

WELCOME

ASOs

Central Secretarial Service

“MICRO-LAB”
Ice-breaking Session
02.05.2018

खेलो
सीखो



GROUND RULES

No Rules!

AGENDA

1. Participate!
2. Open up & follow instructions!!
3. Enjoy and Have Fun!!!
4. Apply the Learning in your Career
5. Be Successful – Be a Role-Model

MEMORY TEST

- **DREAM**
- **SLEEP**
- **NIGHT**
- **MATTRESS**
- **SNOOZE**
- **SHEET**
- **NOD**
- **TIRED**
- **NIGHT**
- **MASALA DOSA**
- **INSOMNIA**
- **BLANKET**
- **NIGHT**
- **ALARM**
- **NAP**
- **SNORE**
- **PILLOW**

1. Primacy & Recency

**How many remembered
“First” and “Last” Words
Dream & Pillow Correctly?**

2. Surprise

**How many remembered
“Masala Dosa”?**

3. Repetition

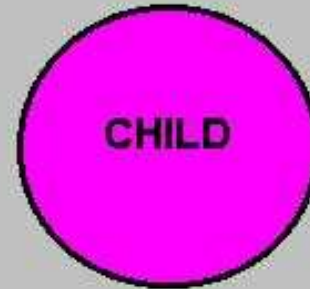
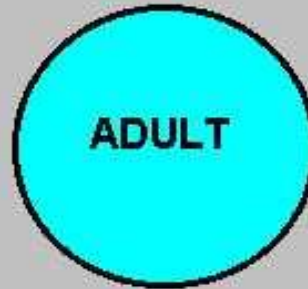
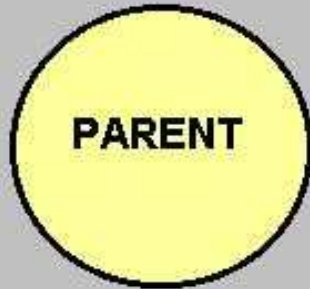
**How many remembered
“Night”?**

4. False Memory

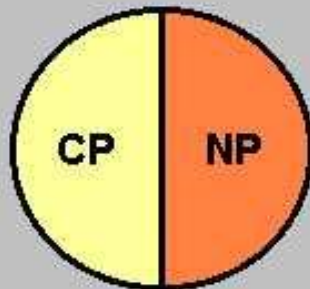
**How many of you
remembered the Word
“BED”?**

Transactional Analysis

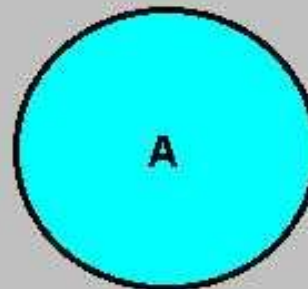
THREE PERSONALITY CIRCLES



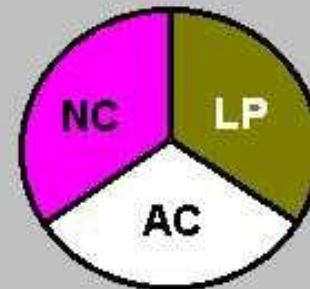
DIFFERENT EGO-STATES



PARENT



ADULT



CHILD

CONTROLLING PARENT

PERSONALITY FEATURES	BODY LANGUAGE	EXPRESSIONS	VOCAL TONES
<ul style="list-style-type: none"> • PUNISHING • CONTROLLING • CRITICIZING • AUTHORITARIAN • DISCIPLINARIAN • JUDGEMENTAL • PREJUDICIAL 	<ul style="list-style-type: none"> • FURROWED EYEBROWS • ACCUSING FINGER • HANDS ON HIPS • SCOWLING FACE • SET JAWS • POUNDING ON TABLE 	<ul style="list-style-type: none"> • YOU SHOULD • YOU MUST • YOU OUGHT TO • ALWAYS... • YOU DISAPPOINT ME... <p>Etc</p>	<ul style="list-style-type: none"> • HARSH • SNEERING • INDIGNANT • COMMANDING • CONDESCENDING

NURTURING PARENT (NP)

PERSONALITY FEATURES	BODY LANGUAGE	EXPRESSIONS	VOCAL TONES
<ul style="list-style-type: none"> • UNDERSTANDING • NOURISHING • PROTECTING • LOVING • CARING • ENCOURAGING • SUPPORTIVE • CONCERNED 	<ul style="list-style-type: none"> • PAT ON BACK • CONSOLING TOUCH • BENEVOLENT SMILE • HEAD LEANING 	<ul style="list-style-type: none"> • POOR FELLOW • I SHALL HELP • WELL DONE • GOOD • DON'T WORRY • I WILL DO FOR YOU 	<ul style="list-style-type: none"> • SOOTHING • WARM • LOVING • SYMPATHETIC • ENCOURAGING

ADULT (A)

CHARACTERISTICS	BODY LANGUAGE	EXPRESSIONS	VOCAL TONES
<ul style="list-style-type: none"> ● Collecting information ● Taking objective decisions ● Thinks and then acts, organized ● Estimating risk and probability ● Ferreting out assumptions and opinions from facts 	<ul style="list-style-type: none"> ● Relaxed, slightly tilted head ● Attentive, listening ● Regular eye contact ● Confident appearance 	<ul style="list-style-type: none"> ● What, When ● Where, How, I see your point ● I recognize, etc. 	<ul style="list-style-type: none"> ● Clear and calm ● Enquiring ● Relaxed and self-assertive

NATURAL CHILD (NC):

CHARACTERISTICS	BODY LANGUAGE	EXPRESSIONS	VOCAL TONES
<ul style="list-style-type: none"> ● Impulsive ● Uncensored ● Full of energy and joy ● Affectionate ● Aggressive, rebellious ● Fearful, selfish ● Curious 	<ul style="list-style-type: none"> ● Easy ● Laughing, crying ● Rolling eyes ● Hugging ● Uninhibited, free 	<ul style="list-style-type: none"> ● I want ● Oh! How it works! ● I wish, I feel etc. 	<ul style="list-style-type: none"> ● Free, excited ● Loud ● Energetic, cheerful

LITTLE PROFESSOR (LP):

