



things  
people  
do that  
you wish  
they  
wouldn't

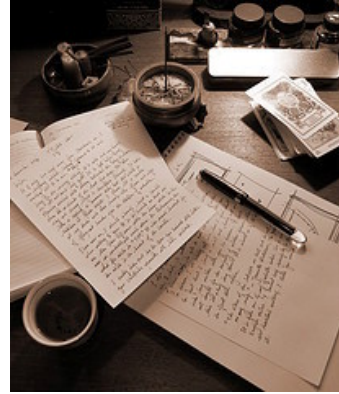
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parent





adult



child

WHAT ARE THE  
“THINGS PEOPLE DO  
THAT YOU WISH THEY  
WOULDN'T”?

what can we do?  
what do we do?

what works?



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## Why Play Games?

- To acquire stakes
- Payoff – earn sympathy, satisfaction, vindication etc
- To confirm life position – reinforce own perception
- To gain a high level of stroke exchange



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I am speaking at  
**QCon** London  
 Tutorials Mar. 9 - 10 / Conference Mar. 11-13

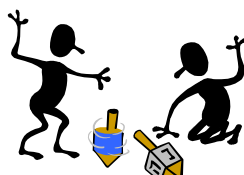
## Things People Do You Wish They Wouldn't

## Some Things You Should Know About Transactional Analysis

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## Strategies to Counteract

- Recognise a game from genuine problems
- 'Break' the game
- Discover how to deprive the actors of their payoff
- 'Switch' ego states



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## References & Further Reading

- Games People Play - Eric Berne
- What Do You Say After You Say Hello – Eric Berne
- TA Today - Ian Stewart & Vann Joines
- I'm OK You're OK - Thomas and Amy Harris
- Staying OK - Thomas and Amy Harris
- Scripts People Live - Claude Steiner
- The Total Handbook Of Transactional Analysis Woollams & Brown
- Transactional Analysis For Trainers - Julie Hay
- The Transactional Manager - Abe Wagner

<http://www.businessballs.com/transactionalanalysis.htm>

<http://www.itaa-net.org/index.htm>

<http://www.youtube.com/watch?v=b2ScDQx5ndw>

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## Health Warning!!

A little bit of knowledge could be dangerous!



This is a very brief look at Eric Berne's work on Transactional Analysis.

Find out more about TA and TA games from the references in 12 or by doing your own research into this area.

*(Before you accuse everyone of 'playing games' all the time!)*

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# Transactional Analysis

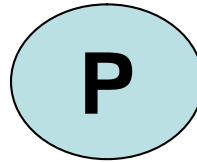
Eric Berne – 1910-1970

Transactional Analysis is a theory which operates as each of the following:

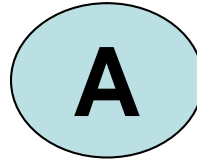
- a theory of personality
- a model of communication
- a study of repetitive patterns of behaviour



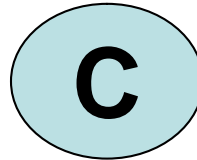
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**Parent** – values, rules, opinions, beliefs  
*Taught*



**Adult** – logical, rational, reasons, calculates  
*Thought*



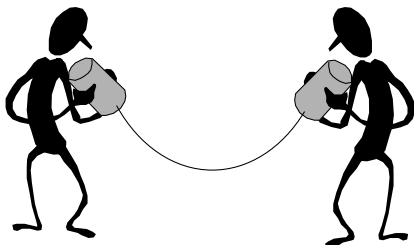
**Child** – feeling, emotion, typical child behaviours  
*Felt*

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**Ego States** – we all fluctuate between all 3 states.

Our attitudes, vocal tones, gestures and facial expressions illustrate this!

Good communication happens between complementary ego states, problems occur when we get crossed or ulterior transactions



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## Complementary

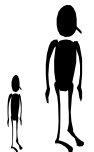
Adult to Adult

- Have you completed the report?
- Yes it's on your desk



Adapted Child to Nurturing Parent

- I just can't understand this, I must be stupid
- Don't be silly, it's OK, let me help you



## Crossed

Controlling Parent to Natural Child

- Look these figures are wrong and you're not meeting the targets, what are you going to do about it?
- Nothing – it's your fault, you set the targets too high and didn't consult

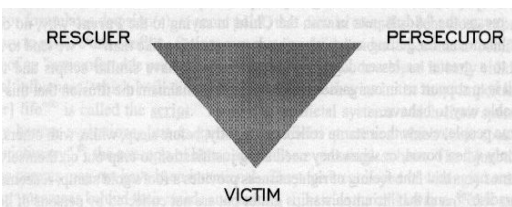


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## Ulterior – TA Game Play

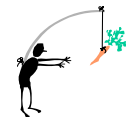
“sets of ulterior transactions, repetitive in nature, with a well-defined pay off”

Karpman Drama Triangle – participants ‘play’ till one ‘switches’ to get pay off



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## TA Games



- Why don't you...yes, but – Wdyyb
- Wooden Leg
- Poor Me
- Schlemiel
- NIGYSOB
- If It Weren't for You
- I'm Only trying to Help

