

Communicating Powerfully

Zarine Jacob

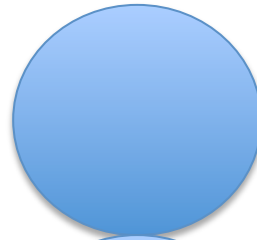
Leadership, Team & Culture Coach

11 April 2018, Cambridge Science Park

Building blocks of TA (Transactional Analysis)

Values

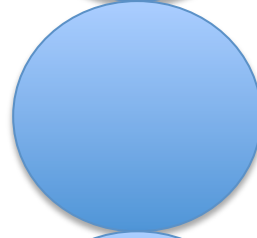
P



Parent

Think

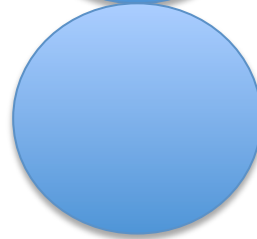
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Adult

Feel

C

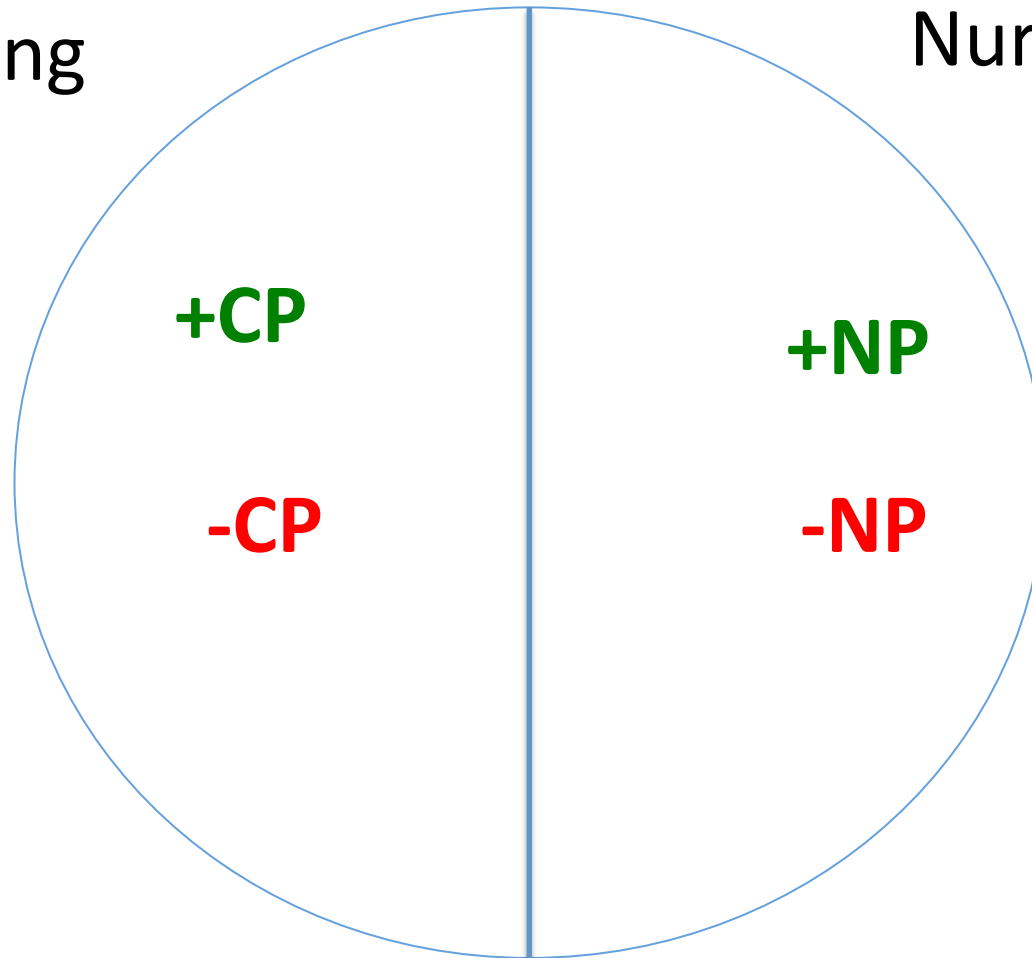


Child

Parent

Controlling

Nurturing



Adult

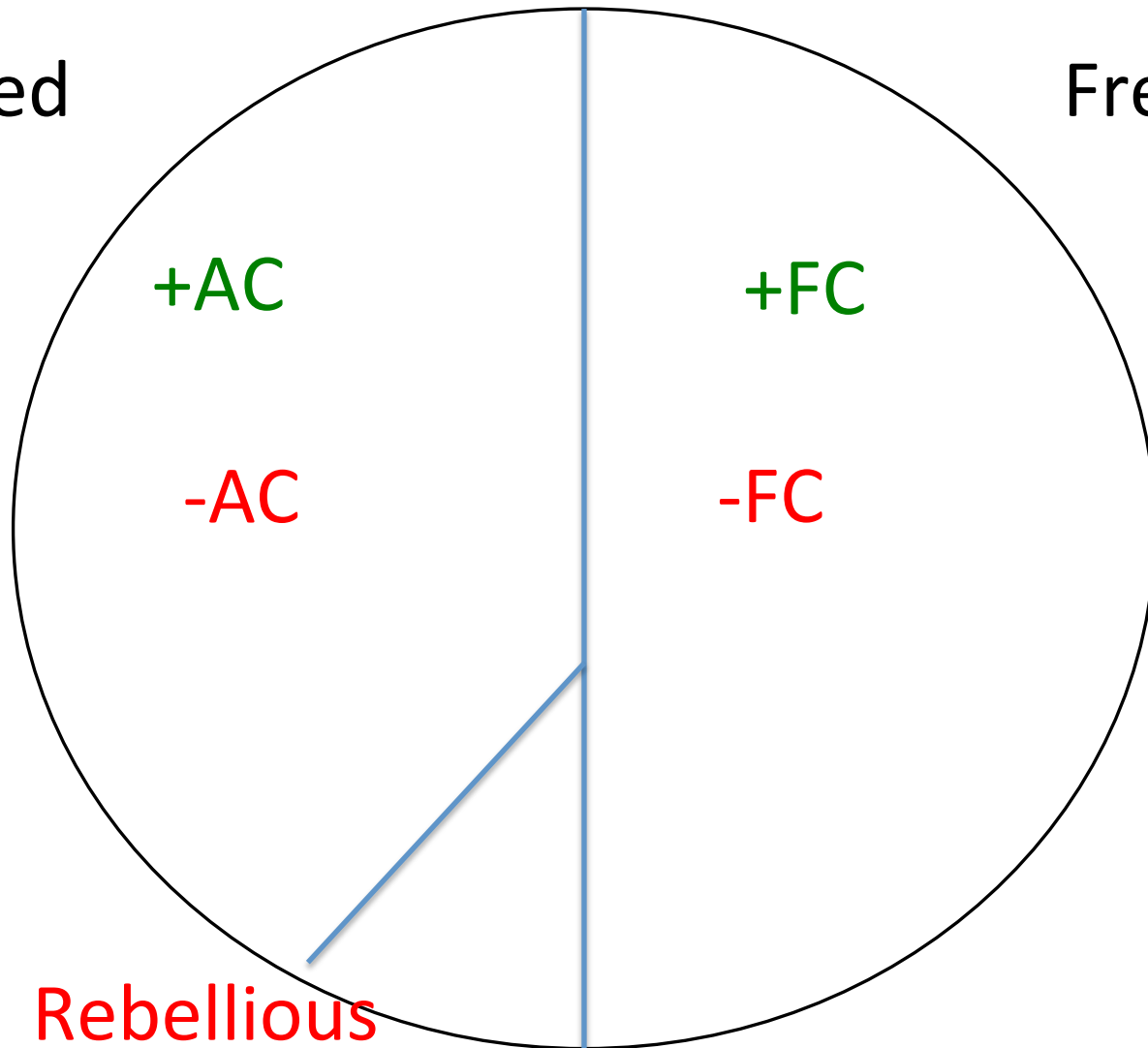
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- **Here & now**
- **Objective**
- **Reality based**
- **Confident**
- **Non-judgmental**

Child

Adapted

Free



Controlling Parent (CP)

Positive behaviours (+CP)

Clarity

Decisive

Fair & firm

Directive

Constructive feedback

Boundaries

Discipline

Negative behaviours (-CP)

Domineering

Rigid

Judgmental

Unreasonable

Arrogant/disrespectful

Confrontational

Bossy & fault-finding

Dismissive

Severe

Nurturing Parent (NP)

Positive behaviours (+NP)

Caring

Compassionate

Provides feedback

Available

Develops people

Positive

Reassuring

Negative behaviours (-NP)

Smothering

De-skilling

Manipulative

Lack of discipline

Patronising

Shallow

Disempowering

Dismissive

Wishy-washy

Adapted Child (AC)

