

Organizational Behaviour

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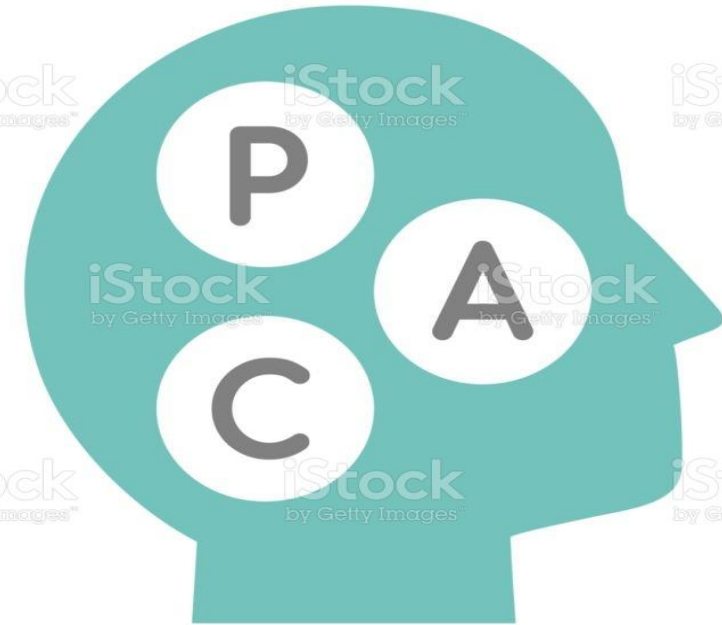
Lecture -3

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Learning outcomes:

To be able to understand:

- Concept of transactional analysis
- Meaning of transaction in TA
- Concept of EGO states
- Parent Ego
- Adult Ego
- Child Ego
- Complementary transactions
- Non-Complementary transactions



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Transactional Analysis

- TA is a technique used to help people better understand their own and others' behaviour.
- Courses in TA are given to managers to help them improve interpersonal communication and effectiveness.
- Dr. Eric Berne developed the concepts and theory of TA.



Concept of TA

- A social transaction occurs when two persons interact with each other. Analysis of such transaction is called Transactional Analysis (TA).
- Thus TA is a study of social interactions between people. It is a technique of analysing and understanding inter personal behaviour.



EGO States

- The supporters of TA believe that everyone's personality is made up of these three parts, called ego states.
- An ego state is a pattern of behaviour that a person develops as he or she grows up, based on his or her accumulated network of feelings and experiences.
- There are three ego states: parent, adult and child.

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PARENT EGO

- The **Parent ego state of a person** comprises the judgemental, value laden rule making and moralising component of personality.
- It is expressed by advice, admonitions, do's and don'ts.



Adult Ego State

- The adult ego state is authentic, direct and reality based.
- It is rational, fact seeking and problem solving.



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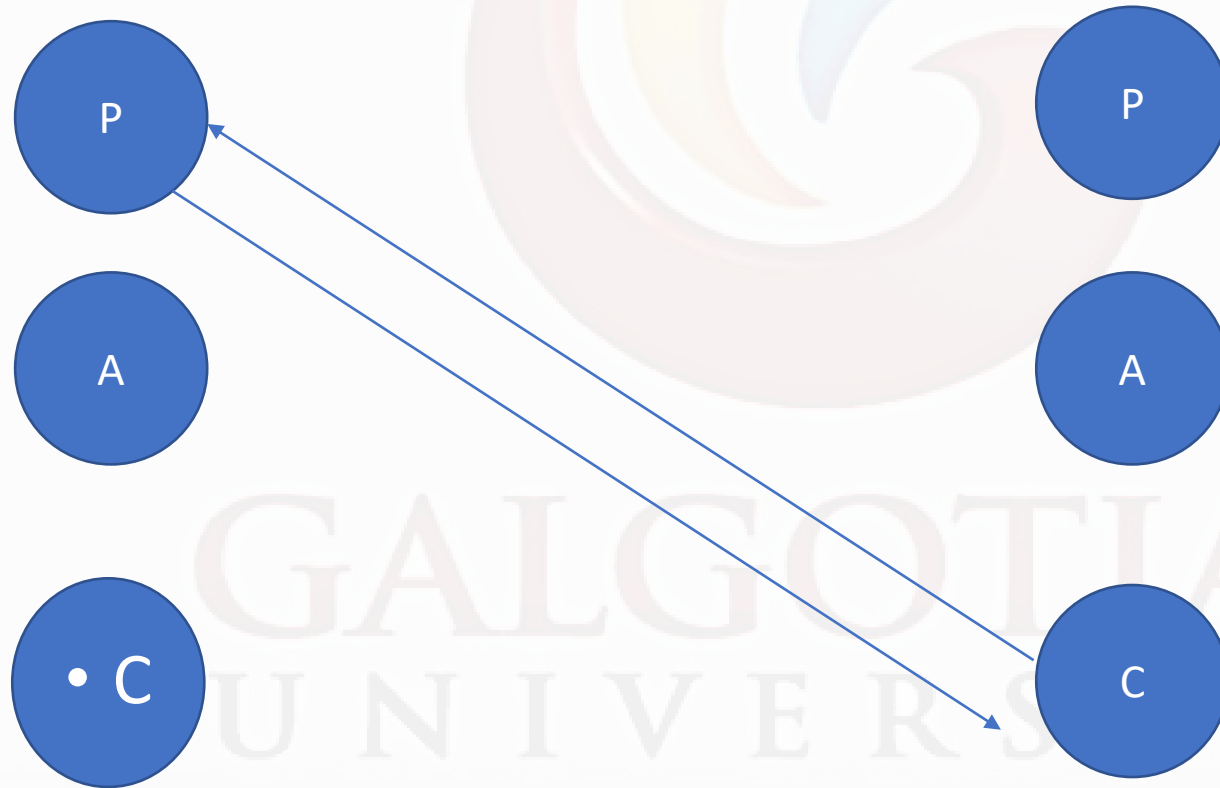
Child Ego

- The **child ego** constitutes the emotional, creative, spontaneous and impulsive component of personality.



- The three ego states are not tied to one's chronological age.
- In the course of daily interactions, adults are likely to display all three ego states, though one state may predominate.
- Three things about ego states are worth noting.
- First conversations are often a mixture of reactions from Parent, Adult and Child.
- Second, each ego state has both positive and negative features, it can add to or subtract from a person's feeling of satisfaction.
- We can find out the ego state that is in control by carefully observing not only verbal but non- verbal clues.

Complementary Transactions:



The transaction is complementary when the ego states of the sender and receiver are simply reverse in the response.

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Non-Complementary Transactions:



The transaction is complementary when the ego states of the sender and receiver are not in parallel line.

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References:

- Robbins, S. P., & Judge, T. (2007). *Organizational behavior.*: Pearson
- Chhabra, T.N. (2012). *Organization Theory And Behaviour*: Dhanpat Rai And Company
- Luthans, F. (2008). *Organizational Behavior*. McGraw Hill Education, New Delhi
- Pic credit: www.istock.com

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Thank You

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