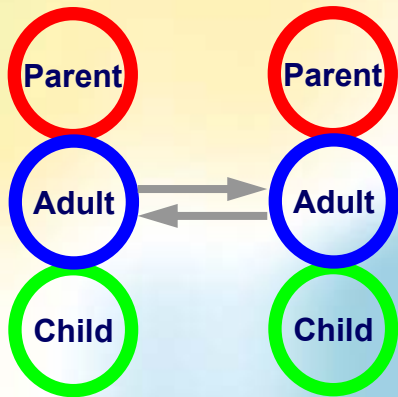
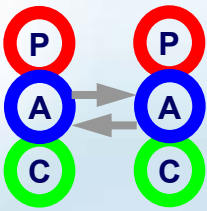


I'm OK, You're OK

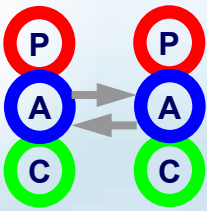
Thomas Harris



Introduction



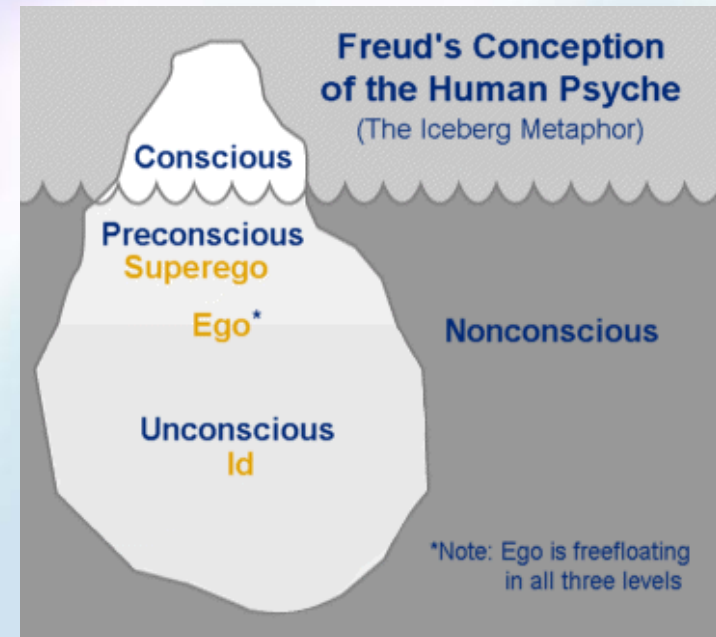
- Transactional Analysis
- Ego States
- Four Life Positions
- Stroking
- Transactions
- Change



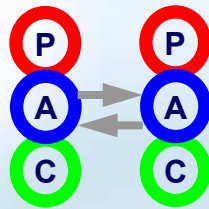
Transactional Analysis Freud, Penfield, & Berne

- Freud's Sex & Ego

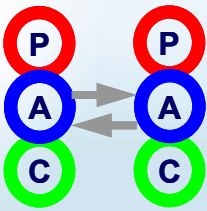
- Id Birth Pleasure
- Ego By 3 Reality
- Superego By 5 Moral



Transactional Analysis Freud, Penfield, & Berne



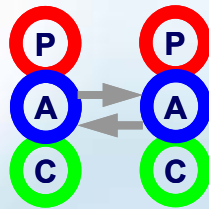
- Penfield's Electrodes
 - The Brain is a Recorder
 - Feelings are permanently locked to associated Experiences
 - People can exist in two states – in an Experience and Observing it
 - Recorded Experiences & Feelings can be Replayed & Relived
- Ever hear music or conversations in your head? Ever felt déjà vu?



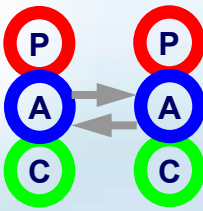
Transactional Analysis Freud, Penfield, & Berne

- Eric Berne
 - Transactional Analysis – social intercourse
 - Transactional Stimulus
 - Transactional Response
 - Ego states - Parent, Adult, Child
 - Four Life Positions
 - Time Structuring
- The Goal is Autonomy
 - Release or recovery of:
 - Awareness
 - Spontaneity
 - Intimacy

Transactional Analysis

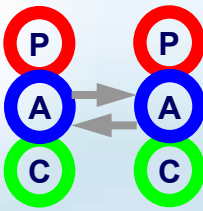


- A Language of Psychology
- A Model of Regularities for explaining why and how:
 - People think like they do
 - People act like they do
 - People interact/communicate with others like they do
- A Tool - Parent, Adult, & Child
 - A new meaning against traditional ones
 - They all apply to every transaction
 - Normal people oscillate between them
- Freedom of choice in communicating with people
- Languaging – getting an idea from A to B is as important as getting an idea



Transactional Analysis

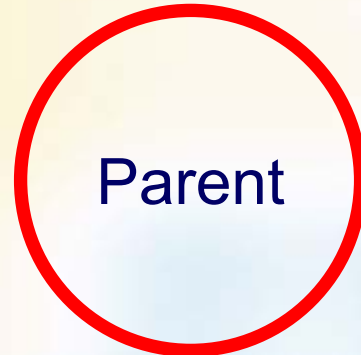
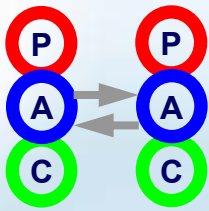
- **Structural Analysis**
 - Individual personality
- **Transactional Analysis**
 - What people do and say to one another
- **Game Analysis**
 - Ulterior transactions leading to a payoff
- **Script Analysis**
 - Specific life dramas compulsively played out



Transactional Analysis in Management

- Simple Language
- Non-Threatening Self Analysis
- Existing Success in Organisations
- Built in Humour
- Appropriate for “Normal” People
- Useful at Work & Home
- Personality Theory simplified
- Motivation Theory simplified
- A Leadership Style
- A Training Tool
- An aid in dealing with Conflict Problems

Ego States



Does not mean responsible

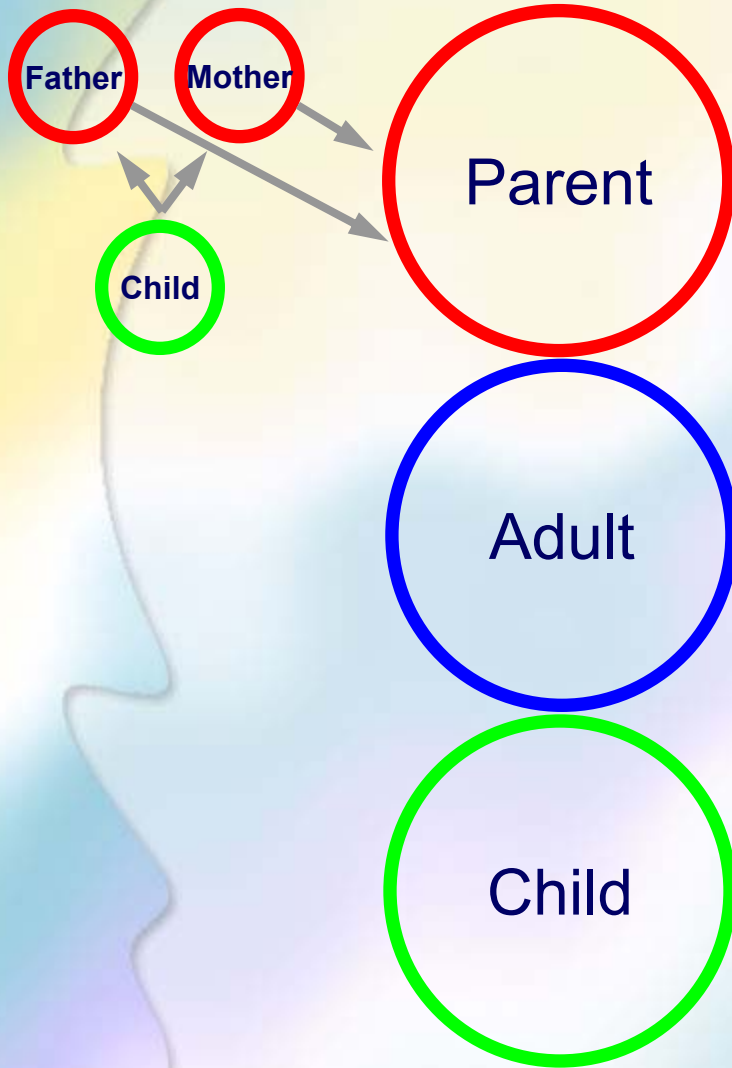


Does not mean mature

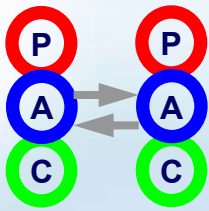


Does not mean childish

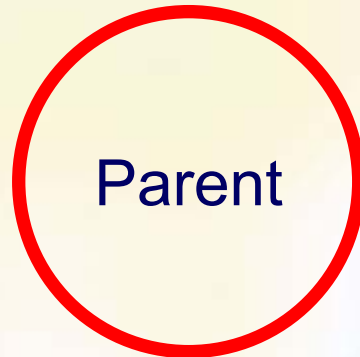
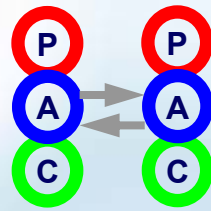
Ego States



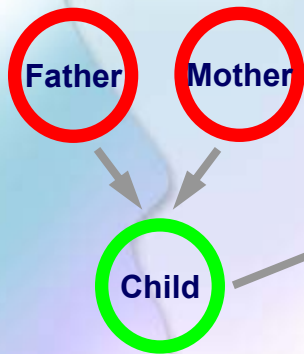
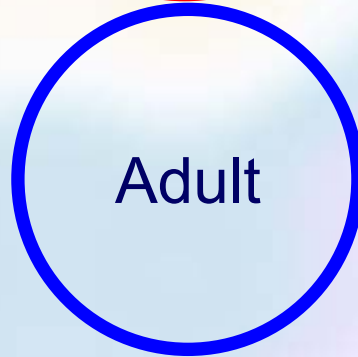
Recording of External Events
Taught Concept of Life



