TRANSACTIONAL ANALYSIS
For Conflict Management

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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.
- Let's 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!!!!
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.
• 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
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)
ANALYSIS 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
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
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 REFERENCES 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 SOLUTIONS BASED ON REALITY TESTING.
4. PERCEIVES THE WORLD FREE FROM PREJUDICES.
WINNING

- SELF DISCLOSURE
- AND
- FEEDBACK
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.