

Group Dynamics
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Lecture - 15
Interactive Behaviour: Part IV

Welcome back so we were discussing about the different components of transaction analysis till now we discussed about the ego states and transactions and different kind of transactions as complimentary crossed ulterior and gallows transaction let us continue with the third component of transaction analysis that is strokes (refer time: 01:00) strokes is the unit of recognition during the transaction or communication and that stroke can be positive or negative so strokes can be exchanged whenever two persons interact with each other and can be defined as any act implying recognition of another's presence now this act of implying another persons presence can be not only of recognition of the other persons presence but it can be actually the rejection of

The presence of the other person when we do not want the person to be there in a particular situation we can give him or her different kind of verbal or non verbal message for why he is here or expressing your disliking for his presence so strokes can be positive or negative that means these strokes are something that can be expressed or given or implied based on verbal or non verbal cues as well for example if I say that you did a great job this is actually a positive stroke now this positive stroke can come only in words that means verbally or it can be non verbally also with so much of recognition or appreciation or acknowledgment through ones eyes or it can be both that means we are patting our colleagues or co workers back that you did a great job so

This is a positive stroke it can be a negative stroke as well that why are you here because you are not liking the other persons presence in a particular situation and you want to reject the other persons presence then there can be a negative stroke in a very verbal or non verbal fashion if it is through words or verbal it is that why are you here why do not you continue with your job you are wasting your time so this will give a message to the other person that he or she is not required to be there in a particular situation this is a negative stroke or it can be non verbal also where the person through his or her eyes can give indication to the other person to leave that place immediately so these are the strokes which are units of recognition in transaction

Now at the same time strokes can also be positive and negative both why because there is a very specific reason that whenever we are in any social situation or even in any group situation then it is not only that every time we need some recognition or acknowledgment a person is also keen to have some feedback at the same time then only that stroke or transaction can be thought of to be complete for example you did a great job in spite of your less work experience in the field now at the same time encouragement is also going to the other person and the person has also got

the feedback that he needs to learn more skill or enhances knowledge skills and abilities to enhance his or her performance so in this kind of situation both the strokes are there positive and

Negative acknowledgment or recognition for a good performance and negative that in spite of not having good experience or complete experience still you could do a great job so both these strokes are there which actually completes the transaction that this is how the feedback is also there and recognition or acknowledgment is also there so we can say that this that any transaction should have most of the time negative and positive stroke which actually not only gives recognition but at the same time it gives feedback in form of negative stroke and these strokes can be in form of physical verbal and nonverbal gestures between persons so this is another aspect or component of transaction analysis that is strokes as a unit of recognition

When two people are exchanging transactions (refer time: 05:06) the other is which is very important aspect of transactional analysis that is life positions now this this component is completely based on childhood experiences if you remember in our previous discussion that when we were talking about the ego states which are very much formed during or which are shaped completely based on childhood experiences then life situations are also formed by based on childhood experiences based on these childhood experiences the person tries to maintain his or her self worth or esteem and also estimate the is self-worth or esteem of significant others now significant others here means as the term used by Eric Berne is that there are some important people in our social world

With whom we relate to them every now and then and in our daily life that is our parents our grandparents our siblings or our co-worker with whom we are working day and night so such people are termed as significant others in social psychology so according to Berne there are four life positions that a person can hold and holding a particular psychological position has profound implications for how an individual operationalizes his or her life that means based on the childhood experience a person can create his own life script or life position and based on that life position only the person tries to communicate or convey a message in the transaction which follows the transactions in terms of any type of transaction complimentary gallows crossed or ulterior and

At the same time the strokes with which the person recognizes those transaction so in that in the process of growing up people make basic assumptions about their self worth as well as about the worth of significant others in their environment that environment right from childhood to the current state of their life and this assumption about oneself and others is life position or life script that means what worth you have created for yourself and what worth has been created by you for the others and these life positions or life scripts are permanent throughout an individuals life and are described in terms of okayness that means whatever whatever life script has been created by the person the person considers it that situation as okay or appropriate or optimum