Ego States

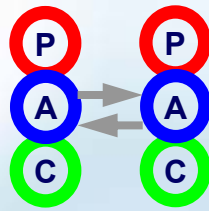


Recording of External Events
Taught Concept of Life



Recording of Internal Events
Felt Concept of Life

Ego States



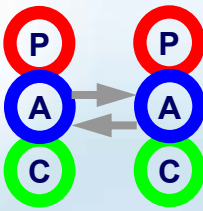
Recording of External Events
Taught Concept of Life



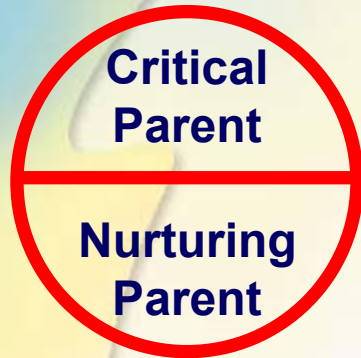
Recording of Data acquired &
computed through exploration &
testing
Thought Concept of Life



Recording of Internal Events
Felt Concept of Life



Ego States



Lecturing, Judging, Traditions, Criticizing, Should & Don't

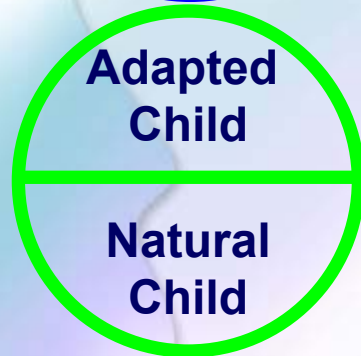
**Nurturing
Parent**

Consoling, Sympathy, Advising, Guides, Taking Care Of



Adult

Objective, Data, Rational, Problem Solving, Less Emotion



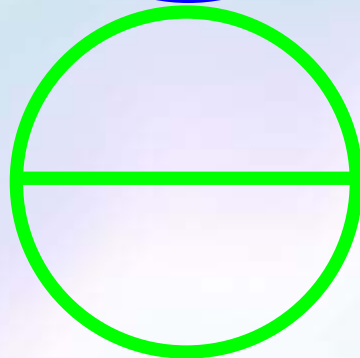
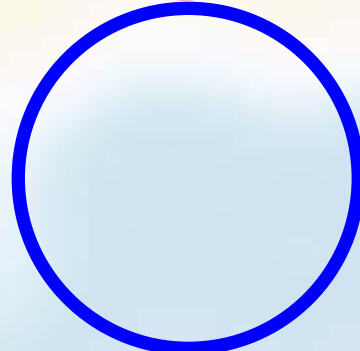
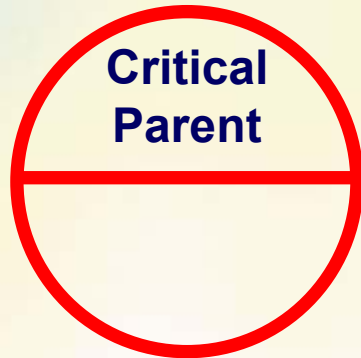
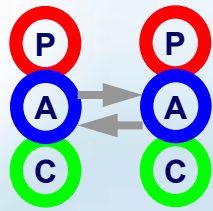
**Adapted
Child**

Manipulative, Submissive, Conform To Adult Expectations

**Natural
Child**

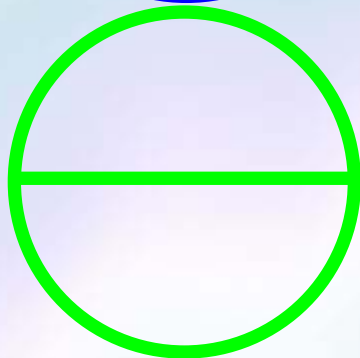
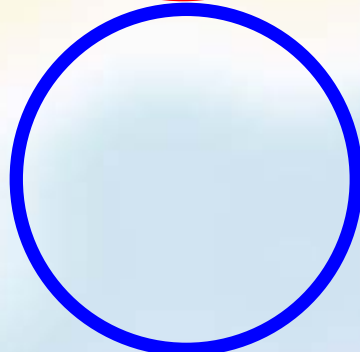
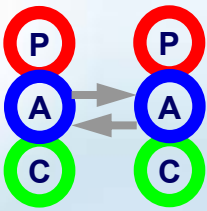
Playful, Impulsive, Curious, Creative, Fun, Rebel

Ego States



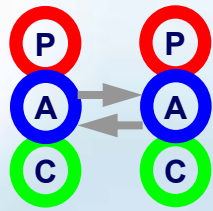
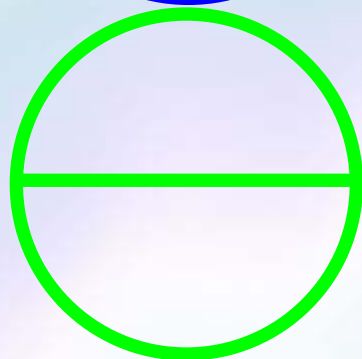
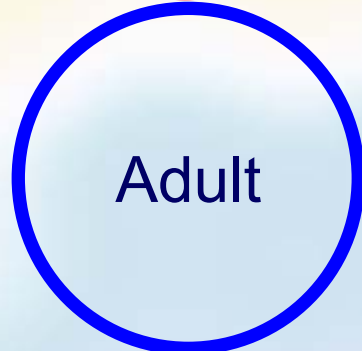
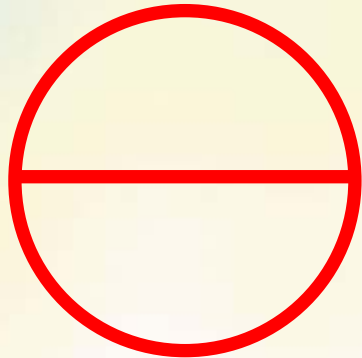
- Can't you turn in a report on time just once?
- What? It takes 1 week to answer an email?
- I'm surprised at you. The quality of this work is terrible.

Ego States



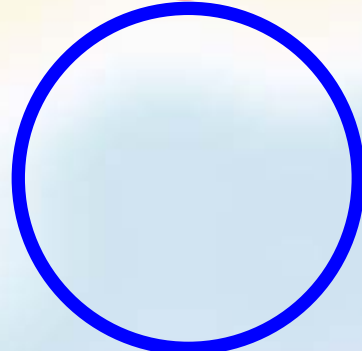
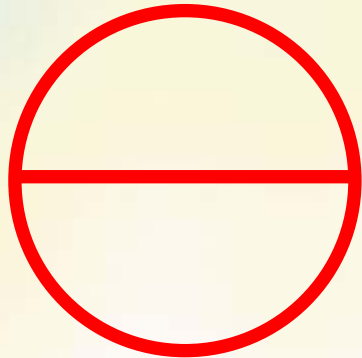
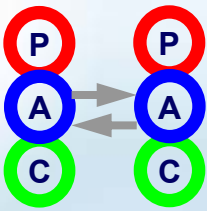
- I'm only trying to help you
- Let me clean up that desk for you
- You've done a good job

Ego States



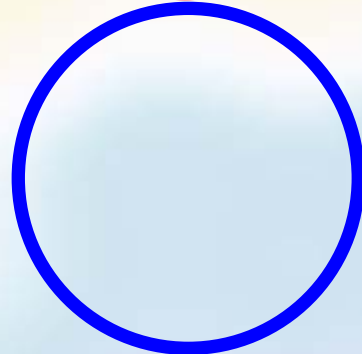
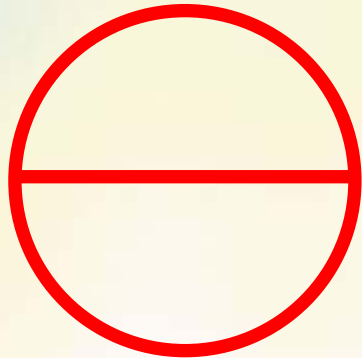
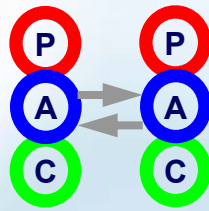
- What are the alternatives
- Can't we reach some sort of agreement?
- What consequences will this action have?

