



# Transactional Analysis

## Finding and Using your Adult Ego State

# Transactional Analysis

- ◆ While it can be used for psychotherapy, we will focus on its use as a communication tool.
- ◆ Useful whenever people have to deal with people.
- ◆ Eric Berne the psychologist.





# Transactional Analysis

- ◆ Do you know anyone who points an accusing finger at others when something goes wrong? Does it remind you of your father or some other parental figure?
- ◆ Do you know anyone who works hard taking care of others when things go wrong? Does it remind you of your mom or some other parental figure?



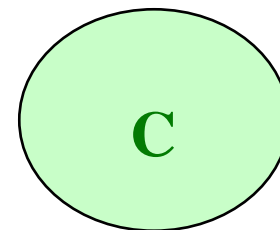
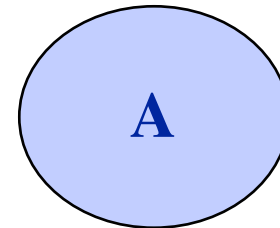
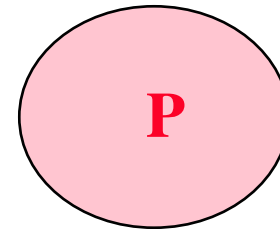
# Transactional Analysis

- ◆ Do you know anyone who throws a temper tantrum when things go wrong?
- ◆ Do you know anyone who acts like they learned “it’s better for children to be seen but not heard”?
- ◆ Do you know anyone who when things go wrong they collect facts, think things through, and then act rationally?



# Transactional Analysis

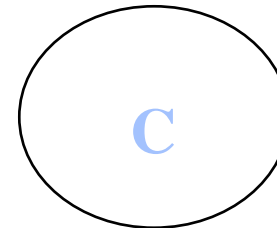
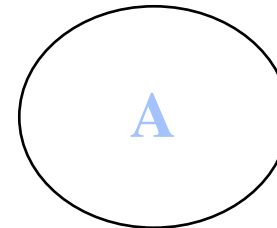
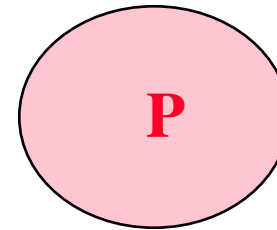
- ◆ **Everyone has three ego states that are based on childhood experiences and role models.**
- ◆ **Each ego state is a separate and distinct source of behavior.**





# Transactional Analysis

- ◆ **Parent Ego State:**
- ◆ Parental values and opinions are stored in this ego state.
- ◆ May be expressed towards others as prejudicial, critical, and nurturing behavior.
- ◆ Parental messages continue to influence the inner child.

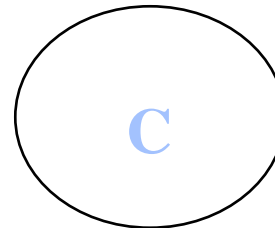
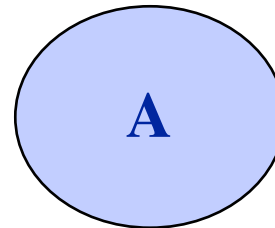
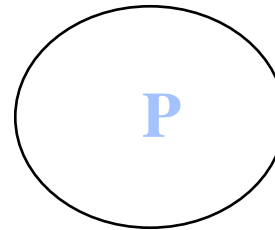


**“The Should Ego State”**



# Transactional Analysis

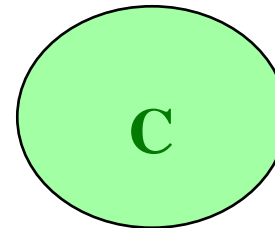
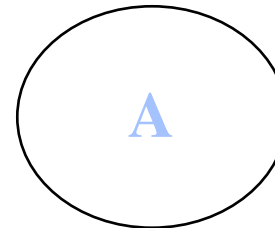
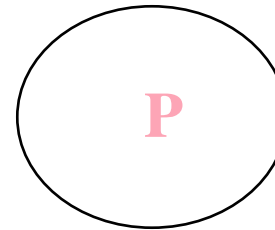
- ◆ **Adult Ego State:**
- ◆ Not related to a person's age.
- ◆ Oriented toward current reality and the objective gathering of information.
- ◆ Organized, adaptable, intelligent, and tests reality, estimating probabilities.



**“Computes Dispassionately”**

# Transactional Analysis

- ◆ **Child Ego State:**
- ◆ All the impulses that come naturally to an infant.
- ◆ How you responded to early experiences and the positions you took about yourself and others.
- ◆ Feelings of happiness, anxiety, fear, withdrawal, etc.



