

**Group Dynamics**  
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**Lecture-14**  
**Interactive Behaviour: Part 3**

Hello friends, welcome back. Since we are discussing about the different aspects of interactive behaviour and previously we discussed about johari window and its application in understanding human relationships or interpersonal relationships today I will discuss about the another aspect of interactive behaviour that is transactional analysis (refer time: 00:50) this is one of the most talked about topic in recent times in group behaviour or in the area of organizational behaviour which is very much applicable to understand interpersonal relationships and help in enhancing communications among group members so if I talk about this concept of transaction analysis this was first coined by Eric Berne in the year nineteen fifties and his approach was phenomenal neurological in

The sense that that this concept was a study of the structures of experience and consciousness now here experiences as the term implies that when a person is interacting with the different types of groups or members of different types of groups and have lot of work experiences or daily life experiences and how he is mixing those or matching his experiences with his consciousness or the current pattern of behaviour then the communication pattern also varies from person to person and from moment to moment so this is the philosophical study of the structures of experiences and consciousness of an individual so transaction analysis is the study of personality or it is a theory of personality and a systematic psychotherapy for personal growth and change so with

What consciousness we interact or communicate with the other person will define the relationship between two people so if we are saying that it is a theory of personality then actually according to eric berne the person functions with his inner state of mind that how or in what state the person is interacting or communicating with the other person and how it is impacting the long term effect on the human relationship or interpersonal relationship at the same time it is also a systematic psychotherapy for personal growth and change as the term implies that psychotherapy is the study of mental health or mental illness based on certain therapies or mechanisms which can help a person to overcome his deviant behaviours or distress distressful behaviours

So according to international transaction analysis association transaction analysis is a theory of personality that means a mask that a person wears and how with that mask a person communicates with the other person while defining his interpersonal relationship and a systematic psychotherapy for personal growth and change that means to what extent the person is able to overcome the deviant behaviours the dysfunctional behaviours and distressing behaviours so the basic idea about transaction analysis or ta is that initially personality was the main aspect that

was considered to understand human relationships but later on Eric Berne identified that how different patterns of communication can not only identify or underline the internal psychological dynamics

That means within with which aspect or with which pattern of behaviour or mood the person is interacting with the other person but actually it is more than that it is the study of the dynamics that contains in peoples interaction that means with what intention we are interacting with the other person will define the relationship and the communication and the outcome of the communication between two people so basically ta shifted the attention from internal psychological dynamics to the dynamics contained in peoples interactions so ta or transaction analysis comprises of some aspects or units of behavioural patterns now here if I say the aspects or units of behavioural patterns that means it has certain components which when combined altogether will define

The interaction between two people and the interpersonal relationship so the first component of transaction analysis is the transactions now here the transaction means social interaction social interaction can be analyzed to determine the personal dynamics or the psychological dynamics of the interaction now here we have to get into the detail of the transactions the transactions are analyzed to determine the ego state of the communicator that means with which level of consciousness the person is communicating so this communication or level of communication can be a in three forms that means either the person is communicating with his parent like ego state or it can be a childlike or it can adult like ego state which helps to understand ones and

The other persons behaviour now here when Eric Berne has used this term to determine the ego state of the communicator that means it is the consciousness whether the persons person is communicating impulsively or the person is communicating while basing his communication or units of communication in terms of verbal or nonverbal communication based on facts or reality based or it is completely based on the principles or notions that with what id and principles the person is trying to communicate or send the message to the other person so these are the ego states of an individual with which an individual communicates now here when I am talking about the ego states actually Eric Berne has extended this a theory of personality given by Sigmund Freud

Now Sigmund Freud has identified human behaviour in terms of ego states or consciousness and this consciousness has three aspects (refer time: 07:04) it is the id the ego and the superego so according to Freud and according to Berne which is the outgrowth of the Freudian concepts of id ego and superego id is something very much impulsive and which stimulates or triggers a person to respond in a specific manner in a specific manner here means that which whatever reaction comes to your mind and we try to exhibit the same our disposition is very much impulsive I am angry and I can be verbally abusive or I can physically attack the other person if I am angry the other aspect of human consciousness according to Freud is ego which actually monitors that