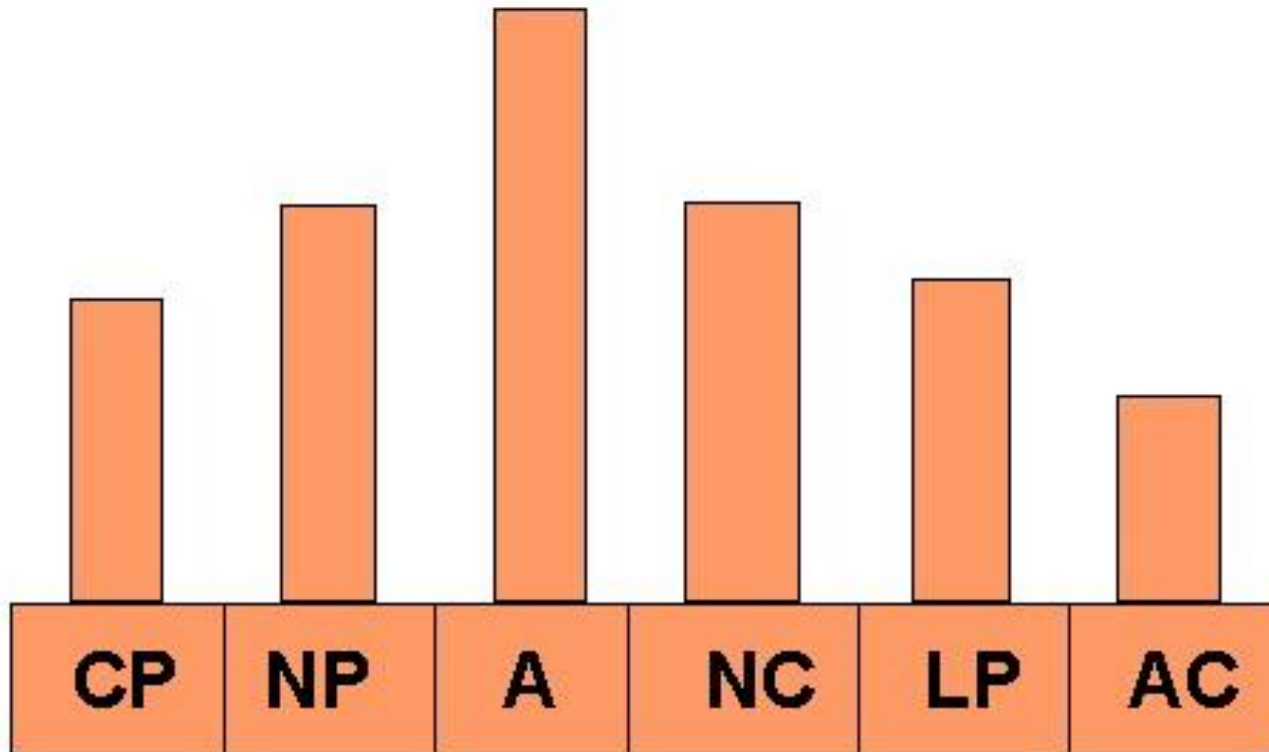
CHARACTERISTICS	BODY LANGUAGE	EXPRESSIONS	VOCAL TONES
<ul style="list-style-type: none"> ● Intuitive ● Creative ● Manipulative ● Playing hunch ● Cunning 	<ul style="list-style-type: none"> ● Mischievous Smile ● Pursed lips ● Open eyes ● Engrossed 	<ul style="list-style-type: none"> ● I think ● Let me see ● Believe me 	<ul style="list-style-type: none"> ● Plain ● Loud ● Over-concerning ● Whistling

ADAPTED CHILD (AC):

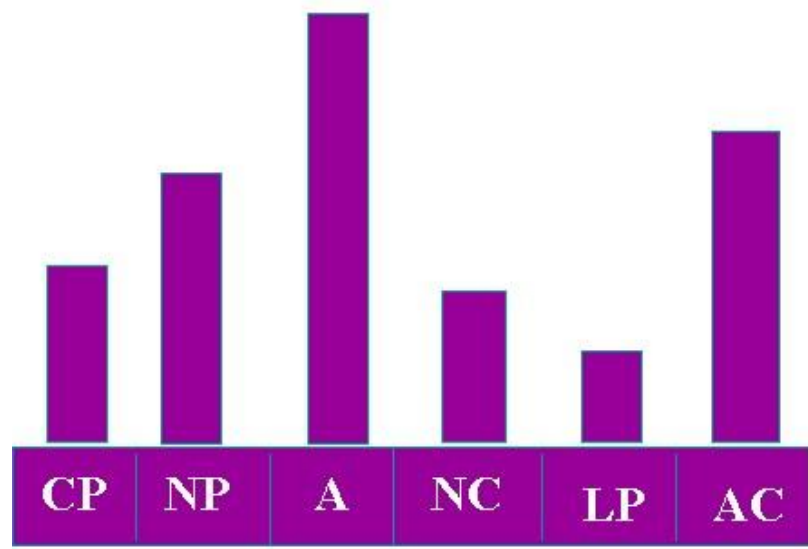
CHARACTERISTICS	BODY LANGUAGE	EXPRESSIONS	VOCAL TONES
<ul style="list-style-type: none"> ● Compliant, obedient ● Withdrawn, sulking ● Complaining ● Procrastinate ● Avoiding confrontation 	<ul style="list-style-type: none"> ● Down-cast eyes ● Nail biting ● Drooping shoulder ● Nodding 	<ul style="list-style-type: none"> ● I shall try ● I am sorry, It's not my fault ● Did I do OK? etc. 	<ul style="list-style-type: none"> ● Grumbling ● Pleading ● Mumbling