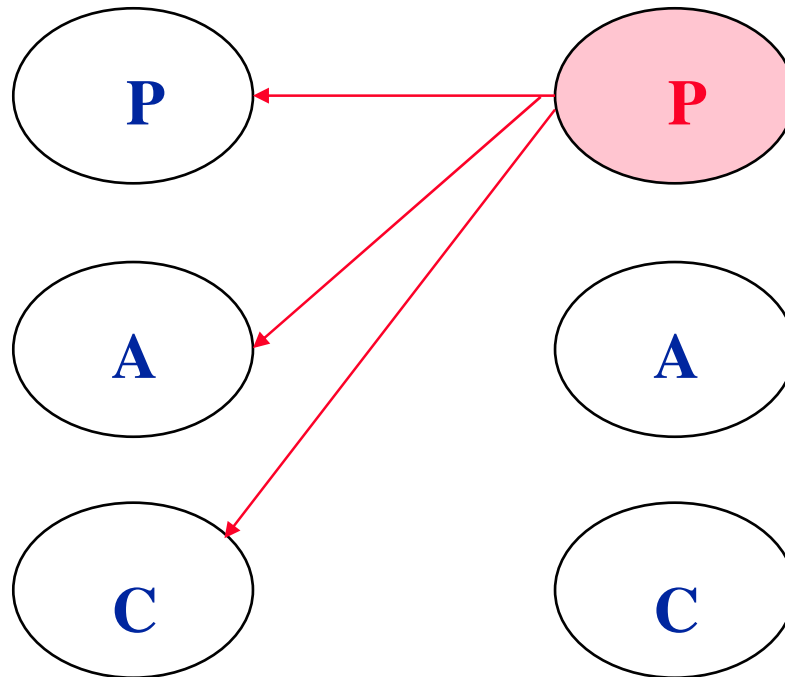
**“Feeling like you did when you were a child”**