Ego States



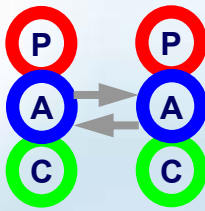
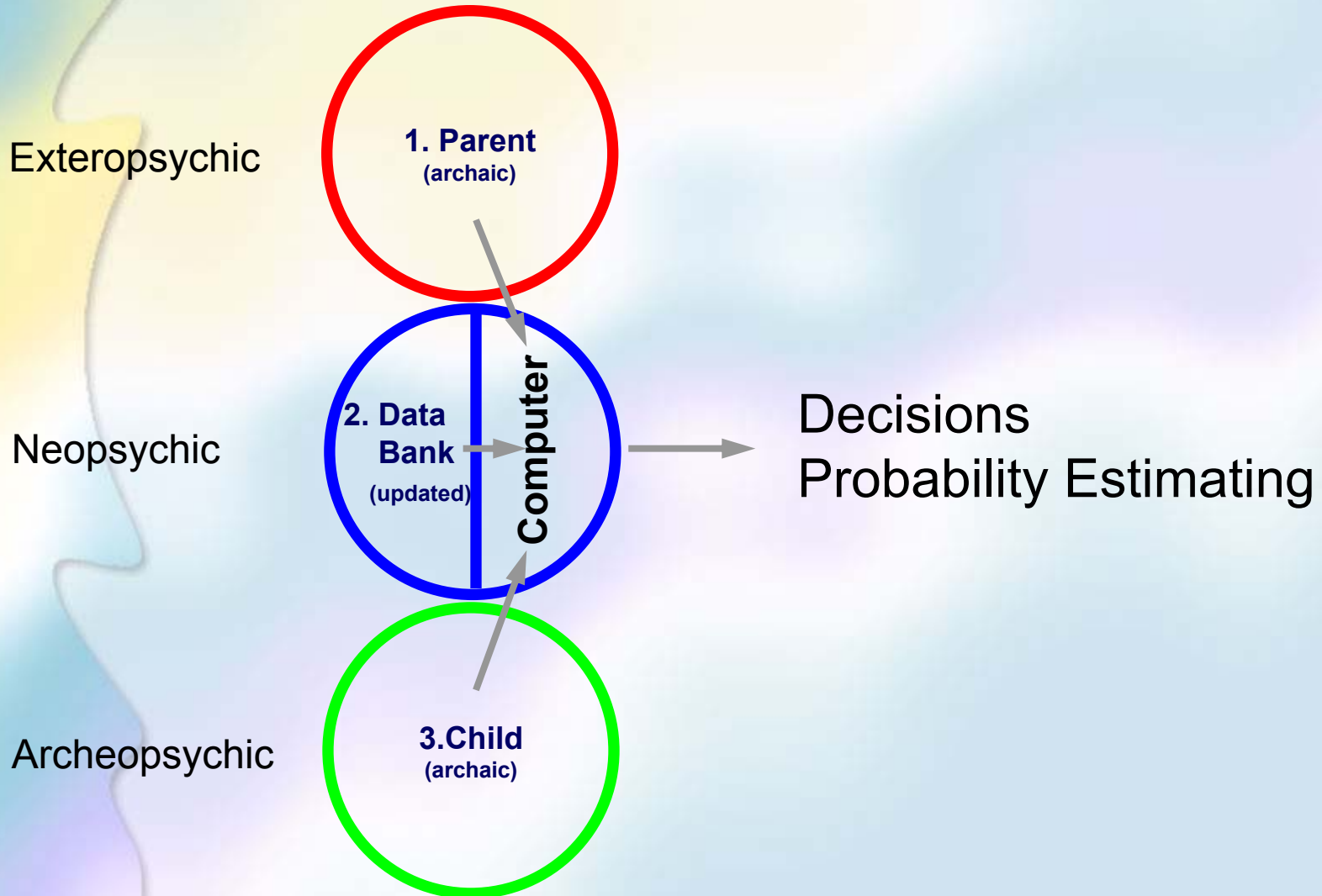
- Anything you say sir.
- Sorry, I'll try to improve.
- What would we do without you?

Ego States

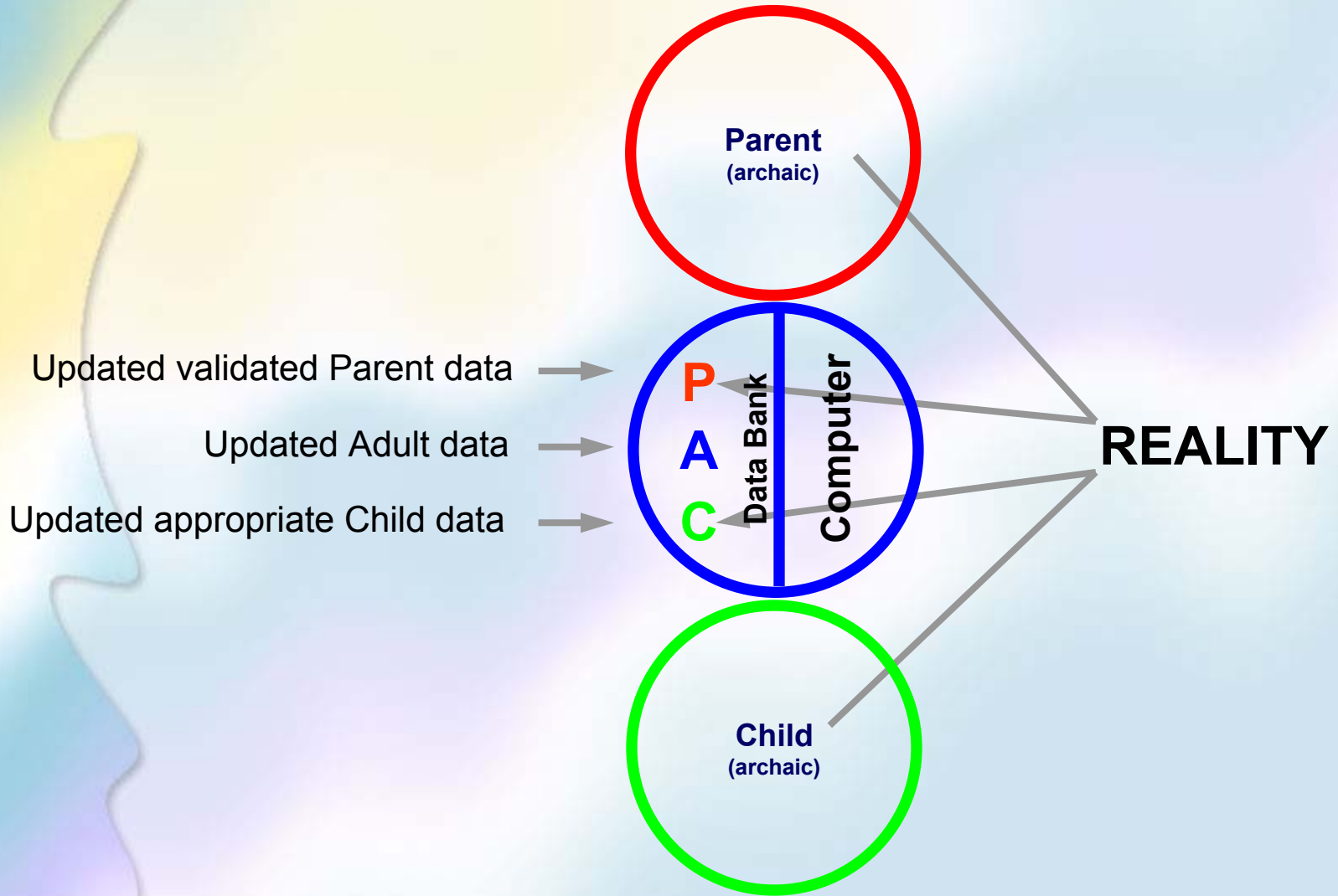
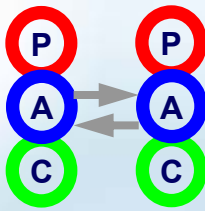


- Nobody follows that rule anyway
- Forget about it. He is just the boss
- Let's take off work today. Who wants to work Friday afternoon anyway?

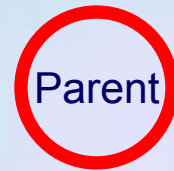
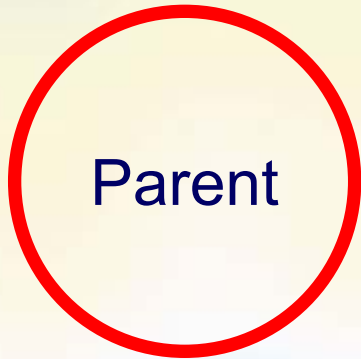
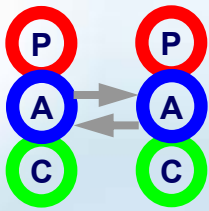
Ego States



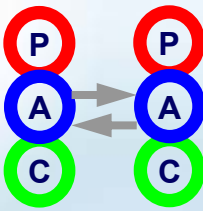
Ego States



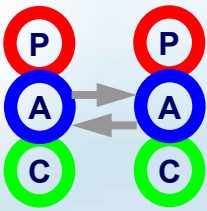
Ego States



Ego States

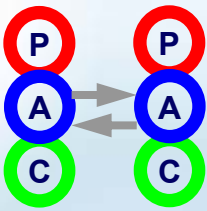


- We need all Ego States – dropping one means 2/3 human potential
- States, and not Roles
- Realities
- Unedited recordings
- What the child understood at the time – differs from reality?
- TA is like sorting your mind into drawers



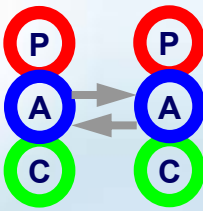
Ego States – Parent Clues

- Physical
 - Furrowed brow, pursed lips, pointing finger, head wagging, horrified look, foot tapping, hands on hips, arms folded, wringing hands, tongue licking, sighing, patting another on the head, & other individual ones



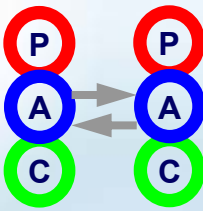
Ego States – Parent Clues

- Verbal
 - Stupid, naughty, ridiculous, disgusting, shocking, lazy, poor thing, sonny, honey, ridiculous, disgusting, now what, not again,
 - How dare you?
 - I'm going to put a stop to this
 - I can't for the life of me..
 - Now always remember..
 - If I were you..
 - How many times..
 - The use of "always" & "never"
 - The use of "should" & "ought"



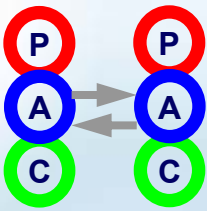
Ego States – Child Clues

- Physical
 - Tears, quivering lips, pouting, temper tantrum, high pitched whining, rolling eyes, shrugging shoulders, downcast eyes, teasing, laughter, delight, hand raising, nail biting, squirming, giggling



