

Advance Course in Social Psychology

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Lecture 54: Interactive Behaviour -Part II

Hello friends, welcome back. Let us continue with our discussion related to the interactive behaviour. In the previous discussion, I have discussed about JAWI window that how JAWI window can be a tool, information processing tool to resolve interpersonal conflicts. In this discussion, I am going to talk about transactional analysis. This is another tool which is very popular these days about understanding human relationships and conflicts and how it can help enhance interpersonal relationships. Transactional analysis is an approach which is completely based on the structures of experiences and consciousness.

Unconscious mind is always existing, it is always active and how it reflects in our present behaviour. This is an extension or outgrowth of Freudian psychoanalytic theory which has been modified by Eric Byrne that how experiences and consciousness play an important role to reflect and understand human behaviour in relationships. So, Eric Byrne presented transactional analysis to the world as a phenomenological approach of structures of experiences and consciousness and he defined it as a theory of personality and a systematic psychotherapy for personal growth and change. Psychotherapy, a treatment to help members to overcome mental health issues or any psychological disorder or behavioural disorder.

Everything what a person reflects has some its roots in unconscious mind. That unconscious mind is something which has certain backings, it can be culture, it can be family or it can be society. So, based on those absorptions about family, society and culture we tend to develop a thought process which is very much nurtured by different factors in the environment. So, according to Eric Byrne when all these factors are being compiled all together they represent a state, a mental state or an ego state with which a human behaviour works on. So, when we are talking about TA or transitional analysis if it is a theory of personality then it is also a systematic psychotherapy for personal growth and change.

So, whenever we are talking about human behaviour then it also not only deals with personality or personality deformities or differences it also talks about some mental health issues, behavioural problems or disorders or deviances or dysfunctions that should be highlighted and are very much reflected in relationships. So, based on TA this concept shifted the attention from internal psychological states to the dynamics of behaviours which are very much involved and are solved in interactions and emotional problems. So, Eric Byrne gave

this theory of personality and psychotherapy based on Freud's theory and it is an outgrowth of Freud's psychoanalytic theory in which it is not only about unconscious motives and desires he has talked about the emotional state. When we are working on our unconscious mind then we are also driving on some emotions and how that emotional state is reflected in our own behaviour in day to day life. Definitely TA explains that an individual's final emotional state is a result of the inner dialogue between different parts of the psyche.

As I mentioned just now that whenever the unconscious mind is overriding then it leads us to a state of emotions and how we tend to interact within ourselves. Within ourselves with our soul with our mind and with our thought process there is some interaction going on and that outcome of the interaction is reflected in our behaviour. This is transactional analysis which is completely based on interaction how it is reflected based on the human thoughts and how we tend to recognise those interactions in day to day life. So, Byrne mapped interpersonal relationships to three ego states of the individuals which involves the parent adult and child ego state. Now these ego states are something which are completely based on the unconscious mind which are nurtured by our culture our society our family and other factors and we tend to absorb those nurturance in a way that is reflected from day to day in our own behaviour.

And Byrne further stated that communication that takes place in between individuals reflect the current state of each person and that interaction is termed as transaction between two people. Two people who are working with their emotional states they are transacting they are exchanging something with each other based on the emotions and their moods and whatever changes that take place based on the transactions then he has referred to those changes as the games which refers to certain patterns of transactions that popped up repeatedly in everyday life in every human interaction and it is but obvious and natural. When two people are talking to each other they are talking in a specific situation they are interacting with some emotions whenever there are emotions the other person which is some kind of transaction with that other person and that transaction will lead two people to some kind of changes in the pattern of communication which is a game and that defines the quality of relationship that quality of relationship can be a conflict or it can be a resolution to the conflict. So, based on Eric Byrne's concept of transactional analysis this can be discussed based on four concepts. The first is the ego states.

TA is considered an outgrowth of the Freudian id ego and superego concepts as I mentioned that unconscious mind is very active it deals with id ego and superego. Id is very impulsive it is something that we which is stimulating which is impulsive which is immediate it whatever desire comes to an individual's mind we tend to satisfy it immediately. Other is ego. Ego monitors or controls human behavior and human mind. The ego will try to delay certain irrational desires and behaviors and will try to satisfy human needs or desires in a very rational manner which is completely based on logics which is completely based on objectivity and reality that this is possible this is not possible.

Whereas superego is the state of mind which is completely based on morals and principles that this is right this is wrong this is ought to be done this is ought not to be done. When all these three id ego and superego are working in sync then it defines an individual's behavior why because when ego is there so it is creating a balance between id and superego. For example a person who is driving the car he has a passion to drive it at the fastest speed that is the id and ego is the brake that ego will put a brake on it that no you cannot drive it to the fastest speed. Whereas superego will control that based on the rules and regulations you cannot drive it or you will be fined. When all these three components of human mind are working all together it is leading a person to an emotional state and how that emotional state is reflected in transaction or any communication that will define the quality of the relationship between two people.

And these two states three states id ego and superego are very much nurtured by our experiences it can be culture it can be family it can be it can be your childhood experiences which shapes up these components of human mind. But Byrne has made a shift in this theory and is identified these ego states as parent adult and child ego states based on the experiences. He has proposed a PAC model PAC parent adult child ego state model which are very much backed by the notions of id ego and superego but how he has made those changes in his theory let us go into detail. So, according to Byrne parent ego state is a result of messages that a person receive from his parents or elder people in his family in his early childhood. This state comprises of judgmental rule making and moralizing component of personality and is expressed by advice do's and don'ts.