For him or her he or she will not try to move easily out of those life positions so according to Eric Berne four life positions have been identified I am okay you are okay I am okay you are not okay I am not okay you are okay and last is I am not okay and you are not okay and all the four life positions or life scripts are completely based on lifetime experiences since childhood to the present state of an individuals life and these positions are permanent because these are the positions from which the person tries to communicate or transact any message to the other person based on type of transaction and strokes (refer time: 08:45) so if I talk about the first life position that is I am okay and you are okay this is the most healthy position and

The most ideal life position of an individual when the person feels good about himself and also feels good about the others and their competence that means the person perceives himself to be competent enough to manage his life and at the same time the person also assess the other person or significant others to be competent to be competent enough to handle his life in a very significant manner so this is the most healthy life position and this position can be described and can be created when the childhood experiences are very positive the experiences are fun filled or knowledgeable and at the same time the self worth is also maintained so this is the most healthy life script of an individuals personality that is I am okay and you are okay and for

This position only throughout the life the person strives that in what manner this healthy position can be maintained or achieved the other is I am okay and you are not okay now based on the childhood experiences if the child is treated badly or abused this may result a child with the feeling of helpless or powerless and sometimes the child feels angry that means the child creates an angry position for himself and every time the child feels good about himself but he tries to find fault in the other person so that he can pose himself to be more competent see the complexity of human behaviour that when the child is in itself in state of despair the child has a tendency to prove himself to be right and the other person to be wrong because that despair state of

Despair is okay for him because it has been created since childhood experiences so this is a life position which is termed as I am okay and you are not okay so under when we are talking about this life position then it did under this position the child or person may move into a position where one feels good about himself but see others as damaged or continuously tries to prove himself that others are not okay and I am okay or competent so this is usually not a healthy position in an individuals life now this position becomes permanent and the person finds absolutely fine to prove yourself every time proving yourself to be right and proving every time proving the other person to be wrong so this this is I am okay and you are not okay the third position is

I am not okay and you are not okay so if a child is treated badly or abused and receives messages that decrease his self worth or self esteem then the child moves into the position where the person sees him or herself as a weak partner in relationship and others in life and definitely better than themselves that means the person actually underestimates his own self worth and tries to bring him down in his own life position that I am not okay maybe I am incompetent I do not have those capabilities to handle my life in a very competent manner and the other person has better

competency it is other way around than life position two so in this life position the person tries to underestimate his own life position while calling himself or proving himself to be

A weak partner or an incompetent person to handle his life situation so this is again a very unhealthy lifestyle but the difference is that this kind of life position is when the person holds his position will unconsciously accept abuse as okay that means if the child has been abused then the child do not want to retaliate in fact the child absorbs this this life position and consider it as okay to bear abuse whereas in the second life position the child sometimes tries to resist and continuously pose himself to be more competent and better in life so this is the third position that is I am not okay and you are okay that means the person perceives the other person to be more competent than himself and the last is I am not okay you are not okay now

This kind of life position is complete state of despair where the person fails to perceive or estimate his own competency in a positive direction and at the same time the person also fails to perceive the other person or significant others as more competent than him or her that means the person is in a state of despair and the rest of the world is bad that means the person is perceiving bad in himself and also perceiving the whole environment as bad and this is a state of hopelessness where the person tries not to find any hope for future support in fact the person tries to indulge in a state of despair where he finds difficulty in communication where he finds difficulty in functioning appropriately because the persons level of communication or way to

Transact or communicate the message is failed because the perception about oneself and other is absolutely negative so these are the life positions four life positions which are completely permanent in nature and these are completely based or shaped largely shaped by childhood experiences so these are the life positions which Eric has identified based on childhood experiences and how an individual makes his life operational based on these life positions so ultimately it has been suggested by Eric Berne that of all the four states definitely stage one that is I am okay and you are okay is the most healthy life situation and one must modify his or her behaviour accordingly to strive or to reach the first stage of life position that is I am okay and