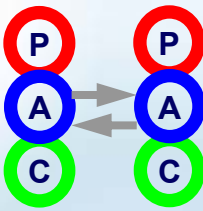
Ego States – Child Clues

- Verbal
 - I wish, I want, I dunno, I don't care, I guess, when I grow up, bigger, biggest, better, best, look no hands
 - Why, what, where, who, when, & how are the Adult operating in the little person



Ego States – Adult Clues

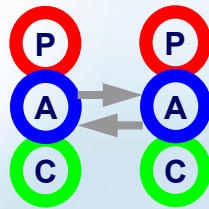
- Physical
 - Continual movement of the face, eyes, body
 - Non movement is non listening – cultural?
 - Head tilted is listening with an angle
 - Adult allows the curious & excited child to show it's face



Ego States – Adult Clues

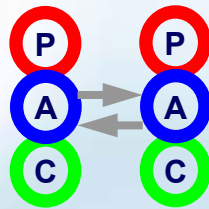
- Verbal
 - Why, what, where, who, when, & how
 - How much, in what way, true, false, comparative, probable, possible, unknown, objective, I think, I see, it is my opinion

Ego States



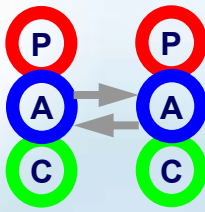
- Parent
 - Prejudicial views (not based on logic or facts) on things such as: religion, dress, salespeople, traditions, work, products, money, raising children, companies
 - Nurturing views: sympathetic, caring views
 - Critical views: fault finding, judgmental, condescending views
- Adult
 - Thoughts, feelings, attitudes, behavioral patterns based on objective analysis of information (data, facts)
 - Make decisions based on logic, computations, probabilities, etc., not emotion
- Child
 - Thoughts, feelings, attitudes, behavioral patterns based on child-like emotions, impulses, feelings we have experienced
 - Child-like examples: impulsive, self-centered, angry, fearful, happy, pleasure seeking, rebellious, curious, eager to please

Ego States



- All are present
- All have value
 - Child – intuition, creativity, spontaneous drive, enjoyment
 - Adult – survival, dealing with the world, mediate Parent & Child
 - Parent – parent of children, automatic responses
- One is usually dominant
- Different States for different communications
- Different States for different people
- Message sent and received from different States
- How people say something (what others hear) is just as important as what is said
- Parent runs on 'old tapes' – 20+ years old

Four Life Positions



Cellular Birth - Conception

Physical Birth - Breathing

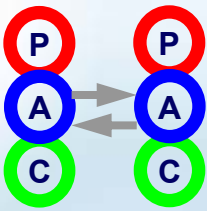
Psychological Birth - Striking

Social Birth - School

Estrangement

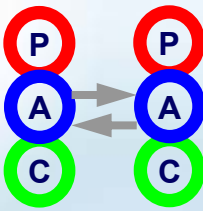
Age 5





Four Life Positions

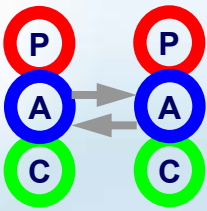
- I'm not OK - You're OK
- I'm not OK - You're not OK
- I'm OK - You're not OK
- **I'm OK - You're OK**



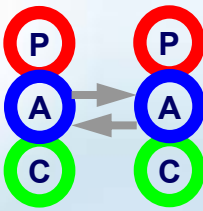
Four Life Positions

- I'm not OK - You're OK
 - Every Child – even happy childhood ones
 - Happens around the age of 2 – first 3 positions
 - Happens due to on & off Stroking
 - This position has hope as there is Stroking from the You're OK position
 - The first understanding or equilibrium
 - Built on the appraisals of others
 - If this is not confirmed or settled it give rise to the next 2 positions
 - Unless changed to the 4th position it remains lifelong
 - People do not shift back and forth
 - The first 3 positions are non verbal – conclusions vs. the 4th position of explanation
 - Results in "Mine is Bigger" game for relief of this unjust position
 - I'm not OK comes from Adaptive Child
 - However, everyone is born OK – a baby is in fact perfect

Four Life Positions

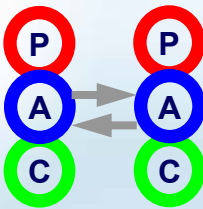


- I'm not OK - You're not OK
 - Slowing Stroking and Increasing Punishments
 - Longs to be an infant again
 - Loses interest in living
 - In Autism this may be the first position
 - Possibly 1%



Four Life Positions

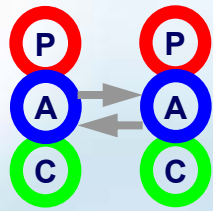
- I'm OK - You're not OK
 - Abused child
 - I'm OK comes from being OK when alone
 - Strikes back when older
 - No matter what they do the fault is with Others
 - Will not believe future Strokes from others, as are Not OK
 - The ultimate expression here is Homicide
 - 4% of Cases, two facing each other a big problem



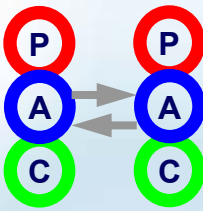
Four Life Positions

- I'm OK - You're OK
 - People live out their positions
 - The 4th position is the only real way forward – only Hope
 - It is a Position not a Feeling
 - Includes infinitely greater amount of data than the others
 - Includes experiences and things not yet experienced
 - The only Conscious and Verbal Position
 - The only Proactive (not Reactive) Position
 - Cannot Guarantee instant OK feelings but can switch off Feelings from past Positions
 - First 3 is Why? 4th is Why Not?
 - Can accept uncertainty unlike the other 3 - rationalise
 - We can change – Thinking is separate from Cause & Effect
 - Data Processing Order – Parent, Child, Adult
 - Goal is the Emancipated Adult – Freedom to Choose

Four Life Positions

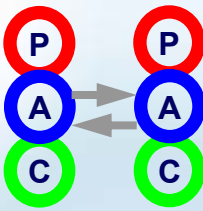


OK	<p>I'm not ok, you're ok -ve Adaptive Child</p> <p><i>Get Away From</i> Introjective Position</p>	<p>I'm ok, you're ok All states +ve</p> <p><i>Get on with</i> Ideal Position</p>
You	<p>I'm not ok, you're not ok -ve Adaptive Child & Critical Parent</p> <p><i>Get nowhere</i> Futility Position</p>	<p>I'm ok, you're not ok -ve Critical Parent</p> <p><i>Get rid of</i> Projective Position</p>
Not OK		OK
	Me	



Four Life Positions

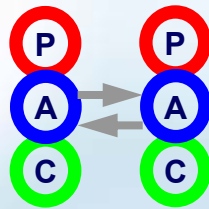
- About oneself – Higher is Adult, lower is Child
 - I can think for myself
 - I'm worth knowing
 - I'm stupid
 - I'm worthless
- About others – Higher is Adult, lower is Parent
 - People can be trusted
 - Everyone has good points
 - People are bad
 - Everyone is incompetent



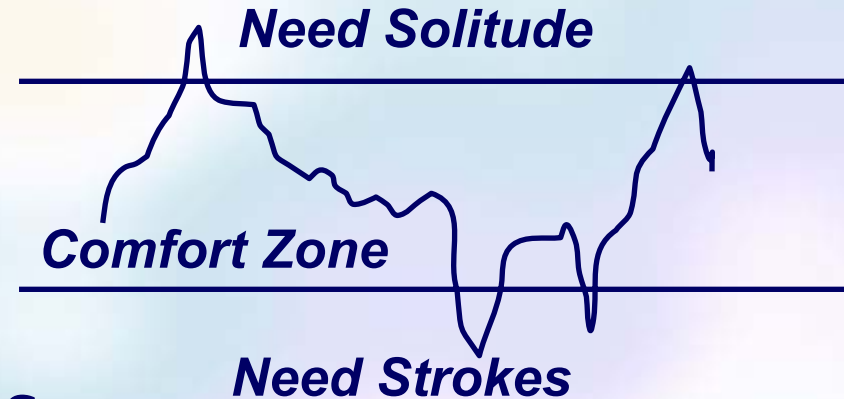
Four Life Positions

- You're OK for children comes from Stroking
- I'm Not OK is also with happy children; happy children = parents unconditional love
- Knowing the positions does not mean feeling OK; but you can make bad feelings go away
- I'm OK does not mean I'm perfect
- Treat a person the way they are and they will become worse; treat them as their potential and they will be as they should be

Stroking

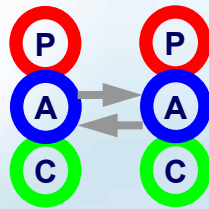


- Positive Strokes
- Negative Strokes
- Conditional Strokes

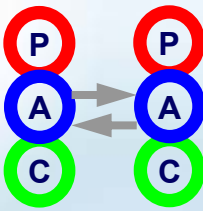


- The types of Strokes you seek depend on your Okayness
- No Strokes is the worst
 - The worst punishment in Prisons is Solitary Confinement

Stroking



- Positive Strokes
 - Praise, complements, recognition, affection, rewards, sympathy, consolation, self-satisfaction from job well done
- Negative Strokes
 - Put-downs, criticism, degrading, ridicule, scolding, punishment, discounting
- Conditional Strokes
 - Strokes with Ulterior Motives
 - Strokes given for what you do, rather than for what you are:
 - Performance oriented strokes
 - Accommodation & conformity oriented strokes

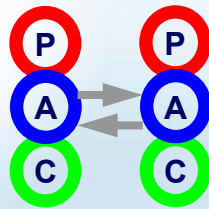


Stroking

- Physical from parents, partners
- Psychological from teachers, friends, partners, acquaintances, managers
- Physical Strokes early in life move to Psychological Strokes later

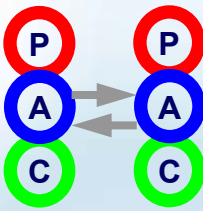
- Positive for Being
 - "Morning, Karen. Morning, John, you're looking very smart."
- Positive for Doing
 - "This report is excellent."
- Negative for Being
 - "Why are you so unhelpful?"
- Negative for Doing
 - "You're late again."