PERFECT EGOGRAM

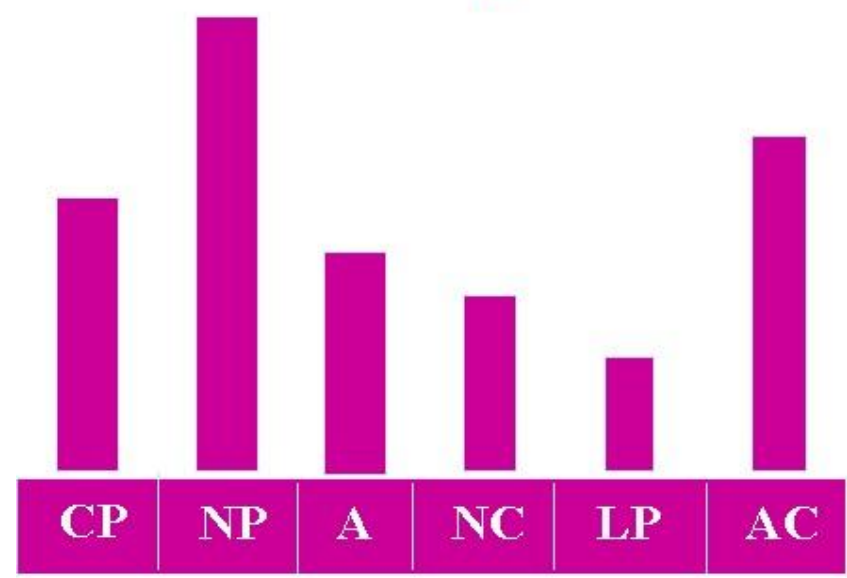
Bell Shaped



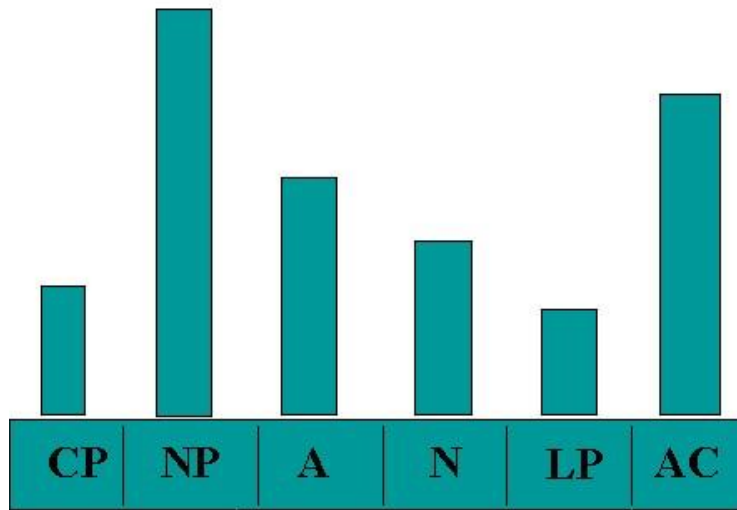
Perfect Employee



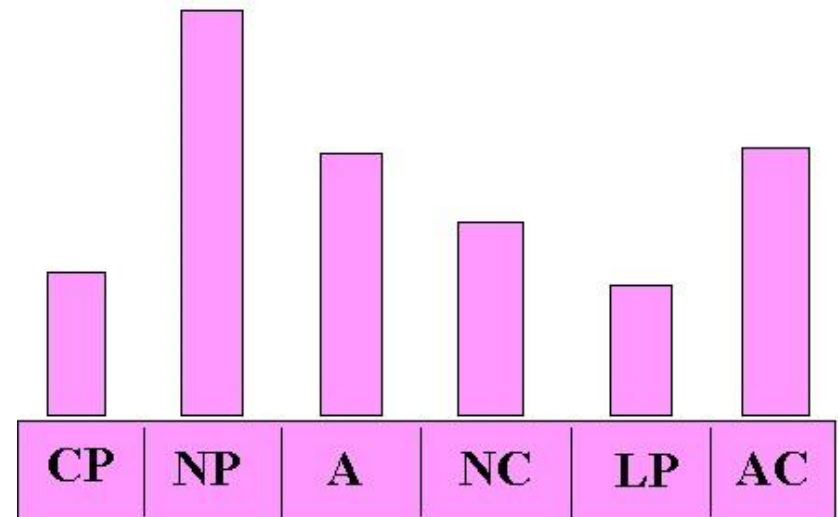
Loyal



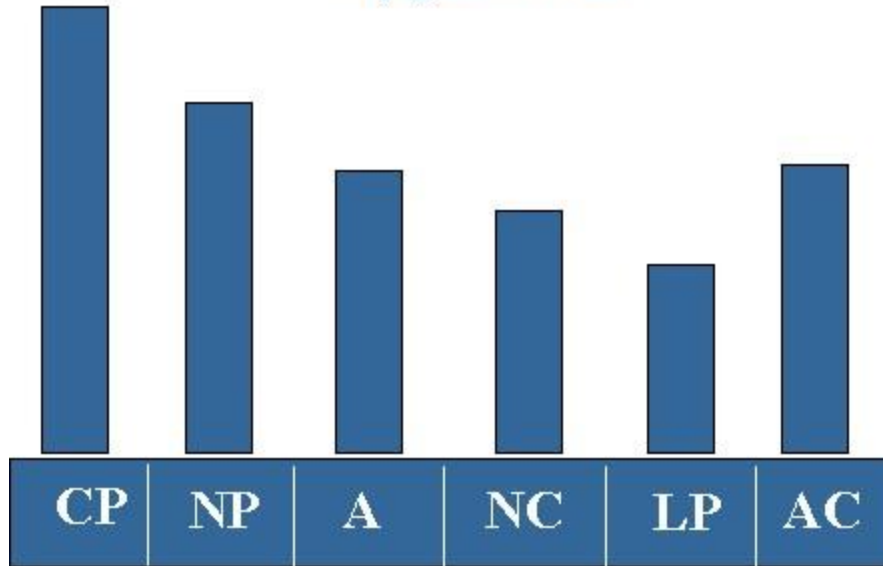
SOFTY



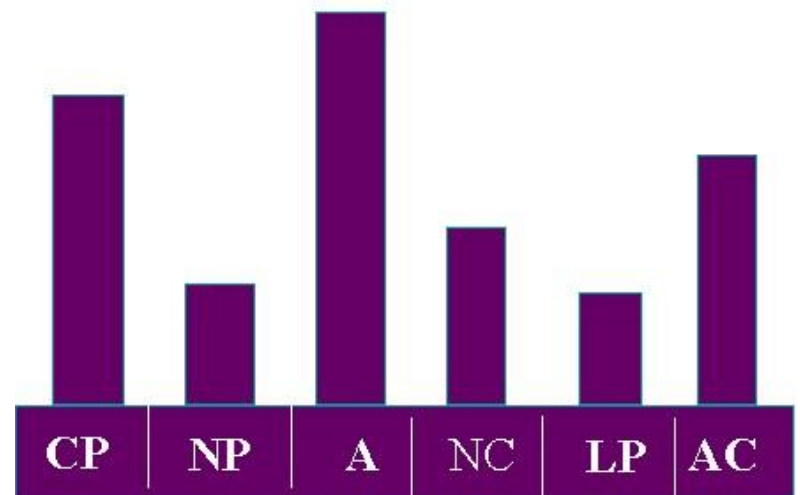
Martyr



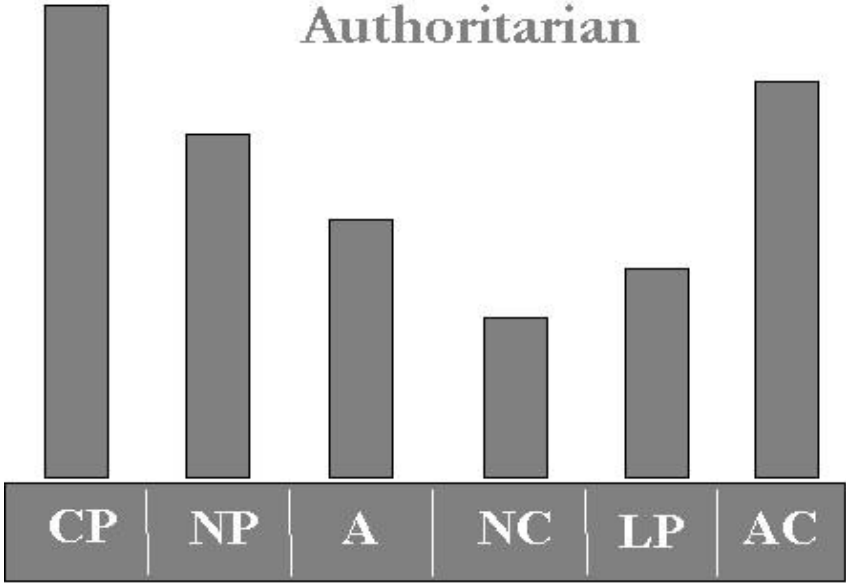
Oppressive



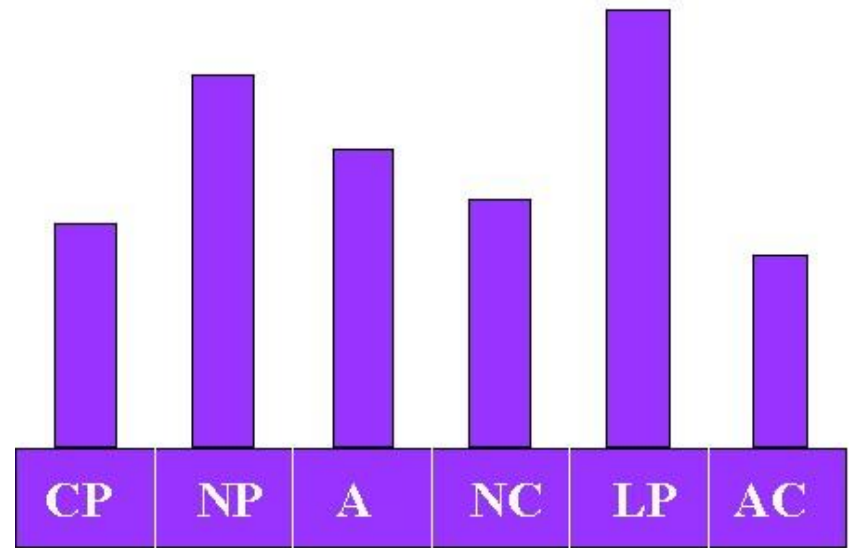
Cold Heart



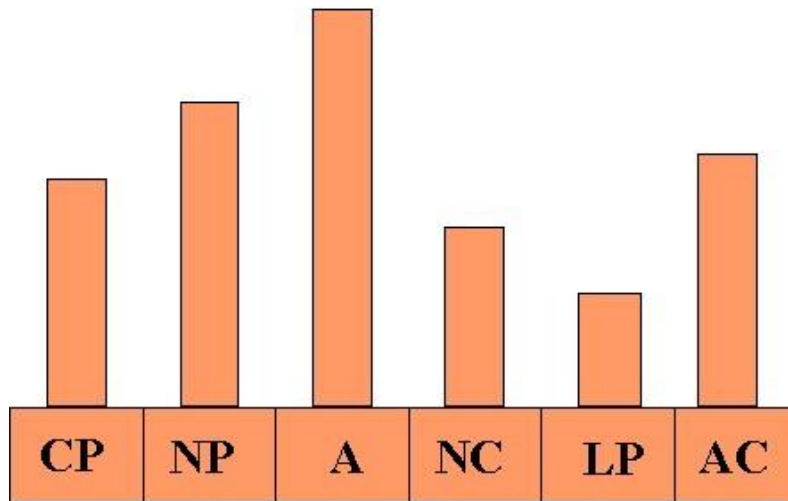
Benevolent Authoritarian



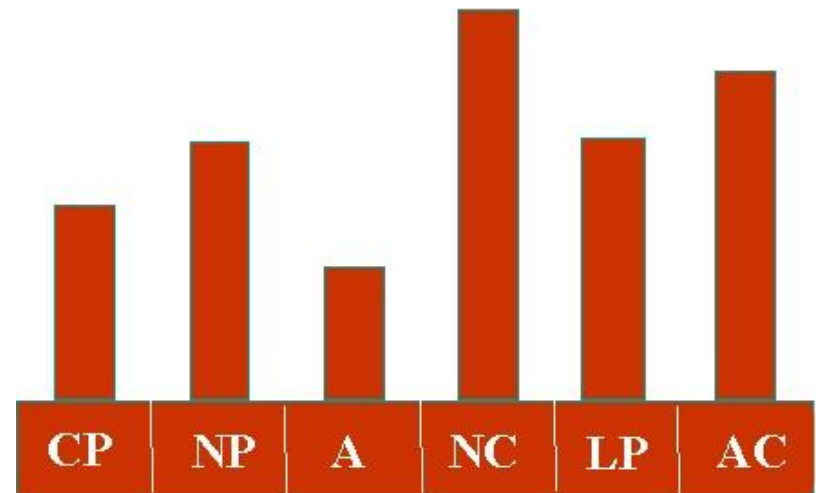
Guru



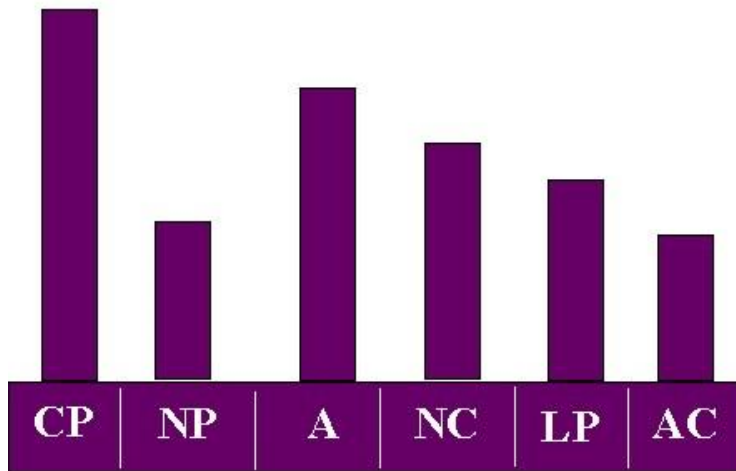
Bookworm