# Parent Ego State: Expressed Outwardly

*“Encouraging”*

*“Nurturing”*

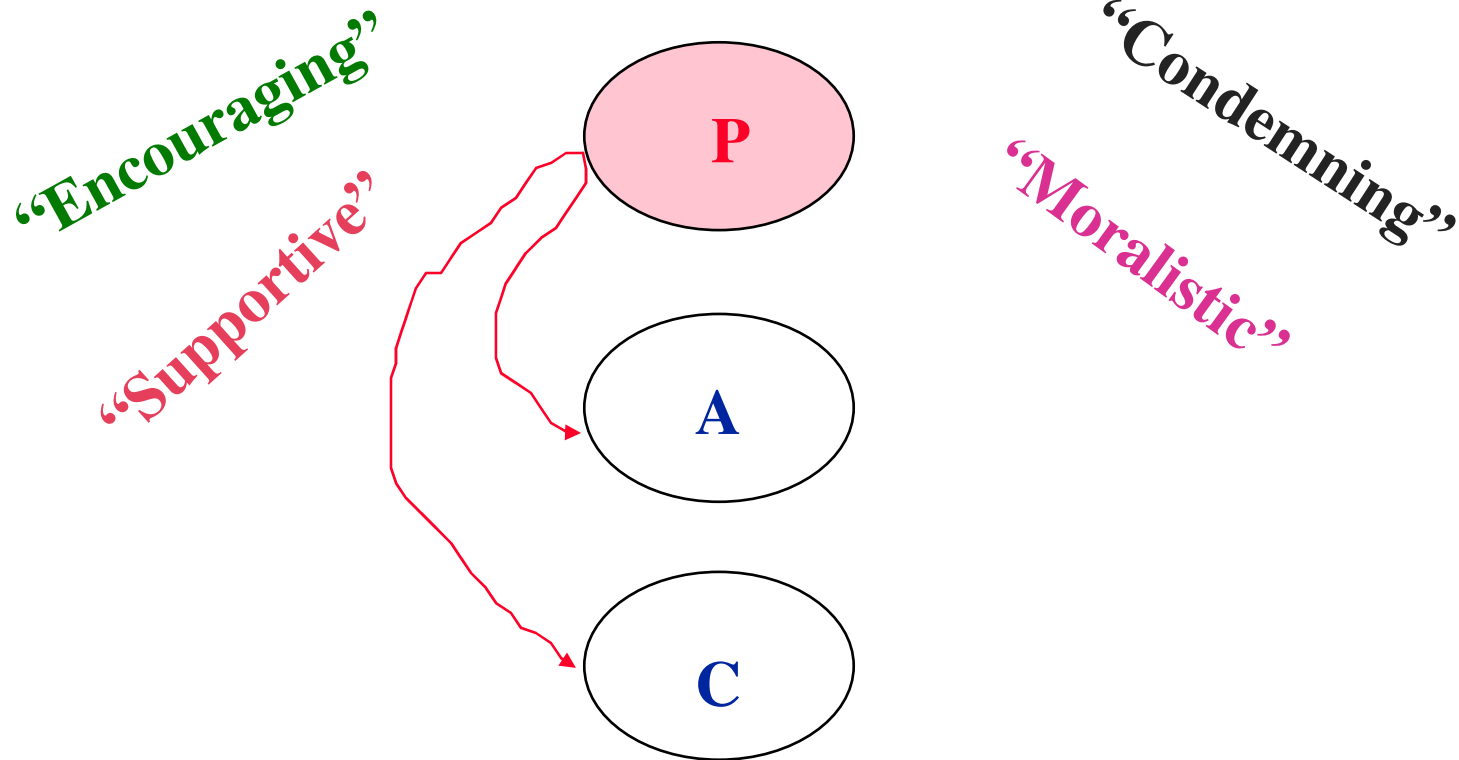


*“Judgmental”*

*“Critical”*

**Transacting with the ego states of others as they saw their parents do it.**

# Parent Ego State: Expressed Inwardly

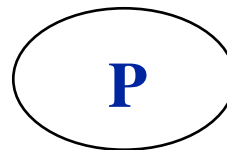


**We all hear parental tapes playing in our heads.**

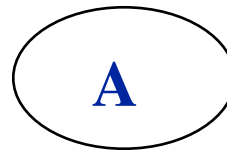


# Child Ego State: Three parts

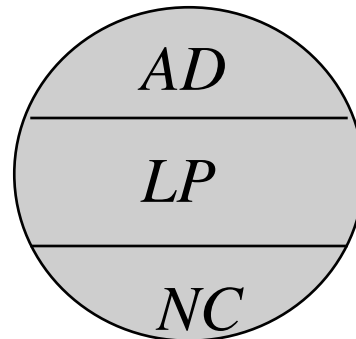
*Adapted child:*  
**experience and P  
influence on behavior.**



*Little Professor:*  
**Emerging adult,  
creative, intuitive.**

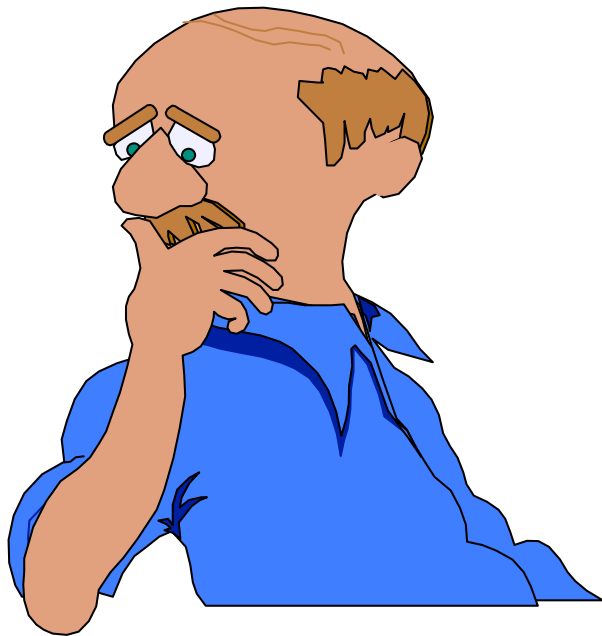


*Natural child:*  
**Uncensored, basic  
drives are stored  
here.**



**Responding as you did  
in childhood:**  
selfish  
mean  
playful  
affectionate  
whining  
manipulative  
curious

# Adult Ego State



- ◆ Used to reason, evaluate stimuli, to gather information, and to store this information for future reference.
- ◆ Enables a person to use data to make decisions and implement these decisions.

# Adult Ego State

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- ◆ **The adult ego state gives a person a measure of objectivity.**
- ◆ **The adult can evaluate parental and child programming and decide what is all right and what needs to be changed.**

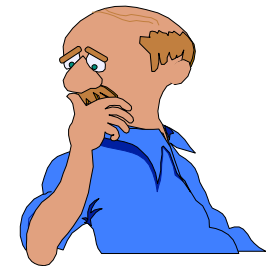
# Analyzing Ego State & Body Language

- ◆ Each ego state has its own words, phases, and truisms that are used in conversation.
- ◆ These may be accompanied by postures, gestures, voice tones, facial expressions, etc.