If a person is angry then he is controlling monitoring his anger that to what extent he is trying not to exhibit his anger on to the other person so this is ego that the person is actually trying to be very objective while understanding this whole situation the whole environment and then giving a response so this is ego you are monitoring your behaviour and the other is superego which is completely based on principles that you are controlling your behaviour based on principles and logics we are finding logic and reality in every aspect of the situation so this these are the three aspects which Freud has given to human consciousness or mind that is id ego and superego (refer time: 08:42) now these ego states has been extended by Eric Berne at three levels

That is here the parent ego state the adult ego state and the child ego state and these ego states are something which are very much shaped by childhood experiences that whatever experience we have during our childhood it has long term impact on an individuals personality which is reflected in every communication so this is the idea that when Eric Berne has outgrown the Freudian concept of personality in terms of id ego and superego to adult parent and child ego state then actually Eric Berne is focusing on the childhood experiences that an individual has and how it is reflected in different patterns of communication so if I talk about parent ego state then this state is the result of messages that people receive from their parents and elder people in

Their lives so whatever learning we have from our parents or elderly people or siblings experiences that actually helps to develop parent ego state which comprises of the judgmental rule making and moralizing component of personality where whenever we are interacting with other people then we are either operating with those principles that we have received or messages we have received during our childhood experiences so we will reflect those kind of behavioural pattern in terms of parent ego state and it is expressed by advice dos and do nots that means the moralizing component that this is right this is wrong I should not do this or you should not do that so this is the parent ego state which is very much developed during our childhood experiences

The other ego state is the adult ego state this ego state is the authentic and reality based ego state where we are just talking about the objective reality whatever facts we have we try to interpret those facts in a very rational and logical manner and we try to find facts in those in that situation and we try to solve problem based on the solutions available in that particular situation so this is adult ego state it is directed towards the objective appraisal of reality that whatever is the situation we are trying to monitor and control accordingly so whatever solution we can propose it is actually based on interpreting the current situation so this is the adult ego state and the other is child ego state this ego state is actually very much triggered

It is impulsive and at the same time it is creative that we are not giving a thought that what can be the outcome of that interaction and we are impulsively responding to that environment or to the person in a communication so this child ego state constitutes emotional creative spontaneous and impulsive component of personality so according to Berne personality is composed of three ego states parent adult and child so he has proposed a PAC model parent adult and child ego

states which comprises human personality and this personality based on these ego estates are actually reflecting in different patterns of communication this is the first component of transaction analysis that is the ego states which is largely shaped by childhood experiences

(refer time: 12:25) next is transaction now transaction is actually a unit of communication that when we are communicating with the other person then what kind of communication is taking place between two people that means with what ego states is dominant in that particular communication that identifies transaction so transaction is between individuals on the current state of each person and according to Berne these interpersonal interactions are actually the transactions based on ego states and are used by labeled games which refer to certain patterns of transactions which popped up repeatedly in everyday life in every human interaction that means Eric Berne has identified the ego states as games in the communication that with which ego state

We are communicating in a particular situation so this is a transaction so transaction is game based so communication is what is a transaction where we are conveying the message or transacting the message to the other person and the games are the ego states with which we function or with which we communicate with the other person so transaction is the basic unit of social interaction and it consists of the exchange of words messages and behaviour between two people what vocabulary whether aggressive or very subtle vocabulary we are using in communicating and what kind of behavioural pattern we are exhibiting or disposing while interacting in that transaction that is a transaction and it identifies the ego states that both the initiator and the despondent exhibit in

The transaction that means how I am giving a response to the other person and in what manner I am receiving the message from the other person will actually define the transaction because in that transaction two ego states are functioning mine and the other person that means the initiator and the respondent they both are functioning at their own ego state level and that ego state is the gameplay so that will define that what kind of transaction has taken place which reveals the current ego state of an individual this is the one aspect (refer time: 14:53) so based on these transactions Eric Berne has talked about four kinds of transactions complimentary crossed ulterior and the gallows transaction so these are three four transactions which are very much popular

When we are talking about transaction analysis in workplaces or in any social situation where the transaction is operational the games are also operational and the ego states are also operational so if we talk about complimentary transaction so it is the best transaction that can happen in any communication or any trans or in any communication so that means when communication continues along the parallel lines between individuals then the transactions are complimentary for example the manager would ask the supervisor that how many products you have assembled right now that means the manager is transacting or communicating with the adult ego state and the respondent will also function at the adult ego state while responding that till now

