

TRANSACTIONAL ANALYSIS For Conflict Management

PRESENTER

Prof.D.V.RAMANA MURTHY, PhD (Management)
Professor in Management
&
Director
KBN College PG Centre,
VIJAYAWADA

AND


Director and Core Facilitator (Programmes)
Attitude +VE
Behavioural Training Solutions
Hyderabad
&
Trainer – Project Genesis
INFOSYS


Conflict Good or Bad

- Functional conflicts are good for the organisations in so far as discussions, deliberations dis-agreements facilitate fruitful conclusions.
- Dysfunctional conflicts are highly explosive.
- Lets explore a distinctive approach of converting conflict into collaboration.
- The tool is Transaction Analysis : Process of analyzing human transactions for better understanding between people.
- Though disagreements may be issue based but reaching agreement is through is people based; the way in which we interact among ourselves for reaching mutual understanding and agreement.

Are You Communicating!!!!



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- The ability to effectively communicate with others is one of the most powerful tools for personal and/or professional success.
 - Most people are challenged by the many day-to-day interactions with co-workers, family, and friends.
 - Emotion, communication and conflict are present in all human interactions and affects each of us in different ways.
 - Everyone manages emotion, communication and conflict from habit – patterns and styles developed early in life and over time.
 - 80% of problems in the workplace are communication related which generate conflicts.

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- Effective communication empowers you to influence others.
 - Your capacity to communicate is often seen as an indicator of your ability and intelligence.
 - In this presentation, you will learn a variety of strategies to improve your communication skills, and break the cycle of destructive habits of personal interaction.



● **TRANSACTIONAL ANALYSIS**
TRANSACTION: A basic unit of communication having a stimulus and a response to it

- The personality of an individual consists of three separate and distinct parts, Each with related attitudes and behaviours- called EGO STATES

EGO STATES

- PARENT
- ADULT
- CHILD

PARENT

ADULT

CHILD

PARENT

- PEOPLE ARE GUIDED BY TAUGHT CONCEPTS AND BEHAVE LIKE PARENTS
 - A. NURTURING PARENT- People tend to nurture others
 - B. CRITICAL PARENT- People tend to be critical and put controls and restrictions on others

ADULT

- PEOPLE TEND TO DO RATIONAL ANALYSIS LIKE A COMPUTER DOES

CHILD

- PEOPLE GO BY SUBJECTIVE FEELINGS
 - A. NATURAL CHILD- People show creativity and behave spontaneously
 - B. ADAPTED CHILD- People tend to show complaint behaviour. However at times it takes the form of rebellious child.
 - C. LITTLE PROFESSOR- People tend to act on intuition (Gut Feeling)

ANLYSIS OF TRANSACTIONS

- 1. COMPLIMENTARY TRANSACTION: When communication continues on parallel lines
 - EX: A) What time is it? - Stimulus
 - My watch says 12.30 P.M- Response
 - B) Where is the book?- Stimulus
 - It is on the table.- Response
 - c) Look how many mistakes you have made?-Stimulus
 - I am sorry , It won't happen again- Response

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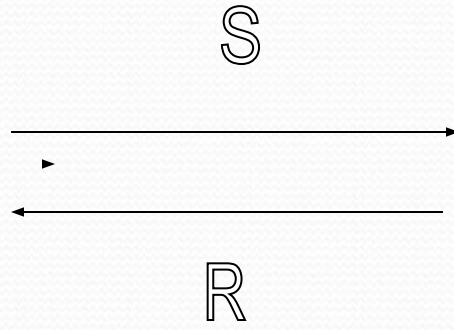
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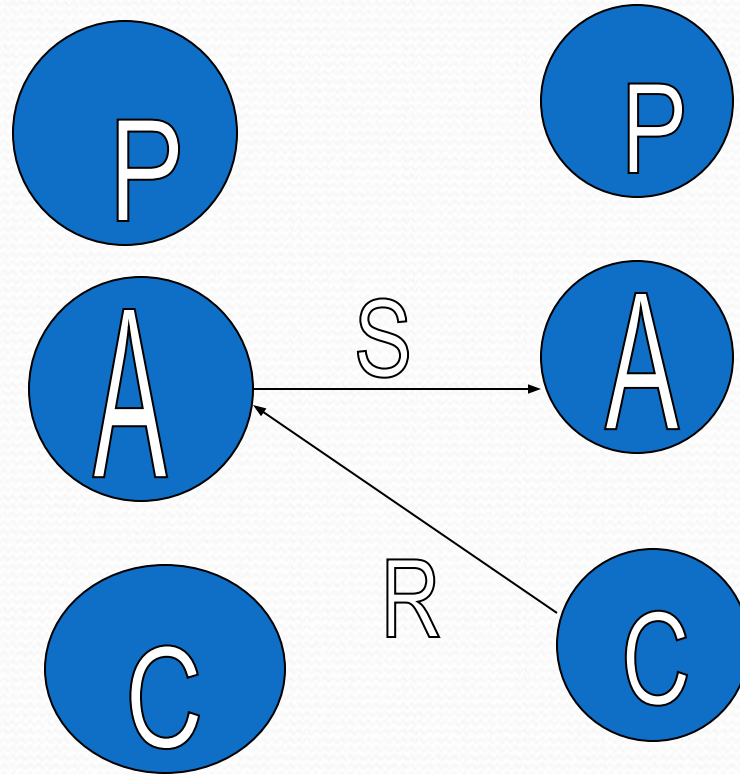
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ANALYSIS OF TRANSACTIONS