*“You should have done...”*



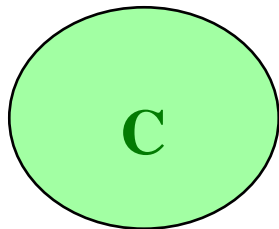
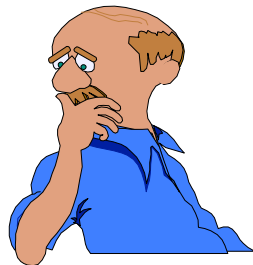
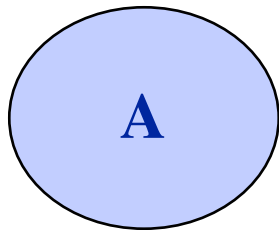
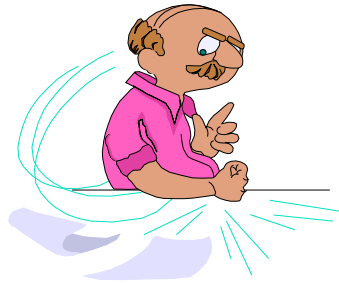
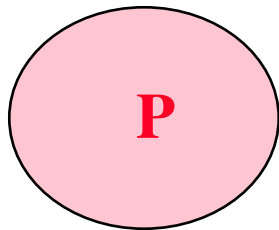
*“I’m not sure, let me think...”*



*“I’m not sure what to tell you!”*



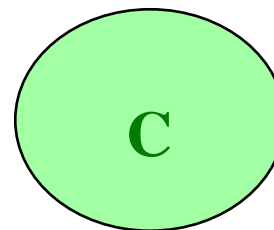
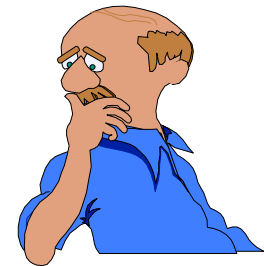
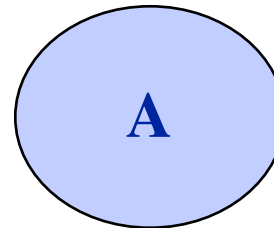
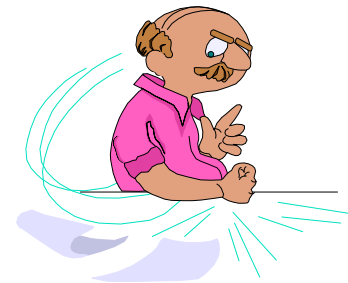
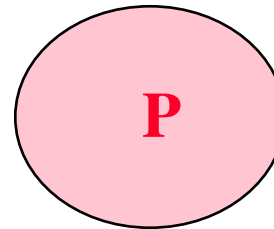
# Finding and controlling your ego states, hints:



- ◆ If you are being critical, or nurturing and using a lot of shoulds, must, etc., you are coming from your parent.
- ◆ Say you SS# to access your adult.
- ◆ If you are emotional, scared, etc., you are in your child.

# Getting to Know Your Ego States: Exercise - 5 minutes

- ◆ Think of three decisions you recently made, e.g.:
  - To take this class
  - To look for a new job
  - Come here today
- ◆ Which ego state contributed the most to your decisions?





# Handout Exercise - Take a Break!

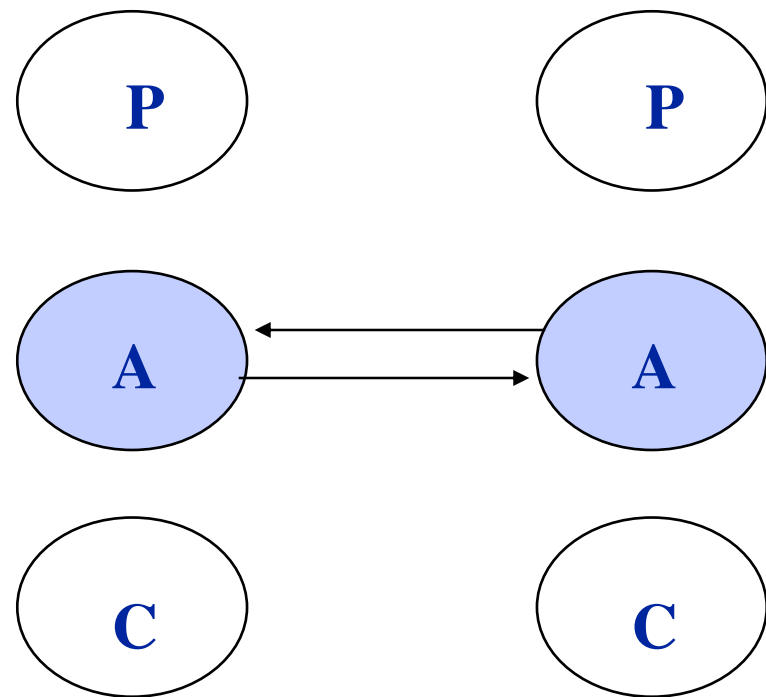


**R38,39**



# Transactions: Unit of Measure in Interpersonal Relationships

- ◆ Between two or more people there is various stimuli and responses. These form the core of transactions between people.
- ◆ E.G. Adult to Adult complementary communication.