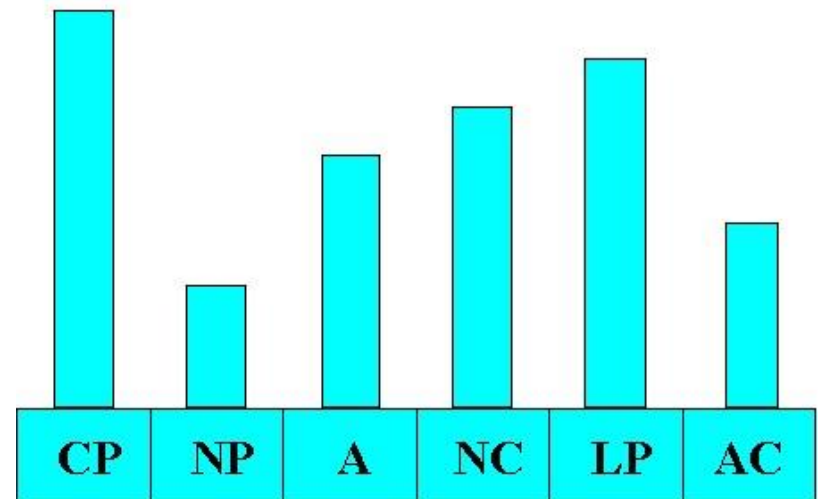
Thrill Seeker



Policeman



Criminal



Definition : Berne referred to transaction as “a basic unit of social action or intercourse” “A transaction, essentially, is an exchange of strokes (along with ideas, information, feelings, opinions etc.), between two persons, consisting of a transactional stimulus and a transactional response, between specific ego states”.

Transactions are of three types :

Complimentary/ Parallel - in which the response is from the ego state to which the stimulus is directed and is addressed