Right from the day one when we are we have taken the birth we are in constant interaction with our family members and the child tend to imbibe all the kind of different kind of behaviors in terms of right and wrong and that nurtures human behavior or personality. This ego state that a person develops is the parent ego state the other is the adult ego state this ego state is authentic and reality based it is rational and fact seeking and problem seeking problem solving and it is directed towards the objective appraisal of reality. This is adult ego state that how a person is using all the logics and reasoning to resolve any problem where practical reasons or rules are being implied so as to resolve any problem. This is adult ego state and the other is child ego state which is very much spontaneous which is very much impulsive which is emotional and spontaneous component of personality whatever comes to an individual's mind he or she will say or do without giving a thought. Now when all these ego states are functional based on interactions how it impacts relationship that is the most important role of this model that is the ego state parent adult and child ego state model.

Now how it functions this functions based on transactions which is another component of transaction analysis that is the that is the basic unit of any social interaction. Byrne investigated communications between two individuals based on the current state of the person current state of the person means two persons who are involved in the communication A and B they are involved in the communication they both are communicating with certain emotional state and he called these interactions as transactions and used the label games to refer to certain patterns or transactions that popped up to repeatedly in everyday life in every human interaction. Now

whatever communication is there with what ego state or emotional state they are functioning that will define the transaction the exchange of information the exchange of words between two people. Therefore transaction is the unit of social interaction and it consists of exchange of words and behavior between two people. TA identifies the ego states that both the initiator and the respondent exhibit in the transaction.

What two people not only share information in what manner they are sharing information based on their emotional state that is the real transaction that will take place based on exchange of words. Now this transaction based on exchange of words and with what emotional state they are communicating that is all that has been defined at three levels. So according to Byrne three type of transactions takes place between two people complementary, crossed and ulterior. Complimentary transactions when communication continues along parallel lines between individuals the transactions are complementary. For example a husband and a wife.

Wife is taking husband is ill and the wife is taking care of the husband. Wife says to the husband that it is time to take your medicine the husband would say you resist that I am not interested in taking the medicine right now because the taste of the medicine is very sour it spoils my taste. But the wife who is functioning or interacting or transacting from his adult ego state she would say that I understand that the medicines will spoil your taste because the taste because the medicines taste sour. But you can have some sugar or some other sweet so that your taste can be enhanced. Immediately the husband will also agree to the wife and he will take medicine.

Ultimately husband and wife they both are interacting operating at the adult ego states and the interaction is complementary because both husband and wife they are agreeing to each other they are complementary to each other's opinions. This is complementary transaction which is the most productive transaction and conducive transaction because it is free from conflict and there is no contrary transaction between two people. In this form of transaction the communication is complete and both operate from the adult ego and reduces conflict rather there is no conflict. If two child children are playing together they would agree to play with the dolls. This is again a child ego state that whatever comes to their mind they are doing it and they are agreeing to it.

This is known as complementary transaction. Now in this diagram if A to A they are complementary but before that P to C that is the wife is operating with parent and coming to the child and later on the husband is also operating from the parent and finally they are agreeing to it and they are operating at the adult ego state. This is complementary transaction. The other is cross transaction. This interaction cross or ceases and inhibits creativity and free thinking.

Cross transactions may lead to breakdown in communication which may sometimes be followed by conflict. For example, any supervisor can ask any operator how much products

you have manufactured till now, assembled till now. If it is a complementary transaction the operator would say by now I have produced 50 units in one hour and it is complementary but what if supervisor asks the same question to the operator and the operator operates the person operates with his child ego that whenever I will complete my task then only I will tell you right now do not waste my time. If again the supervisor is also operating with his child ego state then definitely the supervisor will also make a cross transaction with the operator and ultimately there is argument or conflict between the supervisor and the operator. This is cross transaction either it leads to cross transaction or it ceases.

Now the point is that interaction when ceased again it is a dangerous situation because there is no resolution and there is inhibition in the interaction. This is cross transaction. In this transaction it may lead to breakdown in communication which may sometimes be followed by conflict. Now another situation which leads to conflict is how it has to be resolved but ultimately this conflict has led because of crossed transaction. This is but had it been that the supervisor is still working or operating at adult ego state then definitely with some efforts even the supervisor can also uplift the transaction from the operator side and bring him up to the level of adult ego state.

But whenever any cross transaction takes place definitely it leads to conflict or quarrel which actually inhibits or breakdowns break the communication between two people. So, this is how cross transaction takes place that one person operates at adult ego state and the other person operates at the child ego state which leads to conflict or interpersonal conflict. And the other is ulterior transaction. Ulterior transactions are even more complicated because there is an overt message and covert message because overtly you speak to the other person and you have a different message audible but the psychological message is something else which is not reflecting but it is hidden in the overt message. So, this transaction is a very complicated transaction where there is an overt message and a covert message that is communicated simultaneously.

The overt transaction is what is audibly spoken but the covert transaction is a psychological message that is actually being communicated. In essence it is when people say one thing but meet another we all do it and we can recall situations where this was done to us. It is a day to day kind of interaction these intentions are hidden and the person does not admit. The person can be very hospitable audibly but may be the intention is very wrong behind that hospitable face gesture or words. This is ulterior transaction where the person intentions are hidden and may be it is just the self interest of an individual.

So, in this case the person operates with at adult ego state but the intentions are operating at the child ego state because it is impulsiveness and spontaneity is there. The hidden interest is there. So, this is how transactions takes place in any communication expressed by burn. But the most important thing is that in every transaction all the three ego states are functional parent, adult and child ego state. All the three ego states are very much functional or

operational in every kind of transaction based on communication that is complementary, crossed and ulterior.

So, this is about ego states and transactions. I will continue the other components in the next discussion. Thank you so much. Thank you very much.