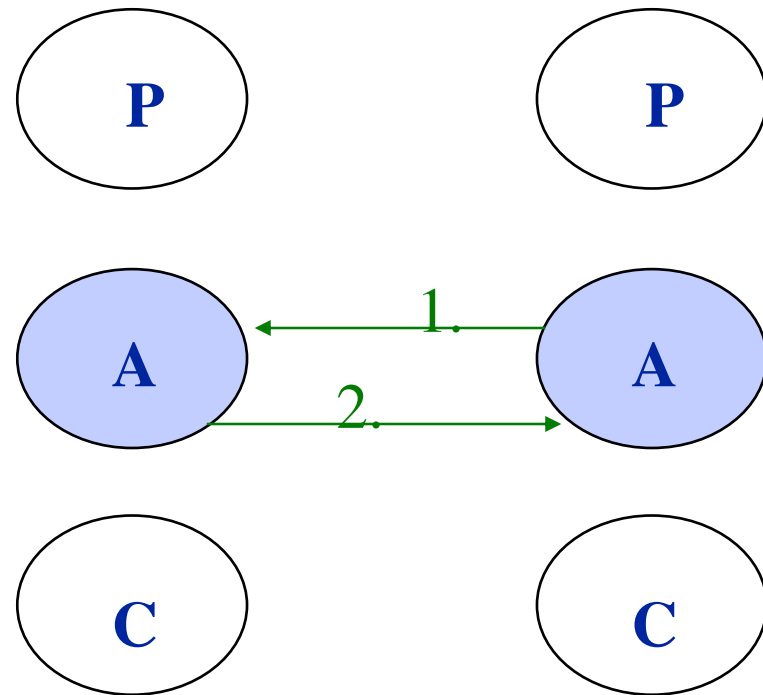


# Transactions: Three basic types

## ◆ Complementary:

- When a transaction gets the expected response from a specific ego state in the other person..

- ◆ The lines of communication are kept open between the transactors.



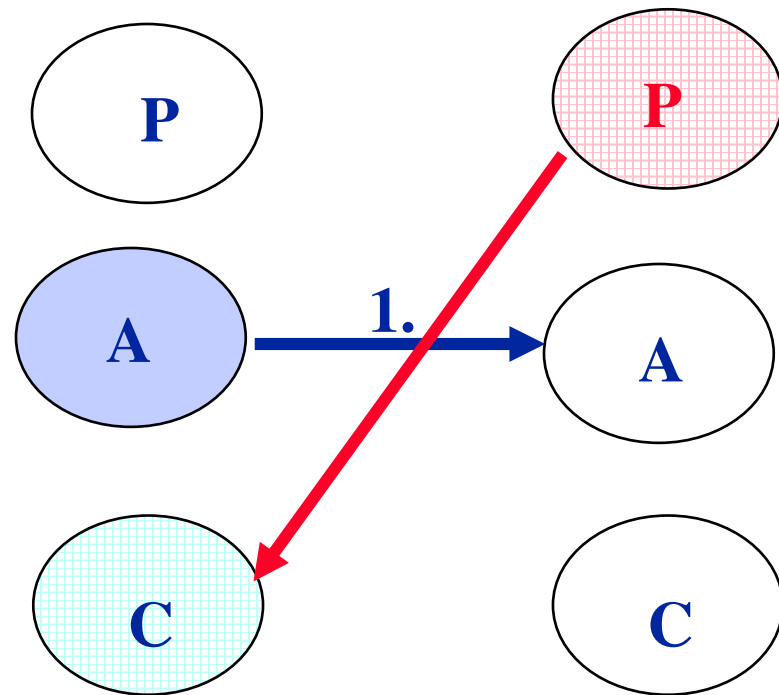
1. Do you know where the x ray is?
2. It seems to be temporarily misplaced, I have a tracer on it.

# Transactions: Three basic types

## ◆ **Crossed:**

- When a transaction gets an **unexpected response** from a unexpected ego state in the other person..

- ◆ Crossed transactions are a frequent source of resentment between people(transactors).