Stroking



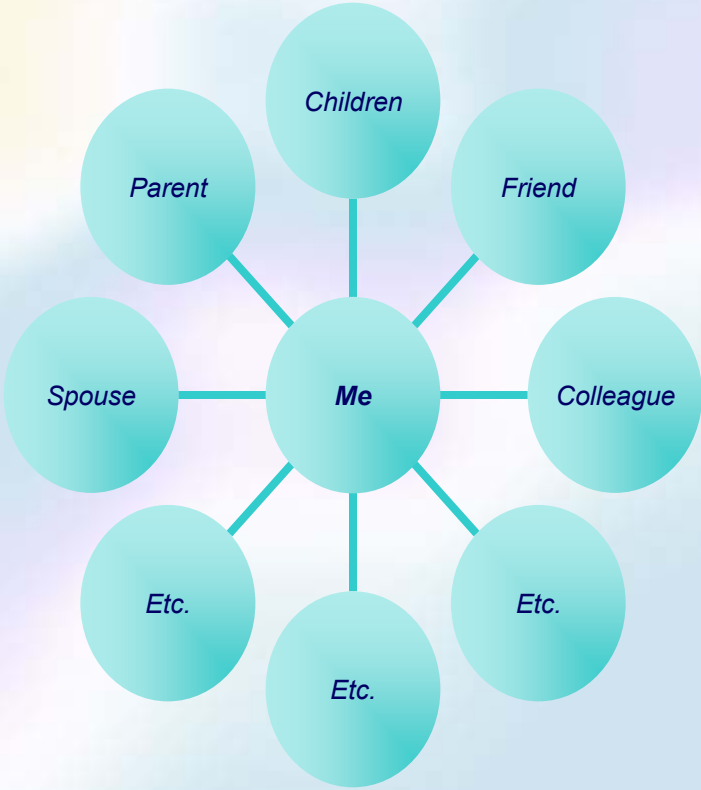
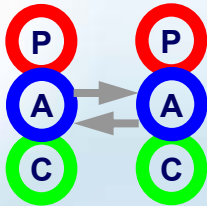
- Maslow lists 'optimum stimulation' with food & water as a primary need
- Stroking mostly comes from people – charity baskets do not fill hungry hearts
- We will get Strokes one way or another – like in the case of starvation
- Most common way getting strokes is Games
- One source is reliving Stroking from the past – think of a hobby & it will mostly connect to someone
- People entering a room always have a question: "How do I get Strokes around here"
- Some people need more than others
 - Scientists may need only one a year

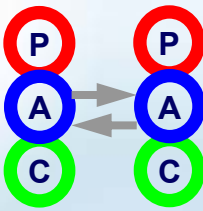
Stroking



- Stroking is needed and sought daily by most of us
- Relationships get reliable Stroking
- Need to see the whole person to be able to give Positive Strokes – specially the Child
- However beware of “Peda Throwing”
- While we give Strokes, understand that others also ‘need’ to give Strokes
- People in grief do not need advice or material – they need you
- Listening is one of the biggest strokes

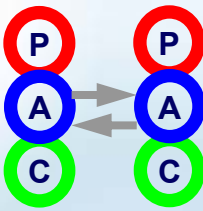
Stroking - Relationships





Stroking - Forms

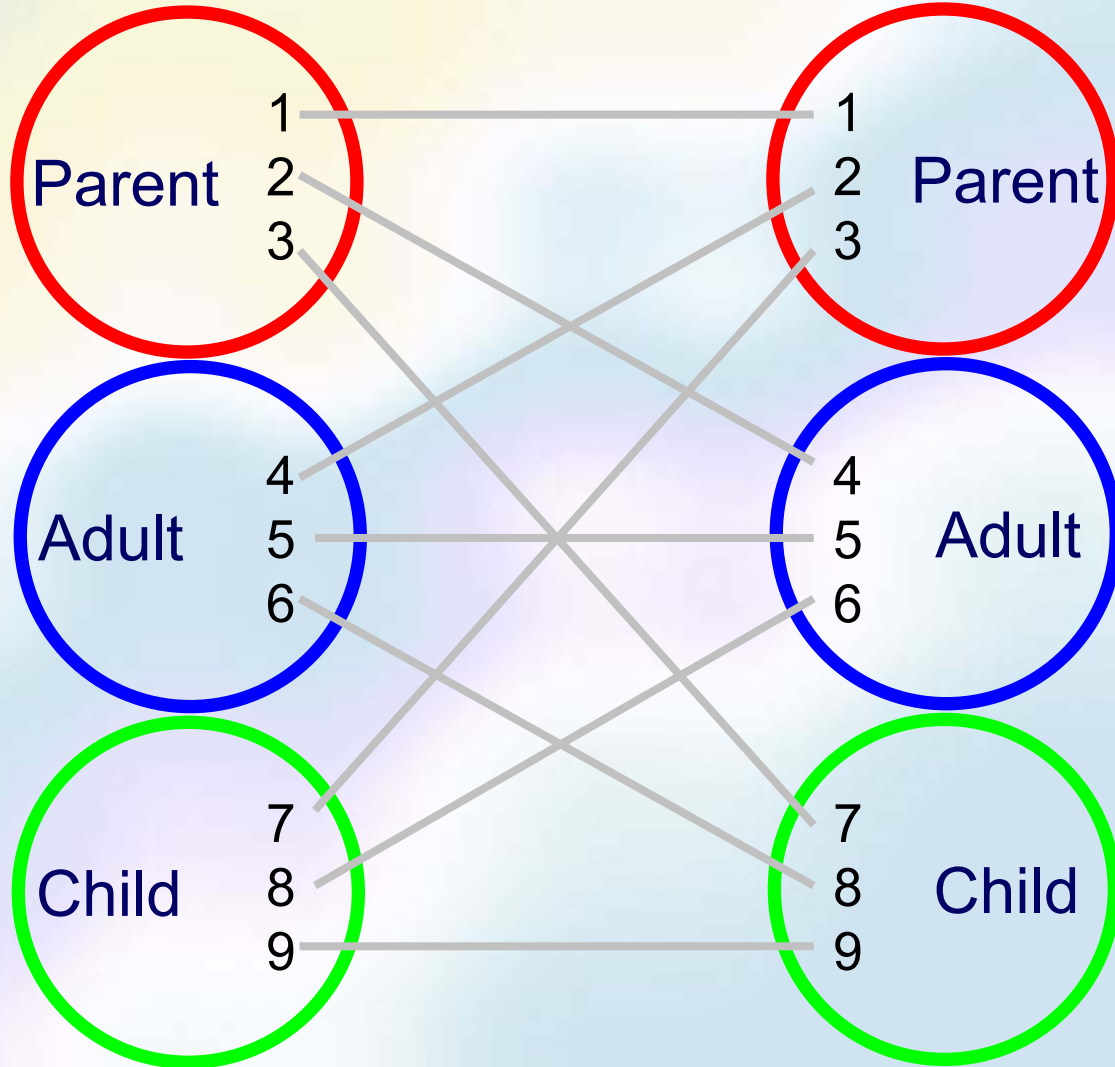
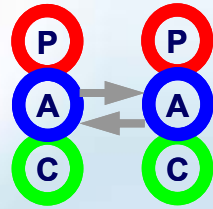
1. Eye Contact
 - look to validate
2. Listen
 - empathically at the other person's pace
3. Ask Questions
 - keeping the other in mind
4. Use Names
 - to validate the individual
5. Give Yourself Away
 - risk a real conversation or encounter
6. Be A Rewarder
 - thank you, letters, compliments – do it today

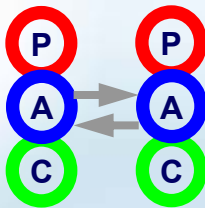


Stroking - Forms

7. Carry an Address Book, Postcard, & Pen
 - never lose travel or waiting time
8. Plan
 - spontaneous things happen to planners (bird on a sill)
9. Don't Allow Discounting
 - reinstate a hello or other transaction
10. Loosen Up
 - humour diffuses any situation (kiss kid)
11. Doers Do, and Tryers Try
 - new feelings only come out of action
12. Don't Be Over Numerous in Your Intentions
 - one call vs. a list of 99 that you will call in the year

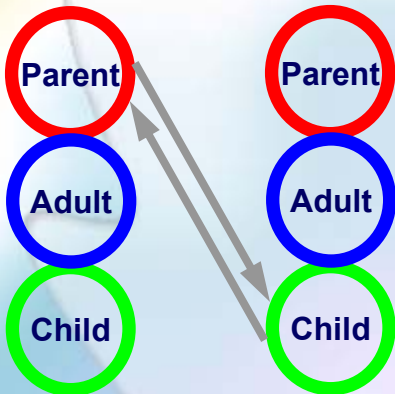
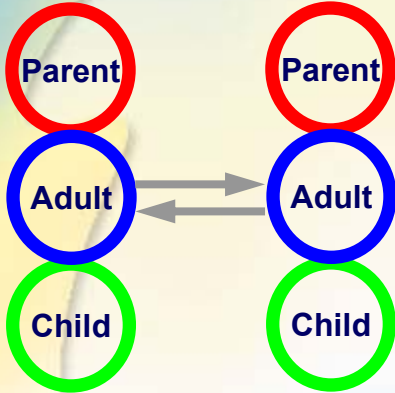
Transactions