I have assembled hundred units till now so that means the transaction between two people is complimentary and parallel parallel here means that two people the manager and the supervisor are functioning or playing the game at adult ego state they are complementing each other sometimes what happens that maybe the initiator is operating at the adult ego state but maybe the respondent is operating at the child ego state but if the initiator who is functioning at the adult ego state can also maintain his position at adult ego state and transform the respondents communication at the adult ego state as well for example if a wife is taking care of her husbands health the wife would say that it is time for you to take your medicine right now husband would say who is

Very much ill that I will not take this medicine because it is bitter in taste so wife is functioning at the adult ego state and the husband is functioning at the child ego state now if the wife maintains her adult ego state then with the continued communication the wife can also transform the husbands child ego state to adult ego state while stating that I will give you the medicine and later on you can have some sugar it will enhance your taste and the husband agrees so while maintaining wife maintaining the adult ego state the husband is also transformed to the adult ego state as he is convinced and both husband and wife are transacting in a very complimentary manner and the game is adult ego state to adult ego state this is another example

Another example can be when two kids are playing two girls are playing and one girl says that I will act like my mother and you act like my daughter so both the both little girls are working or transacting or playing the game with child ego state but in any in all the three examples the idea is that the two people who are maintaining the communication they are functioning at the at this similar or same ego states which makes the communication or transaction very much complimentary so in this form of transaction the communication is complete and both operate from the adult ego state so this is one complimentary transaction (refer time: 18:47) the other is crossed transaction this transaction ceases or inhibits creativity and free thinking why because

One person is operating with the adult ego state and the other person is operating with the child ego state and when both the ego states are clashing then it leads to crossed transaction or it can lead to conflict so crossed transactions may lead to breakdown in communication which may sometimes be followed by conflict or quarrel for example if the manager questions the supervisor that how many units you have assembled the reply or response from the supervisor can be that how does it matter to you it is none of your business I will let you know later on now if the manager also starts communicating at the child ego state then definitely there there will be a conflict as it is extending from one level of quarrel to the another because argument is continuing

It is not ceasing so this leads to crossed transaction now in the diagram also we can say that when the supervisor that is s is communicating from adult ego state to the operator that is with the adult ego state then it is also expected that the operator or the supervisor will also respond with adult ego state but it is other way around that every time the supervisor is operating with the adult ego

state or the parent ego state but actually the supervisor is also transforming his communication from adult to child so in any case whenever in crossed transaction whenever two people are unable to maintain their ego states then it leads to crossed transaction which actually ceases the the communication which leads to inhibition to creativity and free thinking

So the idea is that whenever two people in communication fail to maintain their ego states at parallel lines it actually leads to crossed transaction now again I am coming to the example of this crossed transaction that we will we will understand that whenever the supervisor is operating with adult ego state in return the supervisor is also operating with the child ego state that means with the dashed arrows the transaction is becoming crossed if we can observe from s also from the s responses and o responses that even in that case even the operator is also not responding from the parent ego state but he is operating with the child ego state so this is a crossed transaction (refer time: 21:49) next is ulterior transaction ulterior transactions are

Even more complicated because there is an overt message and a covert message that means superficially it is the message is different but actually the psychological message is very different that means the person maintains double standards in the communication and it becomes difficult for the respondent to understand that what message he or she has received so this communication takes simultaneously that means overt and covert message both are functioning simultaneously parallel but the idea is that the overt message is audibly visible that means whatever it is being spoken it is very much been objectified that this is what the person has spoken but the underlined psychological message is very different which is difficult for the person to understand

This actually leads to ulterior transaction for example that any person would be highly hospitable to the other person but the intentions are something else so when we are talking about ulterior transaction it is about the hidden in the intentions which a person fails to understand and does not also admit that what were his hidden intentions so in a sense it is a transaction when people say one thing but mean another we all do it and we can all recall situations where this was done to us or to others this is ulterior transaction (refer time: 23:29) and the other is gallows transaction this is this is the term coined by Claude Steiner and this transaction has a very critical nature of communication for instance any smiling response to a persons misfortune may serve

As a gallows transaction for example if something bad has been done or caused to the to your co worker we feel happy and we have a smile on our face that it is good that something bad has happened to the co worker so this is a gallows transaction even the person is expressing regret but we have a smile on his face that it is okay it happens but with a smile so this is a gallows transaction which is inappropriate and reinforces a destructive behaviour that means the person is happy to hear that the other person is bearing some loss so this is gallows transaction next comes another component of transaction analysis that is strokes so this I will continue in the next class thank you