back to the same ego state that initiated the stimulus. The vectors are ‘parallel’

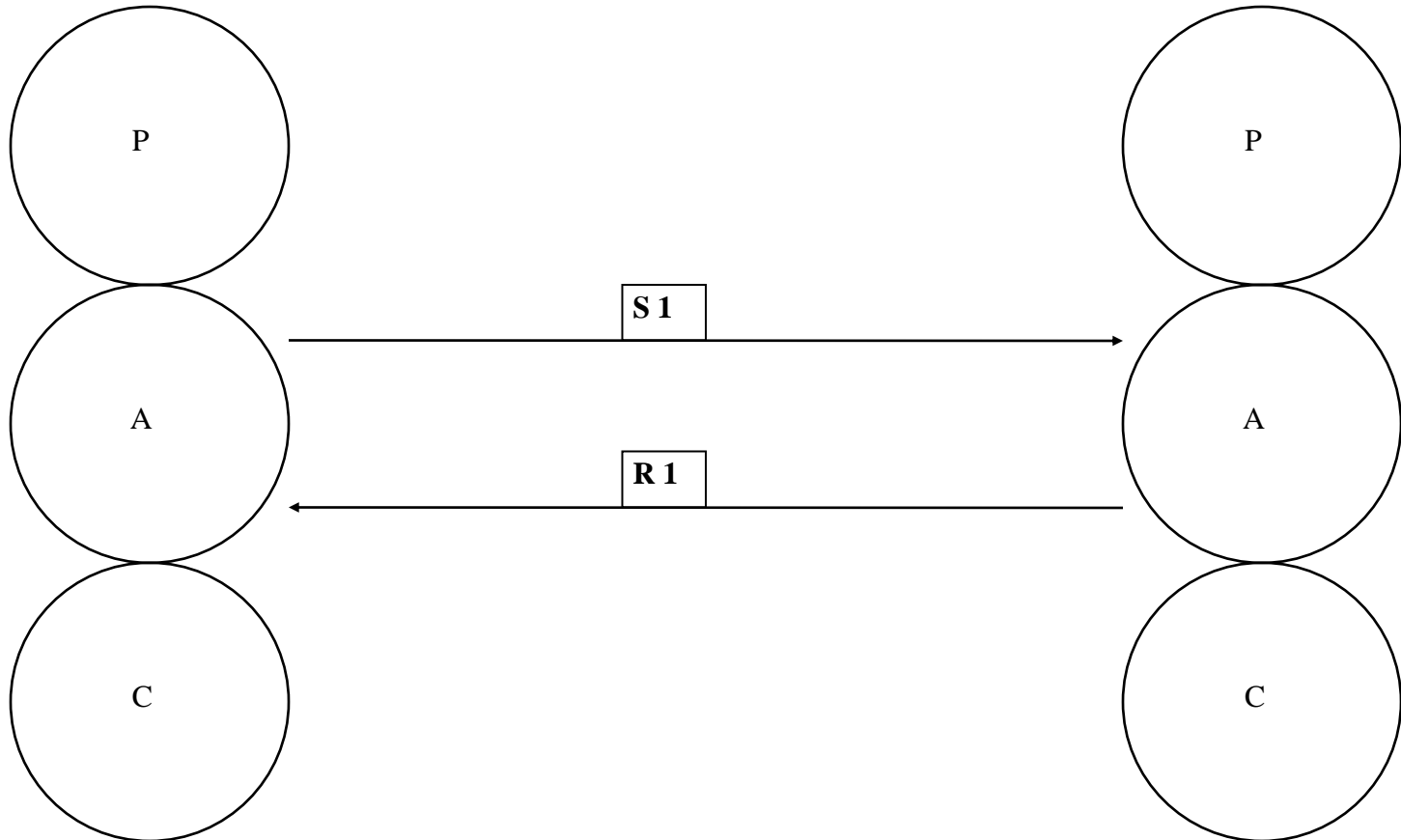
Crossed - in which the response is from some other ego state than the one to which the stimulus is directed; and the vectors are ‘crossed’

Ulterior - Which involves an underlying psychological message besides the apparent social level stimulus. It can be ‘angular transaction’ involving three ego states; of ‘duplex transaction’ involving four ego states.

TRANSACTION : A-A, A-A Complementary:

S1 : A-A : What is your date of birth ?