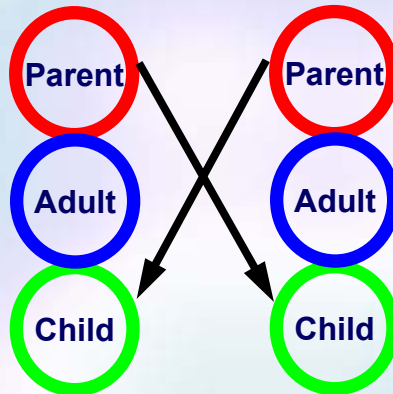
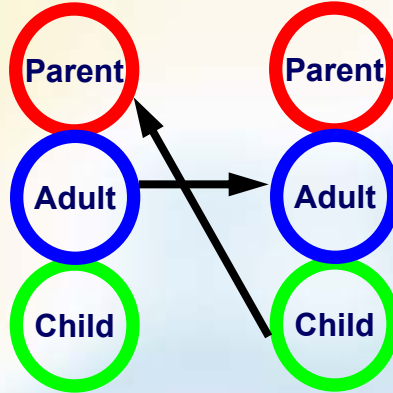
Transactions

Complimentary



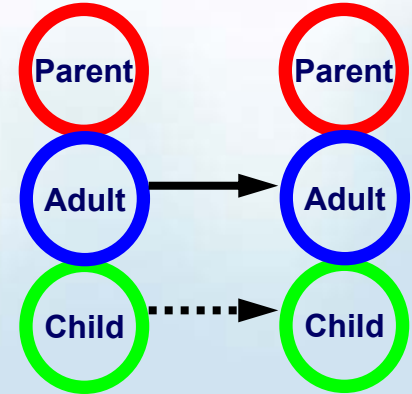
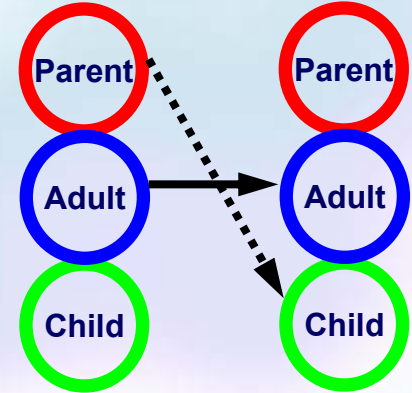
Expected Response
No Conflict

Crossed



Produce Conflict
Stop Communication
Hurt Feelings

Ulterior

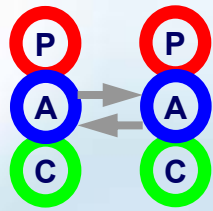


Non Verbal
Psychological Level

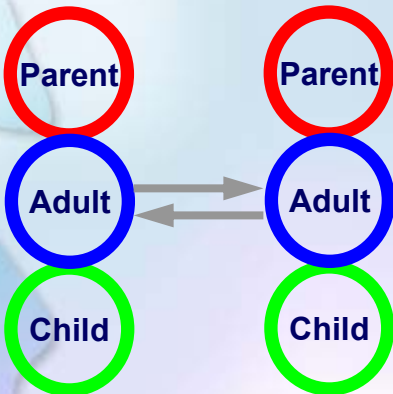
Social Level



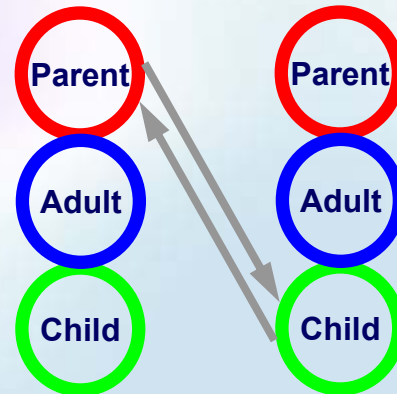
Transactions - Complementary



- Appropriate & Expected response
- Parallel communication arrows
- No Conflict
- Communication continues

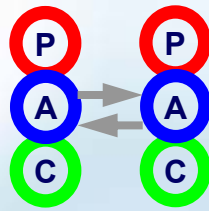


1. What time do you have?
2. I've got 11:15



1. You're late again
2. I'm sorry, it won't happen again

Transactions



**Critical
Parent**

Lecturing, Judging, Traditions, Criticizing, Should & Don't

**Nurturing
Parent**

Consoling, Sympathy, Advising, Guides, Taking Care Of

Adult

Objective, Data, Rational, Problem Solving, Less Emotion

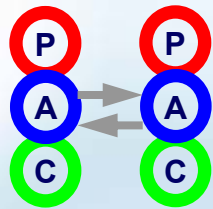
**Adapted
Child**

Manipulative, Submissive, Conform To Adult Expectations

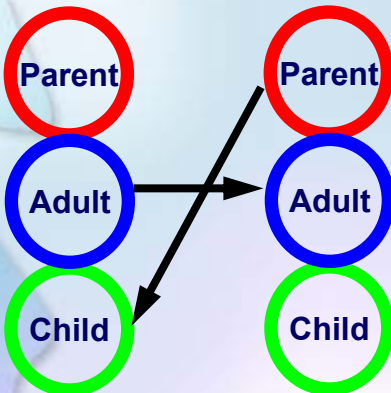
**Natural
Child**

Playful, Impulsive, Curious, Creative, Fun, Rebel

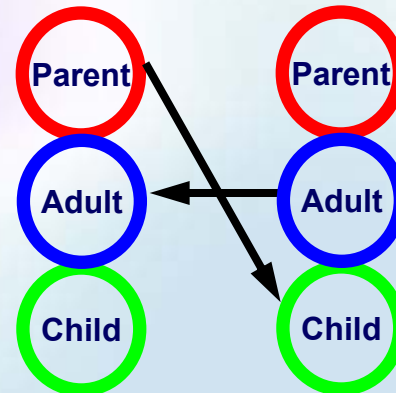
Transactions - Crossed



- Not Appropriate & not Expected response
- Crossed communication arrows
- Conflict
- Communication breakdown

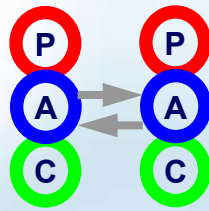


1. What time do you have?
2. The clock is on the wall for you to see



1. You're late again
2. I know, I had a flat tire

Transactions



**Critical
Parent**

Lecturing, Judging, Traditions, Criticizing, Should & Don't

**Nurturing
Parent**

Consoling, Sympathy, Advising, Guides, Taking Care Of

Adult

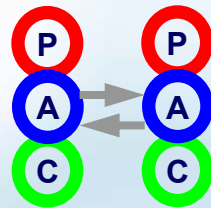
Objective, Data, Rational, Problem Solving, Less Emotion

**Adapted
Child**

Manipulative, Submissive, Conform To Adult Expectations

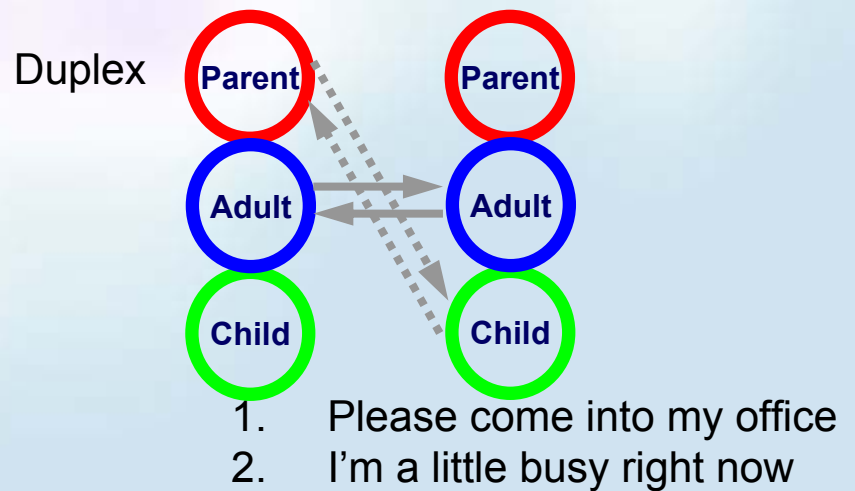
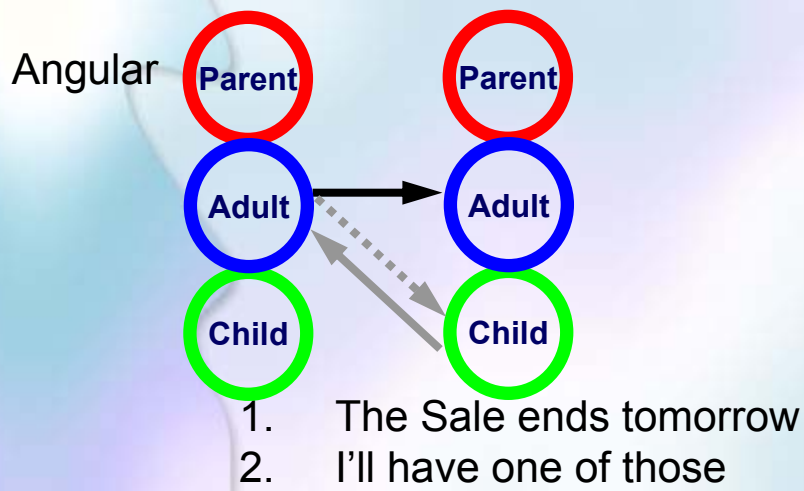
**Natural
Child**

Playful, Impulsive, Curious, Creative, Fun, Rebel

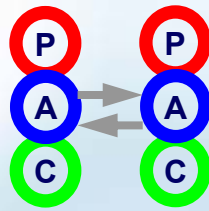


Transactions - Ulterior

- Disguised Communication
- Non Verbal communication arrows
- May or may not be in conflict
- May or may not be communication breakdown



