr>
<td><strong>Gestures/ mannerisms</strong></td>
<td>Finger pointing, arms crossed</td>
<td>Pat on arm, nodding encouragingly</td>
<td>Level eye contact, absence of fidgeting</td>
<td>Exaggerated movements, uninhibited</td>
<td>Head tilted to one side, fidgeting, slouching</td>
</tr>
<tr>
<td><strong>Facial expressions</strong></td>
<td>Rolling eyes, furrowed brow, scowling</td>
<td>Smiling, proud eyes</td>
<td>Open, thoughtful</td>
<td>Bright-eyes, smiling freely</td>
<td>Pouting, downcast, not engaged</td>
</tr>
</tbody>
</table>

*Read the Body Language to understand the Ego State*
Identify the ego states based on the statements given below:

1. You have to complete this work by today evening under any circumstance
2. Oh no! I am doomed
3. Why were you so nervous yesterday?
4. Let's ask the manager if there are funds available for this initiative
5. Coming late for work is becoming a habit with you
6. You are wasting a lot of time at work. You better start using time well
7. Haven't you learnt anything in life!
8. I don't deserve it! I am not good enough.
9. Don't you know how to keep your things properly
10. He thinks we have not done sufficient work. Let us take some reports and show him our real work
11. She is always complaining about me. She hates me!
12. I would like to know the previous estimate report of this project?
13. It is better is we can sit and discuss the situation before coming to a conclusion
14. It's ok if you have not been able to do the job. I'll help you out with this
15. I love it when the sky is so blue and clear!
Shifting From One Ego State to Another
## Behavioural Patterns of Different Ego States

<table>
<thead>
<tr>
<th></th>
<th>Parent</th>
<th>Adult</th>
<th>Child</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsibility</td>
<td>5</td>
<td>2.5</td>
<td>&gt;1</td>
</tr>
<tr>
<td>Decision making</td>
<td>2.5</td>
<td>5</td>
<td>&gt;1</td>
</tr>
<tr>
<td>Problem solving</td>
<td>3</td>
<td>5</td>
<td>&gt;1</td>
</tr>
<tr>
<td>Creativity</td>
<td>1</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Enthusiasm</td>
<td>1</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Handling emotions</td>
<td>4 (might suppress or react)</td>
<td>5 (responds)</td>
<td>0 (Always reacts)</td>
</tr>
<tr>
<td>Obedience</td>
<td>0</td>
<td>2.5</td>
<td>AC: 4; FC: 2</td>
</tr>
<tr>
<td>Empathy</td>
<td>CP: 1; NP: 4</td>
<td>3.5</td>
<td>AC: 2; FC: 2 (Debatable)</td>
</tr>
<tr>
<td>Curiosity</td>
<td>2.5</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>
What is your Dominant Ego State?
Decoding Transactions
Successful Transaction  =  Successful Communication

Unsuccessful Transaction = Unsuccessful Communication

According to Transactional Analysis, a Successful Transaction is that in which the message is received by the ego state that the message is intended for and the sender receives an appropriate answer.

Transactions evoke ego state and vice versa.
Complementary Transactions

Both the persons accept each other’s ego states and complement each other

Example:
A says, “What do you think will happen to this project next?”
B replies, Let’s wait and see. Looking at the situation now, I am not sure what decision the management will take. Do you think we quoted too much?

A says, “I am not able to handle this project. I have failed in all my trials!”
B says, “It’s alright. Let’s try and figure this out together. I am sure you’ll be able to do it right”
Cross Transactions

Example:
A says, "What do you think will happen to this project next?"
B replies, "This is the worst management ever. They should first go and learn how to lead a team. This project will be a complete failure."

A says, "I am not able to handle this project. I have failed in all my trials!"
B says, "Why do you think you have failed? Figure out the causes and start working on it again"
Example:
A says, “What do you think will happen to this project next?
B replies, “You have been working with this team for the last one year, haven’t you? I am sure you can analyse the situation”

A says, “I am not able to handle this project. I have failed in all my trials!”
B says, “Last time you said you had done this kind of work before. Let me see you do it again.”
Altering Ego States to Aid Meaningful Conversations

How does it help?

1. Calm passions down and have an appropriate conversation
2. Make people take decisions
3. Stimulate their enthusiasm and creativity
4. Make people think logically and analyse the situation
5. Turn the situation in your favour
How to Alter Ego State

1. What is the other person’s ego state at that point of time
   a. Observe body language
   b. Start with small talk

2. What is the best suited ego state for that situation?

3. If the other person is in a different ego state, then change it

4. If you are unable to change the ego state, postpone the conversation to another time
Altering Ego States to Aid Meaningful Conversations

- **Parent**
  - Ask opinions
  - Ask right or wrong
  - Ask justifications

- **Adult**
  - Ask questions involving facts and figures

- **Child**
  - Ask questions to get a “yes”
Throw a challenge
Life Positions

We all have roles to play

Our roles or positions in life are relative

We rate ourselves in relation with others
Life Positions

- I am O.K., You are O.K.
- I am O.K., you are not O.K.
- I am not O.K., you are O.K.
- I am not O.K., you are not O.K.

You are O.K.
You are not O.K.
<table>
<thead>
<tr>
<th>Scenario</th>
<th>Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am Ok, You are OK</td>
<td>Productive conversation</td>
</tr>
<tr>
<td></td>
<td>Equality in relationship</td>
</tr>
<tr>
<td>I am OK, You are not Ok</td>
<td>Superiority complex</td>
</tr>
<tr>
<td></td>
<td>Less empathy and more dominance</td>
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<tr>
<td></td>
<td>More sympathy</td>
</tr>
<tr>
<td></td>
<td>Criticising</td>
</tr>
<tr>
<td>I am not Ok, You are Ok</td>
<td>Inferiority complex</td>
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<tr>
<td></td>
<td>Subservience</td>
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<tr>
<td></td>
<td>Timid conversations</td>
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<tr>
<td></td>
<td>Looks up to the other person</td>
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<tr>
<td></td>
<td>Might try to imitate the other person</td>
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<tr>
<td>I am not Ok, You are not Ok</td>
<td>Hopelessness</td>
</tr>
<tr>
<td></td>
<td>Might lead to depression</td>
</tr>
<tr>
<td></td>
<td>Totally unproductive</td>
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</table>
STROKES

A stroke is a unit of recognition

It is a process of entering into the awareness of others

Stroke is to satisfy the other person’s emotional desires

3 to 4 strokes are necessary for a healthy transaction

We accept some strokes and reject some

Strokes can be physical, verbal or nonverbal

Strokes can be negative or positive

Negative stroke is better than no stroke

Conditions and unconditional strokes
Give strokes when they need to be given

Ask for strokes when you want them

Accept strokes if you want them

Reject manipulative strokes

Give yourself positive strokes
Stroke situations

Greetings in the morning

Recognition for presence and work; don’t look for reasons

Visiting cards

Special occasions

Emotional situations

Visual appeal / beauty
Queries?

Thank You and All the Best for Successful Communications