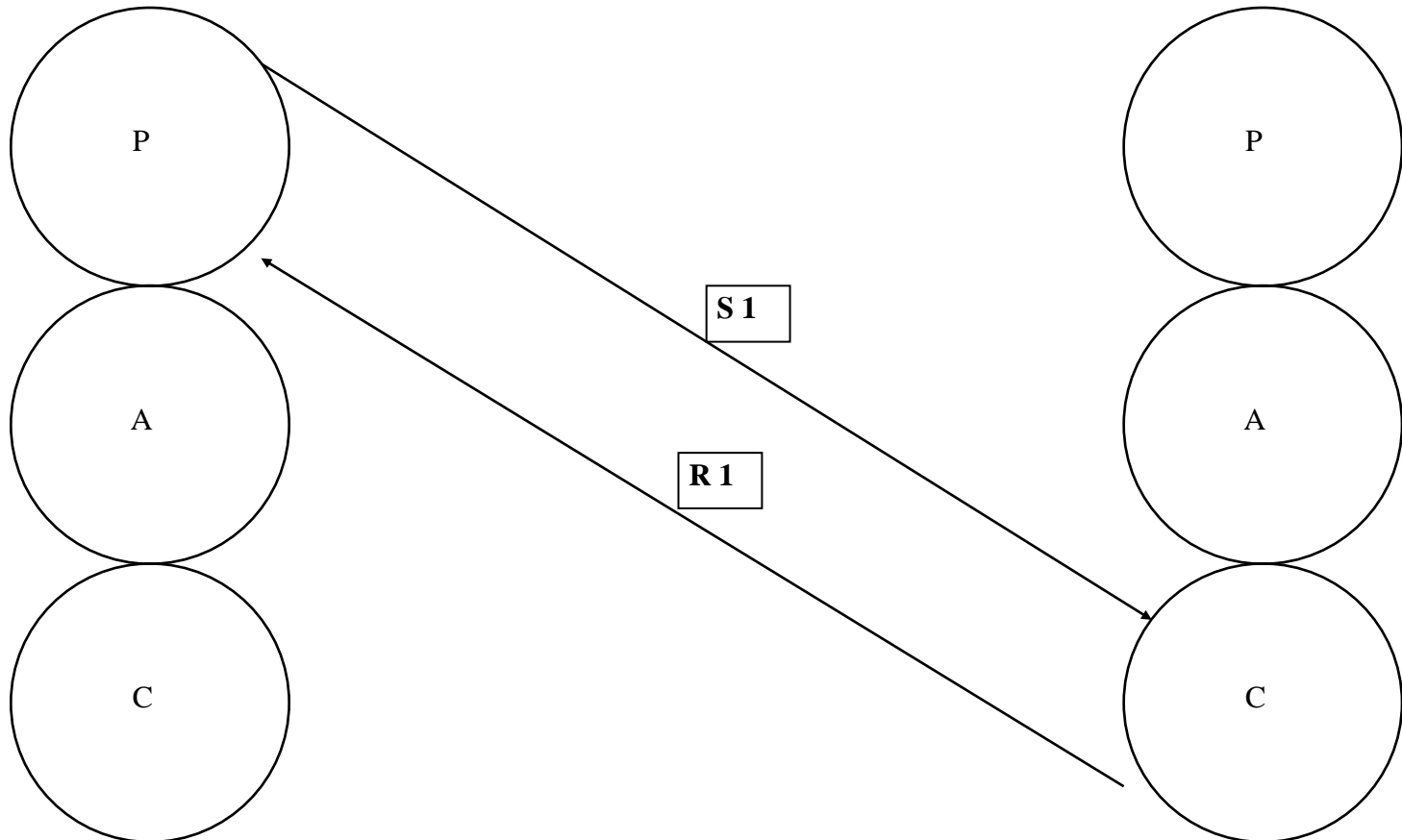
R1 : A-A : It is October 31, 1979



TRANSACTION : P-C , C-P : Complementary:

S1: P-C : Have you recovered from your illness ?

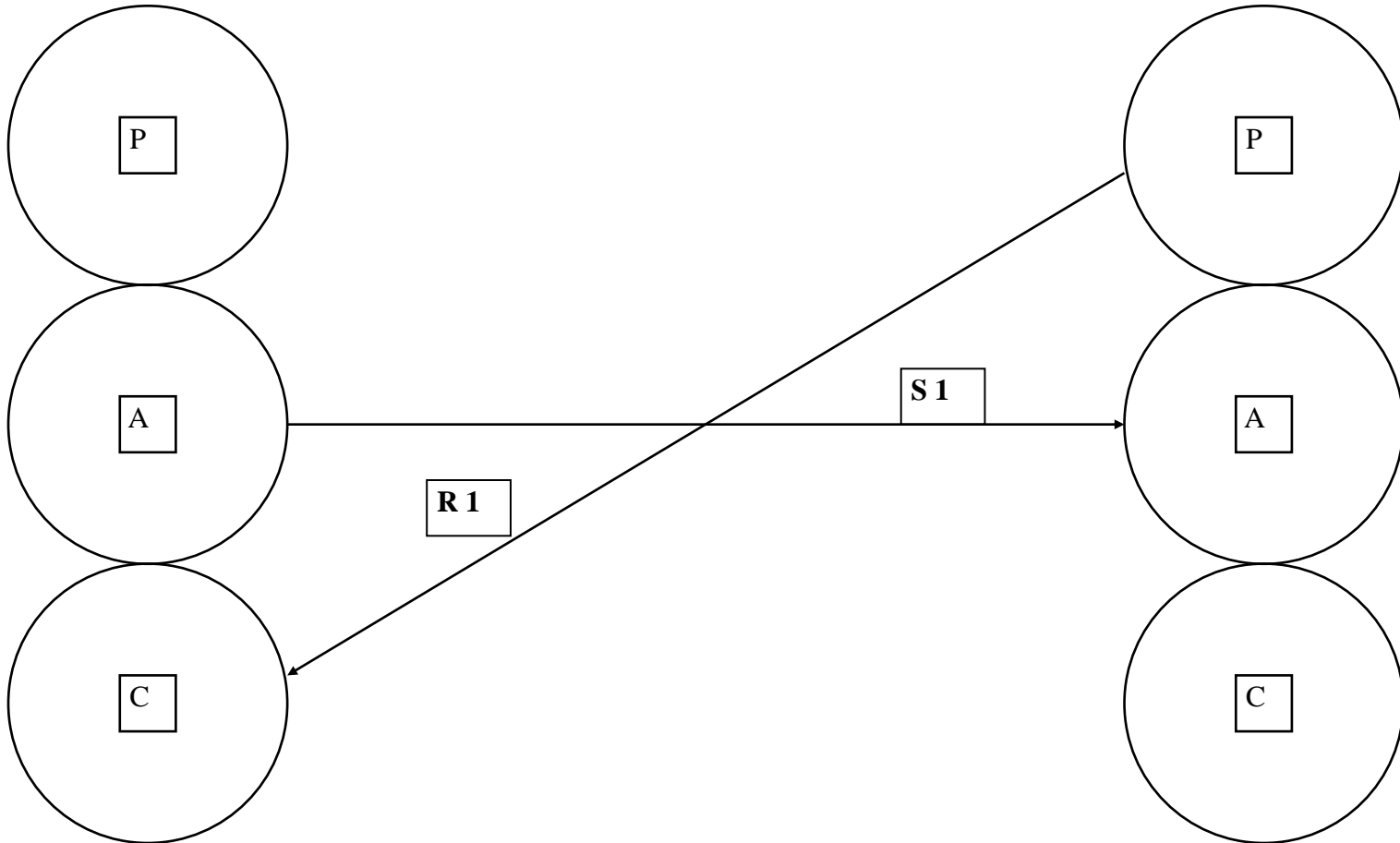
R1: C-P : Oh, yeah! I am feeling great!