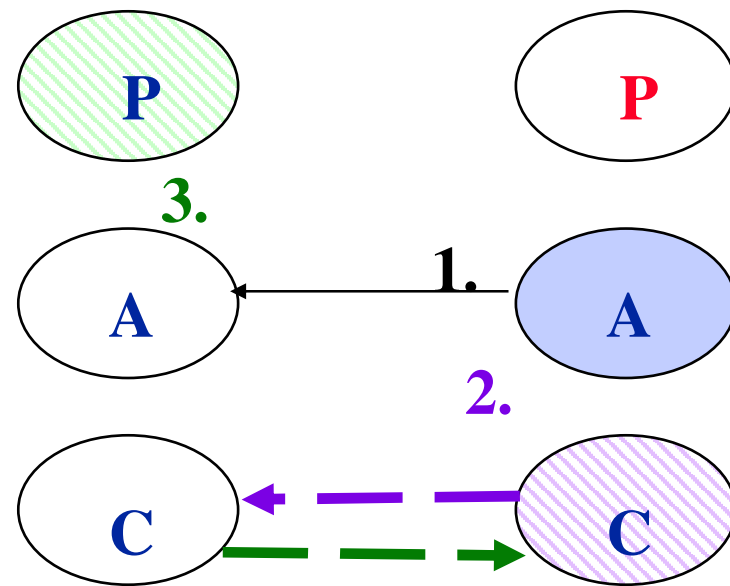
1. Do you know where the x ray is?
2. It's right where you left it, can't you remember anything!

# Transactions: Three basic types

## ◆ **Ulterior:**

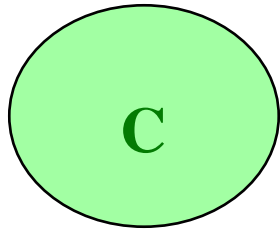
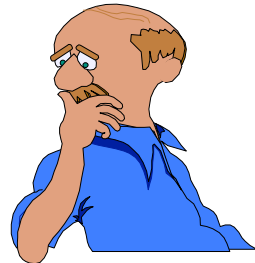
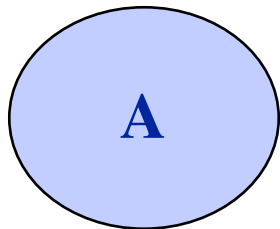
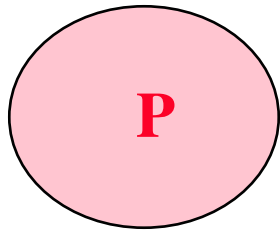
- When a transaction has a **hidden message** and it hooks the ego state the hidden message was going for not the one the overt message was aimed at.

- ◆ The ulterior message is more important to the sender than the overt message.



1. Do you know where the x ray is?
2. I can't find anything when I need it!  
(Looks sad and helpless, flirts a little)
3. Don't worry I'll find it for you.  
(Gives affectionate look & touch)

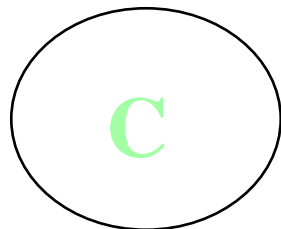
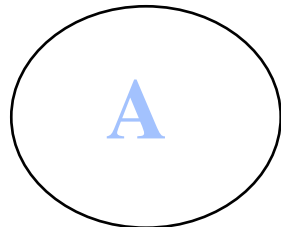
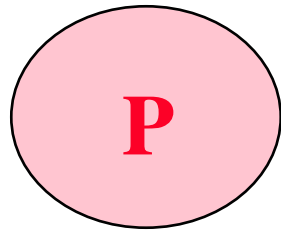
# Summary on Ego States:



- ◆ **We all have three different ego states programmed with different behavior.**
- ◆ **Become aware of when you are coming from your parent, adult or child.**
- ◆ **Awareness gives you more choices in your communication patterns.**



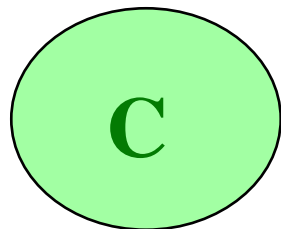
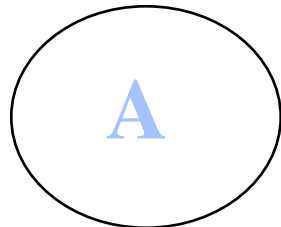
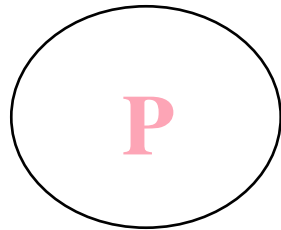
# Summary on Ego States, Parent:



- ◆ **We all have parental models in our heads that cause us to act, speak, think and gesture as the parental figures in our childhood did.**
- ◆ **We are also influenced by the parental tapes we hear as inner messages.**



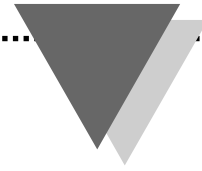
# Summary on Ego States, Child:



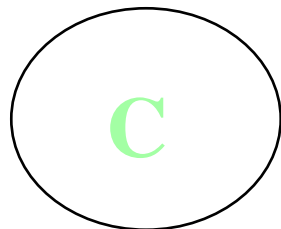
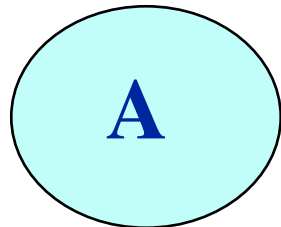
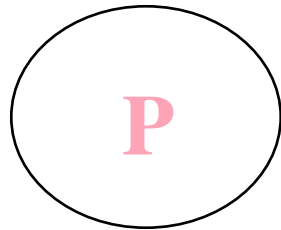
- ◆ **We all have had unique social, economic, ethnic, religious and emotional experiences.**
- ◆ **These events and how we reacted form the basis for our child ego state.**



# Summary on Ego States,



Adult:

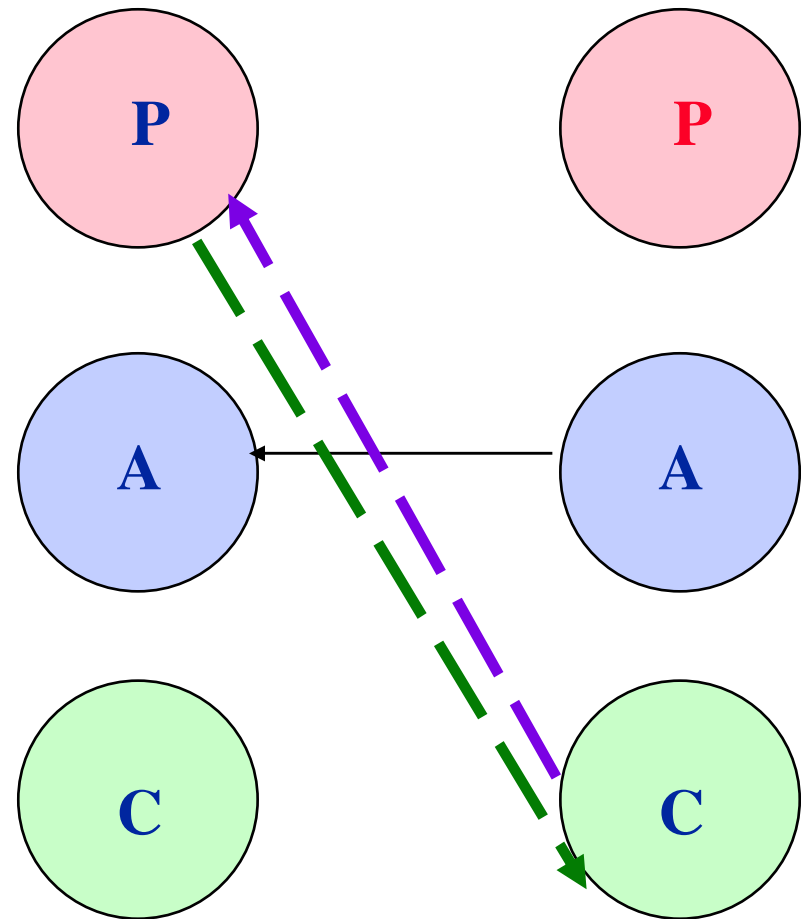


- ◆ **We all have an adult ego state to help us deal objectively with reality.**
- ◆ **Not related to age.**
- ◆ **Not accurate if data is lacking.**
- ◆ **Can help to minimize regrettable actions and increase a person's potential for success.**



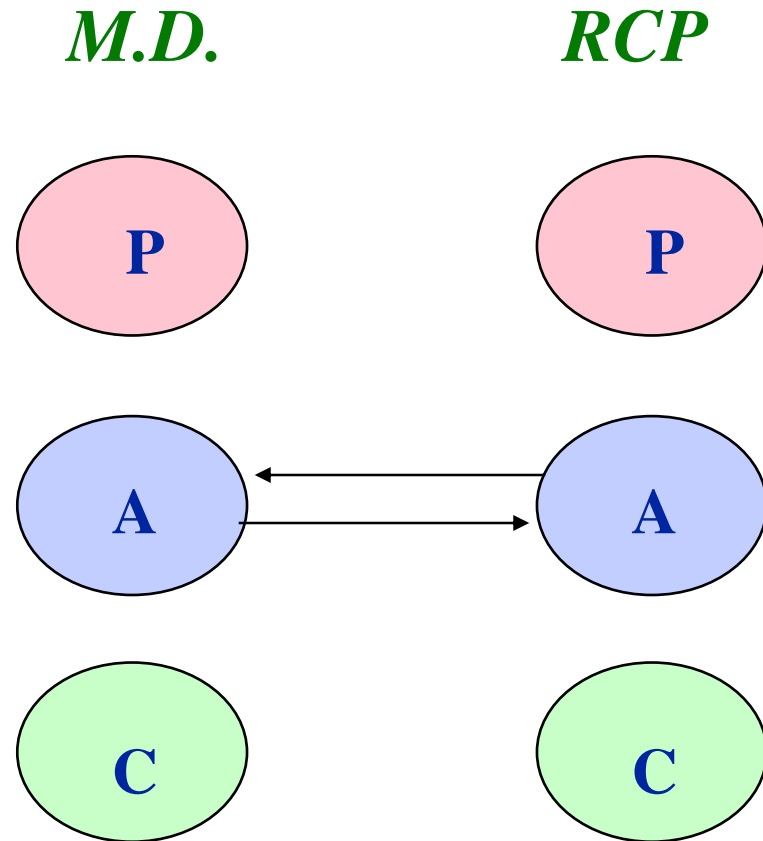
# Summary on Transactions:

- ◆ By analyzing transactions and knowing your own ego states, people gain a conscious control over how they interact or “*transact*” with others.
- ◆ They can determine if transactions are complementary, crossed or ulterior.



# Summary on Transactions:

- ◆ In healthy professional relationships people transact directly, straightforwardly, and, on occasion, intensely.
- ◆ These transactions tend to be complementary and free from ulterior motives.



**Health Care Professionals should always try to come from their adult ego state.**

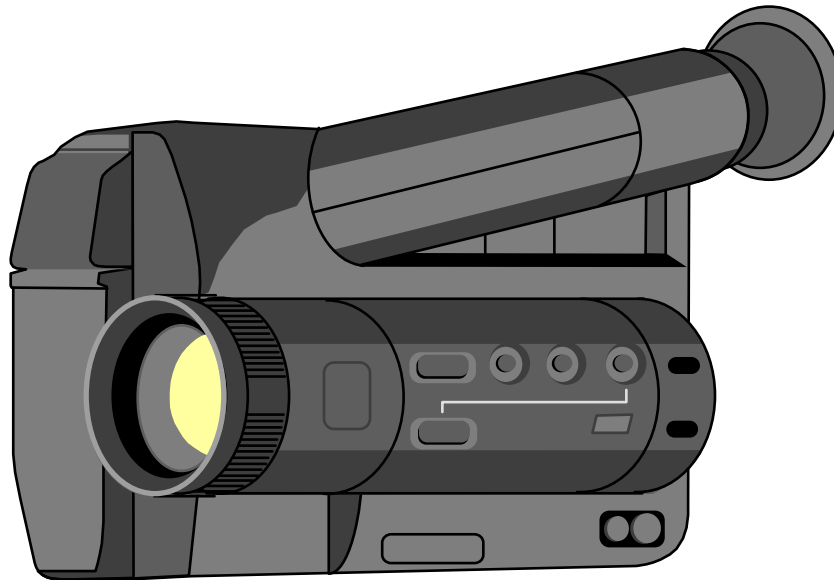


# Other helpful mental health tips:

- ◆ Depression is anger repressed.
- ◆ Anger is a natural reaction to “being hurt”.
- ◆ Chronic depression could be a sign of a serious condition.
- ◆ Balance and moderation are the key.
- ◆ Everything in moderation, even moderation.
- ◆ Professionals suspend the imagination...

- 
- ◆ Groups share common goals
  - ◆ Leaders meet the needs of the group

# *IT's Video-Tape Time!*



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# Roles:

- ◆ **Therapist:** received an order on Mrs. Jones for nasal cannula, she is impeding RF, COPD.
- ◆ **Situation:** Therapist must convince Dr. to change order.
  - What ego state should you start in?



# Roles:

- ◆ **Doctor:** Knows Mrs. Jones is not a chronic CO<sub>2</sub> retainer, she is a pink puffer.
- ◆ **Situation:** Therapist is trying to get you to change order.
  - What ego state should you start in?





# Roles:

- ◆ **Therapist:** enters ICU to find nursing student moving ventilator settings.
- ◆ **Situation:** Therapist is surprised, nursing students do not usually change ventilator circuits.
  - What ego state should you start in?



# Roles:

- ◆ **Nursing student:** the last therapist on duty taught you to “sigh” the patient and she thought she would try it.
- ◆ **Situation:** You must defend your actions.
  - What ego state should you start in?



# Roles:

- ◆ **Therapist:** returns to ICU from restroom. There are 5 respiratory patient and it takes half/hour to treat all of them in sequence. You timed your break to be back at the hour so you could be on time.
- ◆ **Situation:** Nurse asks where you have been, before you can answer she tells you that the trach patient has been gurgling for an hour.
  - What ego state should you start in?



# Roles:

- ◆ **Nurse:** Has a full patient load herself, and the trach patient has been gurgling and the RT has been no where to be found. When therapist comes walking back in ICU, she demands to know where he/she was and informs the RT about the gurgling trach patient.
- ◆ **Situation:** Therapist acts upset we you.
  - What ego state should you start in?