Positive behaviours (+AC)

Polite

Follows instructions

Inclusive

Pleases people

Observant

Adaptable

Good social skills

Committed

Negative behaviours (-AC)

Passive

Over-pleasing

Indecisive

Submissive

Over sensitive

Lack confidence/opinion

Self critical

Timid

Lacks ambition

Free Child (FC)

Positive behaviours (+FC)

Inventive
Energetic
Spontaneous
Intuitive
Bold
Competitive
Enthusiastic
Fearless
Innovative
Curious

Negative behaviours (-FC)

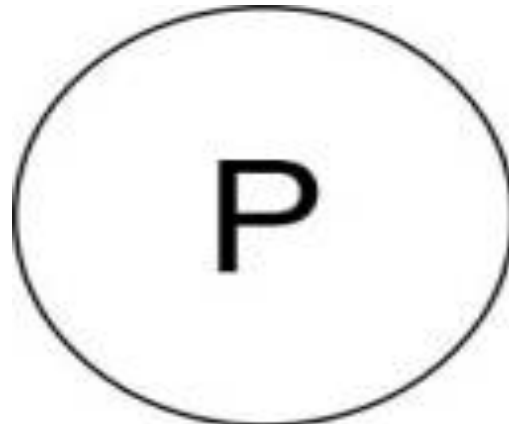
Careless
Irresponsible
Unfocused
Destructive
Disruptive
Lacks discipline
Inappropriate
Irrational
Selfish

Rebellious Child (RC)

- Rude
- Reckless
- Unpredictable
- Passive Aggressive
- Sulky
- Argumentative
- Stubborn

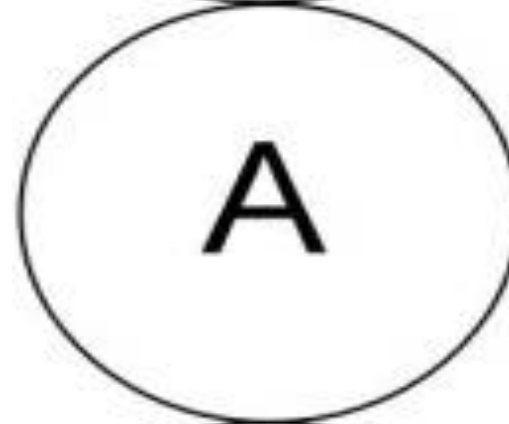
+CP -CP

+NP -NP



PARENT EGO STATE
Behaviours, thoughts and feelings
copied from parents or
parent figures

A

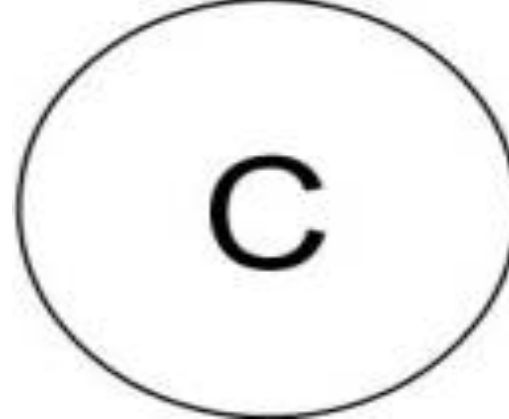


ADULT EGO STATE
Behaviours, thoughts and feelings
which are direct responses to
the here and now

+AC -AC

+FC -FC

RC



CHILD EGO STATE
Behaviours, thoughts and feelings
replayed from childhood

What **green** Ego States to use?

1. You want to make a point in a meeting and keep getting interrupted.
2. A colleague comes in to work clearly upset & is due to lead on a client meeting soon.
3. Your new team member seems afraid of getting it wrong, and keeps double-checking with you. You're getting tired of this.

Five Strategies

1. Upgrade your language
2. Cultivate “**green**” behaviours in the Ego State(s) you need more of
3. Choose your battles (**RC**)
4. Plan your Transactions
5. Using the **Adult** ES: *Does this make sense?*
Take time to respond. Ask questions, state facts, seek their view

Using rational **Adult** questions

- Who?
- What?
- Where?
- Why?
- When?
- How?
- How much?

Further Resources

- *Handy Hints for Humans: How to Get What You Want, and Want What You Get* - Atlanta Beaumont, Matador Publishing, 2015
- <https://rapidbi.com/transactional-analysis-ta/>
- <http://lifestoogood.net/transactional-analysis-communicate-effectively/>

Keep in touch

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Thank you for attending!