TRANSACTION : A-A, P-C Crossed:

S1 : A-A :: What is your date of birth ?

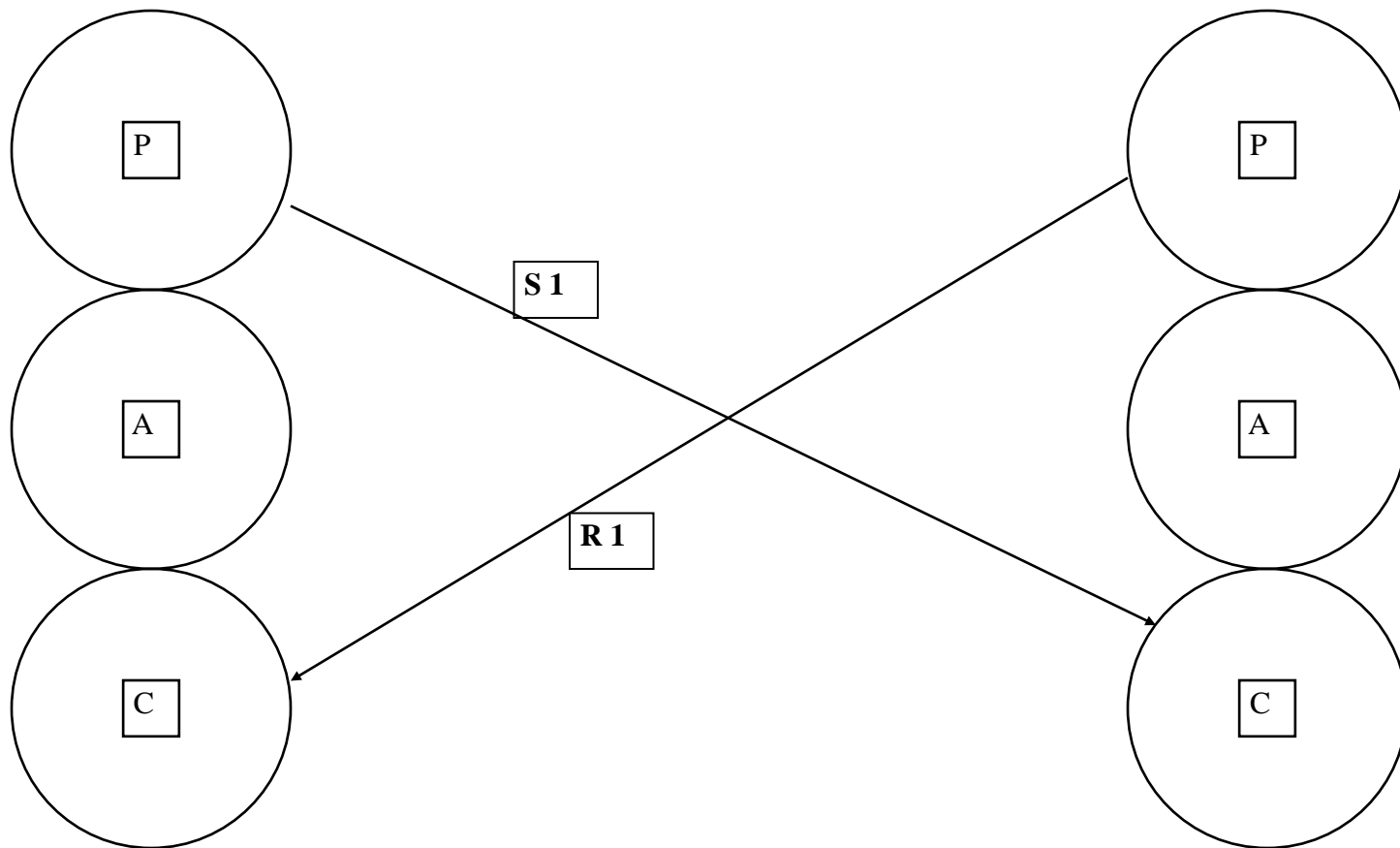
R1 : P-C :: It is none of your business



TRANSACTION : P-C, P-C Crossed

S1: P-C : Have you recovered from your illness ?