Transactions



**Critical
Parent**

Lecturing, Judging, Traditions, Criticizing, Should & Don't

**Nurturing
Parent**

Consoling, Sympathy, Advising, Guides, Taking Care Of

Adult

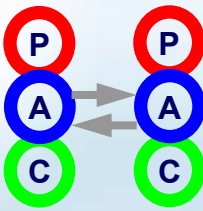
Objective, Data, Rational, Problem Solving, Less Emotion

**Adapted
Child**

Manipulative, Submissive, Conform To Adult Expectations

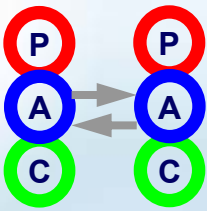
**Natural
Child**

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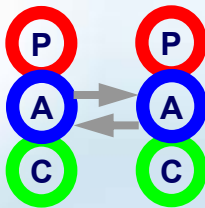
Transactions

- Direct or Indirect
 - Speaking so a third person can overhear
 - I wonder if the boss knows that he is upsetting people
- Straightforward or Diluted
 - Half hostile and half affectionate
 - Hey genius, when are you going to finish this book?
- Intense or Weak
 - Superficial or lack of feeling
 - Whatever you say
- Gallows Transactions
 - Amusement at a persons misfortune
 - Reinforces negative behaviour
 - Losers game

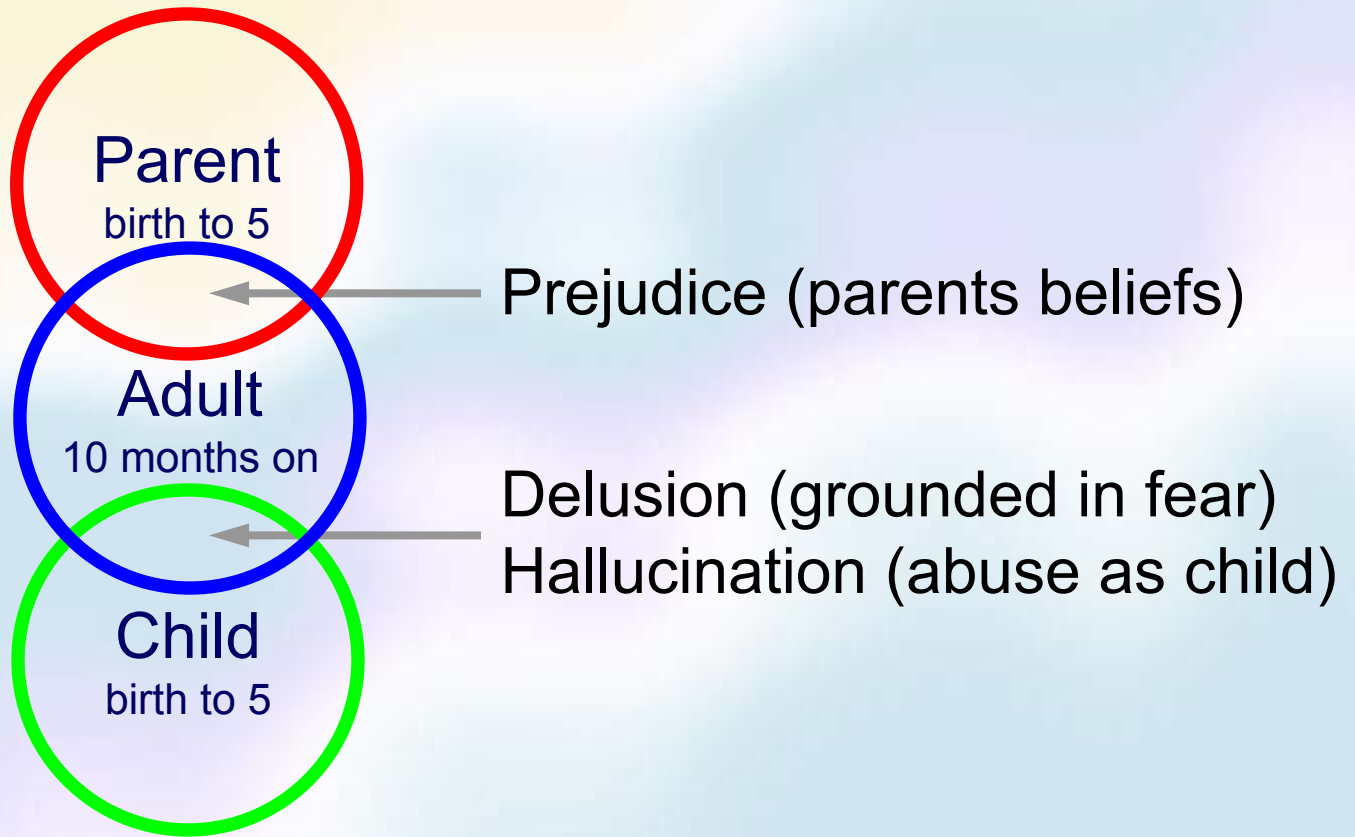


Transactions - Differences

- We differ in 2 ways
 - Content of Parent, Adult, & Child
 - Function of Parent, Adult, & Child
 - Contamination
 - Exclusion
- Ideally Parent, Adult, & Child should be separate
- Smooth transitions between the three
 - Too rigid means slow people
 - Too fast means unpredictable

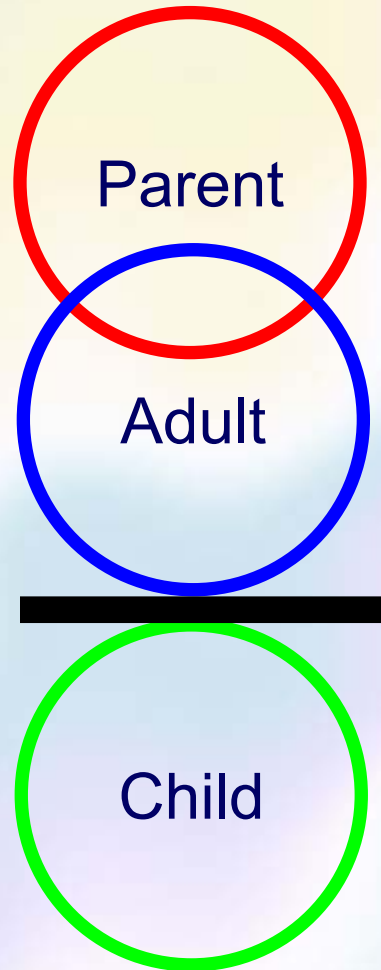
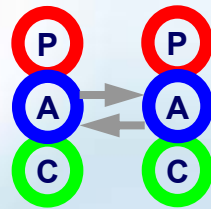


Transactions Differences - Contamination



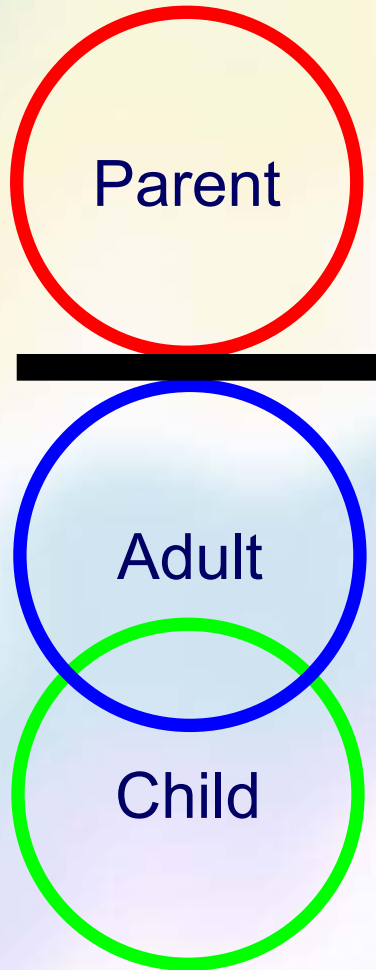
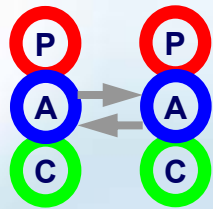
Decontaminate your Adult

Transactions Differences - Exclusion



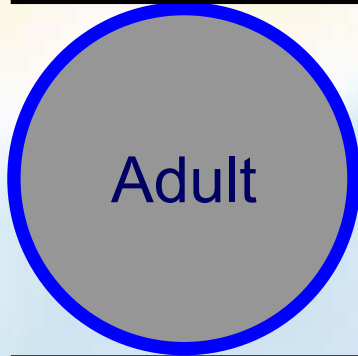
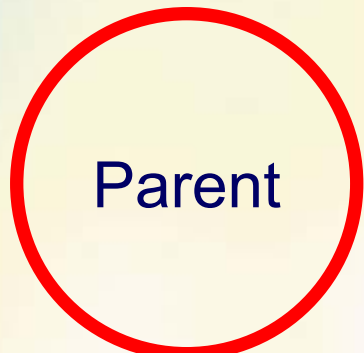
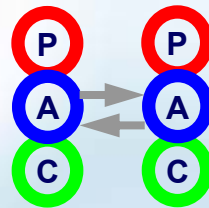
- Parent contaminated Adult with blocked out Child
- A person who cannot play
- Unhappy and controlled childhood