You are okay where the perception about oneself and other is positive (refer time: 15:21) next comes benefits of transactional analysis now since it is one of the most recent tool for interactive behaviour so there are certain benefits of transaction analysis which actually helps people in group dynamics the first is that it provides better understanding of how people relate to each other so that they may develop improved communication and interpersonal relationship again if we go back to the transactions that is complimentary crossed gallows or ulterior then in whatever situation we are transacting with the other person if there is a clash or there is a crossed transaction two people can analyze their level of transactions and can make efforts

To enhance their communication so transaction analysis can identify in mapping the level or type of transaction that exists between two people and how two people can improve their

communication for better transactions the other is it provides fresh insights into the psychological makeup of the individual concern for example in ulterior transaction one person is operating with the parent or adult ego state and the other person that is the respondent is interacting or transacting with the child ego state so it can create a scope for the person who is operating from adult or parent ego state that why a person is operating with child ego state so this difference in the psychological makeup can be highlighted and how it can be overcome or transformed to

Adult or parent ego state that is the benefit of transactional analysis it fosters group activities as brainstorming and conflict resolution definitely transforming the other person from child to adult and parent ego state it can actually be achieved when conflict resolution strategy can be implied or executed on the two people so that the conflict can be resolved and people can come up with better ideas to enhance communication that means more ideas can be expressed during the transaction ta also helps in categorizing individual patterns of behaviour feeling and a way of thinking which can be functional that means beneficial or dysfunctional that is negative or counterproductive that means if we continue to take the example of ulterior transaction or

Complimentary if the transaction is complimentary definitely the outcome is going to be very productive more creativity and innovation can be fostered but if in ulterior trans if ulterior transaction is taking place between two people then actually the transaction or communication becomes dysfunctional and the outcome is counterproductive because there is conflict there is quarrel so that transaction analysis can help us to decide that in what direction the transaction is going and what can be the consequence of that transaction and how the transaction can be transformed to complimentary transaction the other benefit is that ta concentrates on the content of peoples interactions with with each other and helps in solving emotional problems for example if

I say that any employee who is working or responding with child ego state then what can be the reason so emotional state of an individual can be easily mapped through transactional analysis and that can help to resolve emotional problems of employees or group members that requires experience that requires understanding of the life positions of a person with which he or she operates and how those positions can be enhanced based on problem solving and emotional sharing between two people the other benefit is that ta is considered how individuals interact with one another and how the ego states affect each set of transaction unproductive or counterproductive transactions were considered to be signs of ego state problems analyzing these transactions according to

The persons individual development and history would be would enable the person to get better that means even the transaction has taken place then it can help people to understand the ego states or the conscious level of human mind that which is more dominating in a particular situation whether the child ego state is more dominant the parent or adult ego state no matter what transaction is taking place but everybody is transacting or communicating with particular ego state which is dominant in that particular situation so people can easily identify which ego state

is dominant and which ego state is affecting which type of transaction so both ego states and transactions go parallel which can help to understand human consciousness

At a particular point of time and situation and the last is that it offers to study deviance distress and dysfunctional patterns of behaviour deviance that behavioural patterns which are unacceptable in the society or any social group and how it can be rectified distressing that any variable any component in the environment that is causing stress to an individual's performance or competence can be handled very easily and last is dysfunctional patterns of behaviour that behaviours which can help in contributing to achieve the common goal or achieve a complimentary communication or transaction will help to foster productive behaviours or functional behaviours in group situation so these are the benefits of transaction analysis so we can say that transaction analysis is

A popular tool one of the popular to understand human relationships or interpersonal relationships it has four components that is ego states transactions strokes and life positions and all those components work altogether in synchronization to understand human behaviour or group behaviour of the members so we are done with this unit thank you so much let us meet in the next session thank you