- 2. **CROSSED TRANSACTIONS:** The message sent by one ego state is responded to form an incompatible, unexpected ego-state of another person.
- EX: 1) What is the time?—stimulus
 - Why don't you see your own watch?—Response
- 2) Where do I find the manager's office?—Stimulus
 - How should I know? I am only a clerk here— Response
- 3) When are you going to learn from mistakes—Stimulus
 - Look, You must always practice what you preach--Response
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ANALYSIS OF TRANSACTIONS

3. ULTERIOR TRANSACTIONS: There are more complex double meaning . When ulterior message is sent , the literal and intent meanings are not one and the same. Ulterior message is often disguised in a socially acceptable way.

EX : Do you know what time is it?—(Are you aware you are late?—Stimulus

It is half past ten. (I really don't care)--Response

LIFE POSITIONS

IT STEMS FROM TWO VIEW POINTS.

- 1.HOW DOES THE INDIVIDUAL VIEW HIMSELF?
- 2.HOW DOES HE VIEW OTHER PEOPLE IN GENERAL?

FOUR LIFE POSITIONS

- 1. I AM OK---YOU ARE OK: WE BOTH HAVE VALUES
- 2. I AM OK---YOU ARE NOT OK: PEOPLE ARE WITH REBELLIOUS CHILD EGO STATE
- 3. I AM NOT OK ---YOU ARE OK: LOW SELF ESTEEM, LACK OF SELF RESPECT, NEGATIVE FEELINGS
- 4. I AM NOT OK---YOU ARE NOT OK: FEELINGS OF CONFUSION, AIMLESSNESS AND POINTLESSNESS, MISTRUSTFUL OF OTHERS.

ANALYSIS OF LIFE SCRIPTS

- THE TERM SCRIPT IN TRANSACTIONAL ANALYSIS REFERS TO LIFE POSITIONS WHICH INDIVIDUALS ACT OUT
- 1. I AM OK--- YOU ARE OK: CONFIDENT SCRIPT
- 2. I AM OK--- YOU ARE NOT OK: SUPERIOR SCRIPT
- 3. I AM NOT OK--- YOU ARE OK: DEPRESSED SCRIPT
- 4. I AM NOT OK--- YOU ARE NOT OK: HOPELESS SCRIPT

HOW TO CHANGE?

- 1. By gathering information about negative parent behaviour and by deciding to change it.
- 2. Change occurs as critical parent suggestions are questioned.
- 3. Change occurs as free child nurtured by nurtured parent to express itself.
- Change occurs by self expression of openness.
- Change occurs by participation instead of withdrawal
- Change occurs by being responsible rather than blaming environment.

AUTONOMOUS ADULT

- 1.THROWS OLD PATTERNS LIVES IN HERE AND NOW.
- 2.SEPERATES FACTS FROM FANTASY, TRADITIONS AND OPINIONS.
- 3.FINDS ALTERNATIVE SOLUTINS BASED ON REALITY TESTING.
- 4.PERCIEVES THE WORLD FREE FROM PREJUDICES.

WINNING

- *SELF DISCLOSURE*
- *AND*
- *FEED BACK*

AVOID COMMUNICATION BREAKDOWNS

- FOLLOW A HEALTHY LIFE SCRIPT
- BE AN AUTONOMOUS ADULT
- EXCHANGE A TRUSTED, FRUITFUL AND CONFLICT FREE TRANSACTION
- BE HAPPY
- MAKE OTHERS HAPPY
- LET US MAKE IT HAPPEN

ARE WE GOOD HUMAN BEINGS?

- GOOD HUMAN BEINGS MAKE GOOD SOCIETIES AND GOOD ORGANISATIONS
- LET US TAKE AN OATH TO THIS EFFECT
- LET US ALL MAKE THIS HAPPENS

● THANK YOU.