Transactions Differences - Exclusion



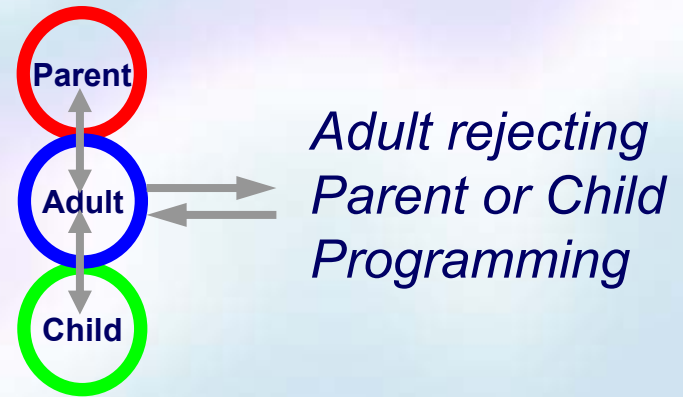
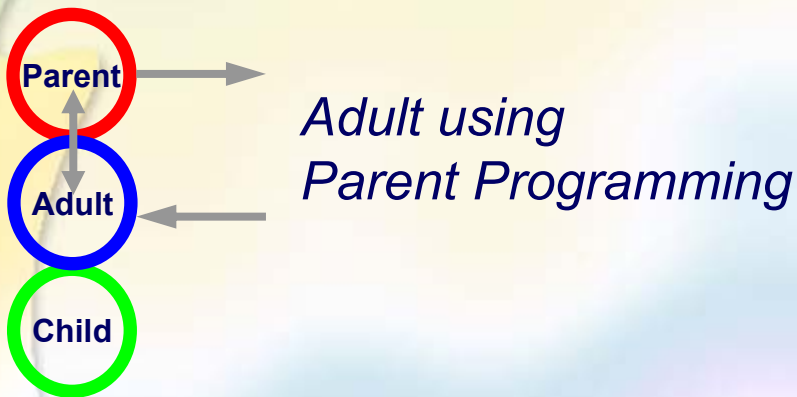
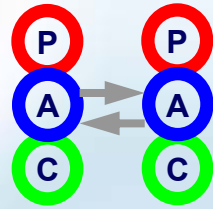
- Child contaminated Adult with blocked out Parent
- A person without a conscience
- Extremely brutal Parents
- No remorse
- Can be a Psychopath

Transactions Differences - Exclusion

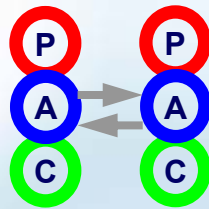


- Blocked out or decommissioned Adult
- Out of touch with reality
- Conflicting info gives up on being Adult
- Psychotic
- Can be Manic-Depressive

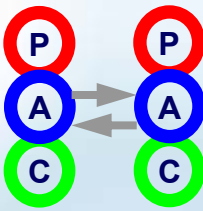
Transactions Differences - Programming



Transactions

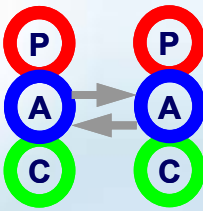


- Being in one State evokes a response from a Complimentary State – Child evokes Parent
- In a Conflict, first compliment the other's State and then move both to Adult
- Discounting is a big crossed transaction
- Ulterior happens when one is hiding the Parent or Child
- TA encourages Honesty vs. Ulterior



Transactions - Tips at Work

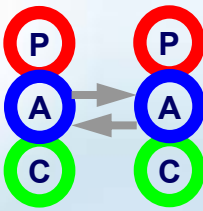
- How I see them:
 - Boss: Critical Parent
 - Peers: Nurturing Parents
 - Support Staff: Most Natural Children, some Adapted Children, few Adults
- How they see themselves:
 - Boss: Nurturing Parent
 - Peers: Adults
 - Support Staff: Mostly consider themselves Adults except some admit to being Natural Children



Transactions - Tips at Work

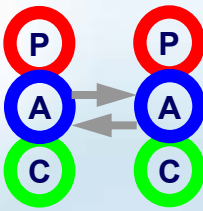
- Try mostly to keep Adult to Adult
- Do not get your Parent or Child “Hooked”
- Do divert into Natural Child to Natural Child sometimes
 - Holidays, sport, music, etc
- Don’t get into Critical Parent to Adaptive Child
 - “You haven’t given me any reason for...”
- Nor Nurturing Parent to Adaptive Child
 - “If I were your boss, I would agree...”
 - “I agree, threshold assessment is nonsense”
- Certainly, don’t do Adaptive Child to Nurturing Parent (with a hidden third party Critical Parent)
 - “I’m sorry I have to ask this, but the demands it”
- Nor Critical Parent to Critical Parent
 - “I agree, young people today are illiterate”

Change

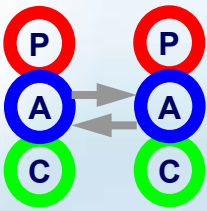


- What makes People Want to Change?
 - Pain
 - They are hurt sufficiently
 - They have invested in the same slot machines without any returns for a long time
 - They are severely ill and want relief
 - Boredom
 - “So what” becomes “there is more to life than this”
 - Enlightenment
 - I’m OK – You’re OK is the only Proactive Position to initiate change

Change

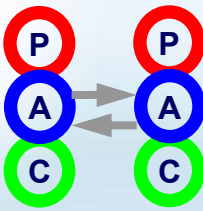


- We are not helpless even though we feel we are
- When we are responsible (response able) then we can change
- If we are part of the problem then we can be part of the answer
- We cannot change others; others change only when we change ourselves – start with yourself



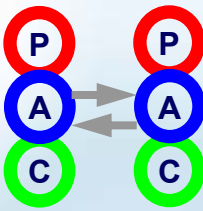
Change - Requirements

- Wanting comes first
 - Requires Child participation – Want instead of Have To
- Positives work, negatives don't
 - New Year's don'ts – replace with something first
 - Dos are exhilarating, don'ts are depriving
- Have a Reward in sight
 - Continuous ones – not only a big one at the end
- A new Internal Model
 - If parents are not good enough pick & be another
- We change a little at a time
 - Small change over time becomes large (airplane 1 deg)
- Record your Gains
 - The Child likes to see progress - proof



Change - Requirements

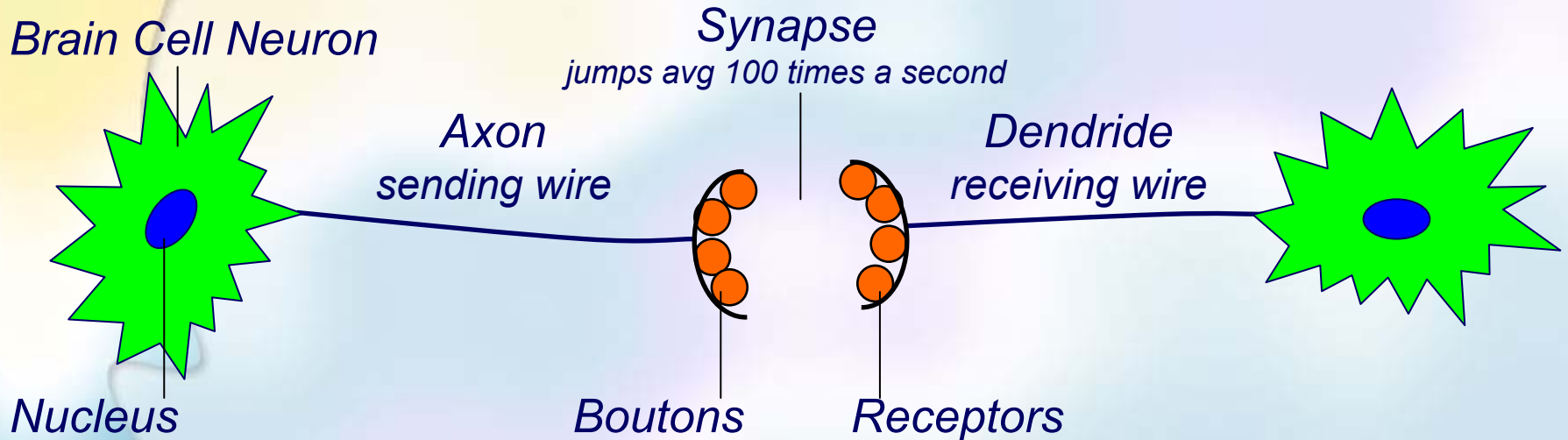
- Change produces Loss as well as Gain
 - We feel Loss before Gain
 - Freedom & Responsibility is related
- Have Options
 - Nothing in life is sure
 - Otherwise you will go back
- Get Help
 - One and Only, None and Lonely
 - Be shown where to look, not what to see – magic answers
 - TA does not work, you do
- The Power of a Habit
 - Time saving
 - Energy repeatedly applied or we do the old way



Change - Requirements

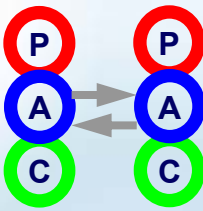
Brain Physiology

Each nerve cell produces 20 mv of power



- *More Boutons (upto 80,000) = less energy needed = Habits*
- *We do not lose our Boutons, but we can build new ones*
- *For this we need Energy*

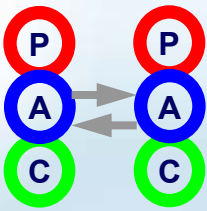
Change - Requirements

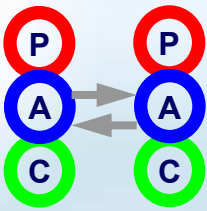


- Energy
 - Energy creates new Habit pathways
 - Change takes energy – see Stress situations
 - Avoid too many changes at once
 - Concentrate it (10 units of energy on cake)
 - Energy comes from people – strokes

Summary

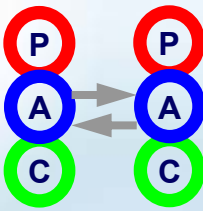
- Transactional Analysis
- Ego States
- Four Life Positions
- Stroking
- Transactions
- Change





Summary

- There are many lessons here....
- The first three are:
 1. Be in your Adult !
 2. Be in your Adult !!
 3. Be in your Adult !!!



Recommended Reading

1. I'm OK, You're OK
 - Dr. Thomas Harris
2. Staying OK
 - Dr. Thomas Harris
3. Games People Play
 - Dr. Eric Berne