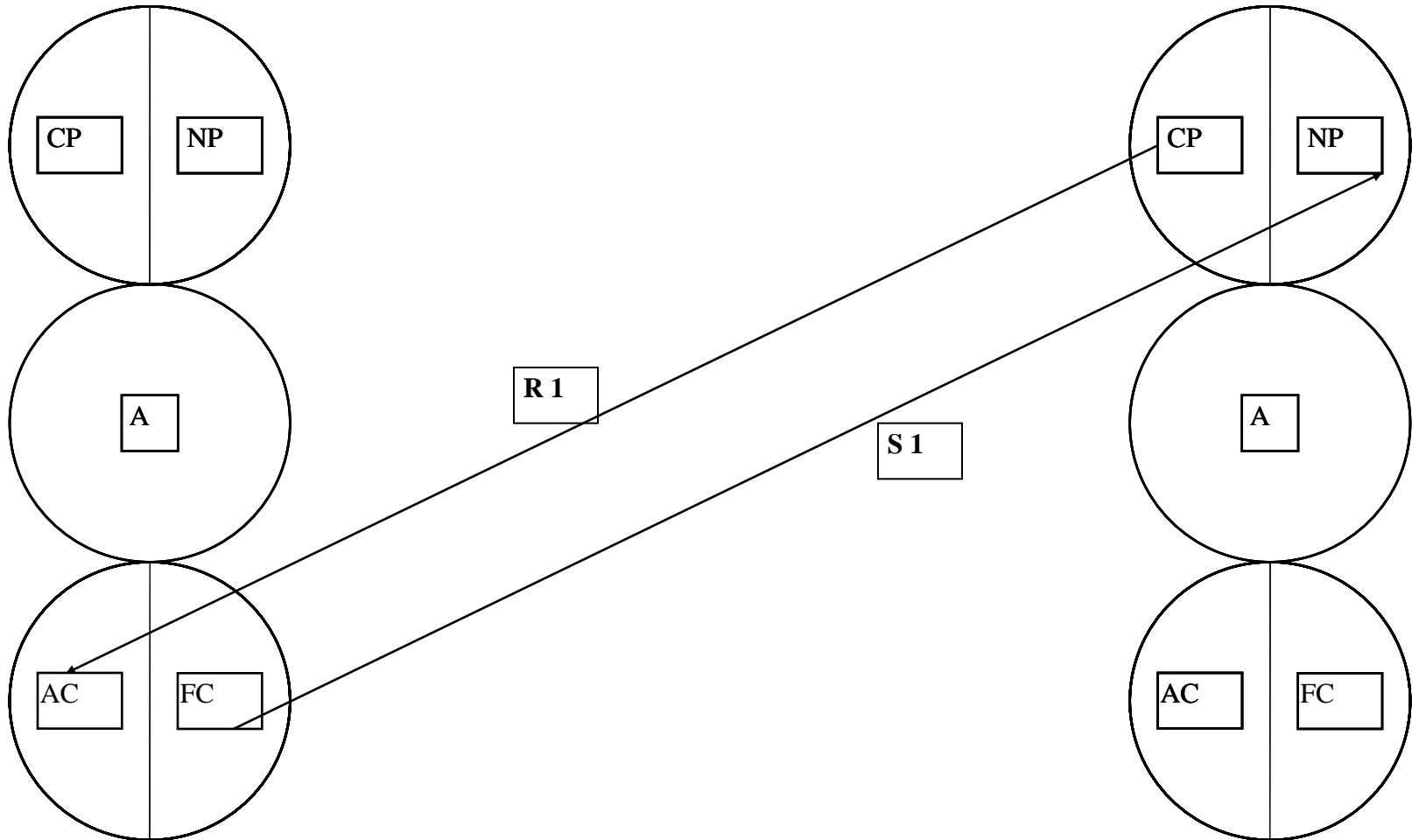
R1: P-C : Mind your health first.



TRANSACTION : FC-NP, CP-AC : Crossed :

S1: FC-NP : Papa, I want to go and play?

R1: CP-AC : No!, You better go and study for your exams

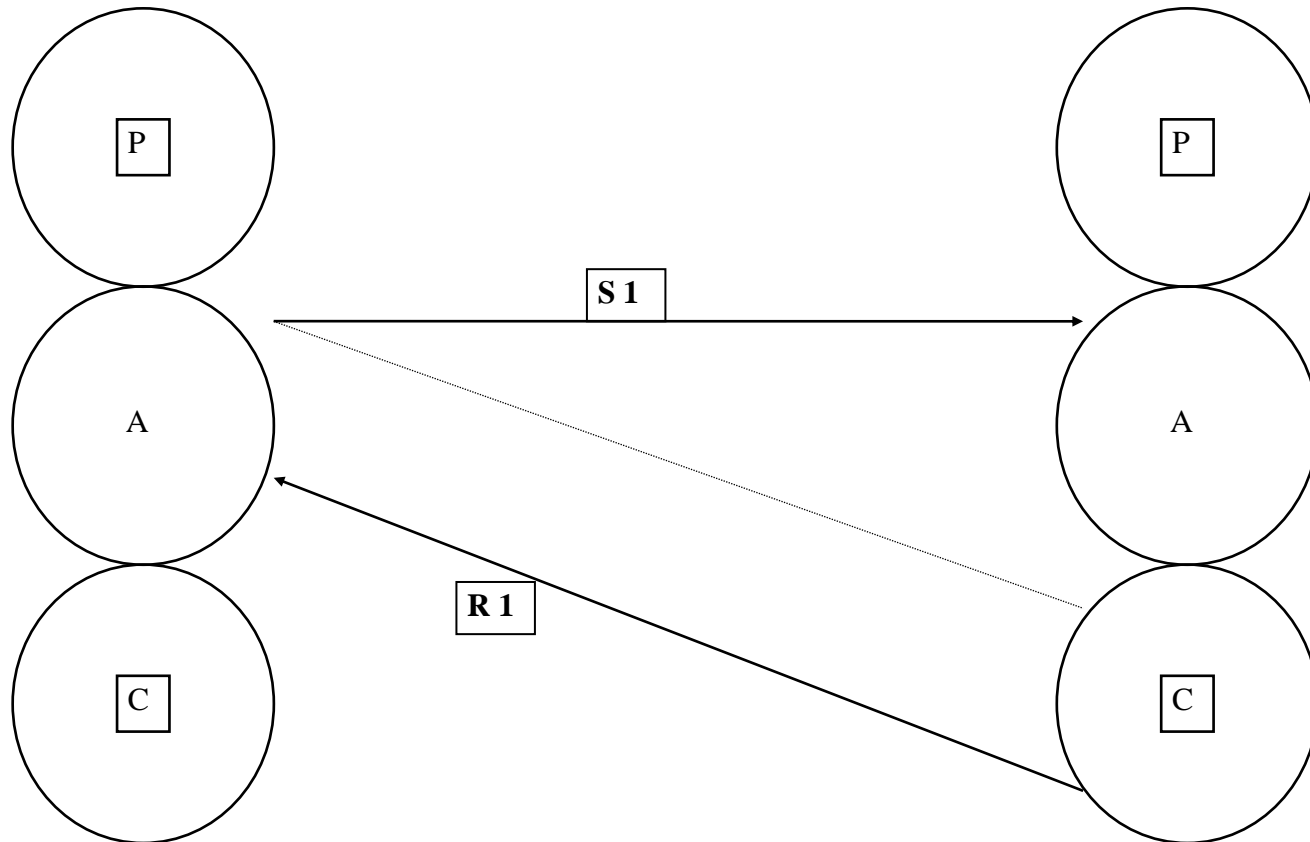


TRANSACTION : Ulterior - Angular : Sales Man – customer

S1 : A-A (Soc.) : That is an excellent shirt Sir, but it may be too gaudy for your age

S1 : A-C (Psy.) : If you think you are modern enough, go ahead & buy it!.

R1 : C-A (Psy.) : I 'll buy that.



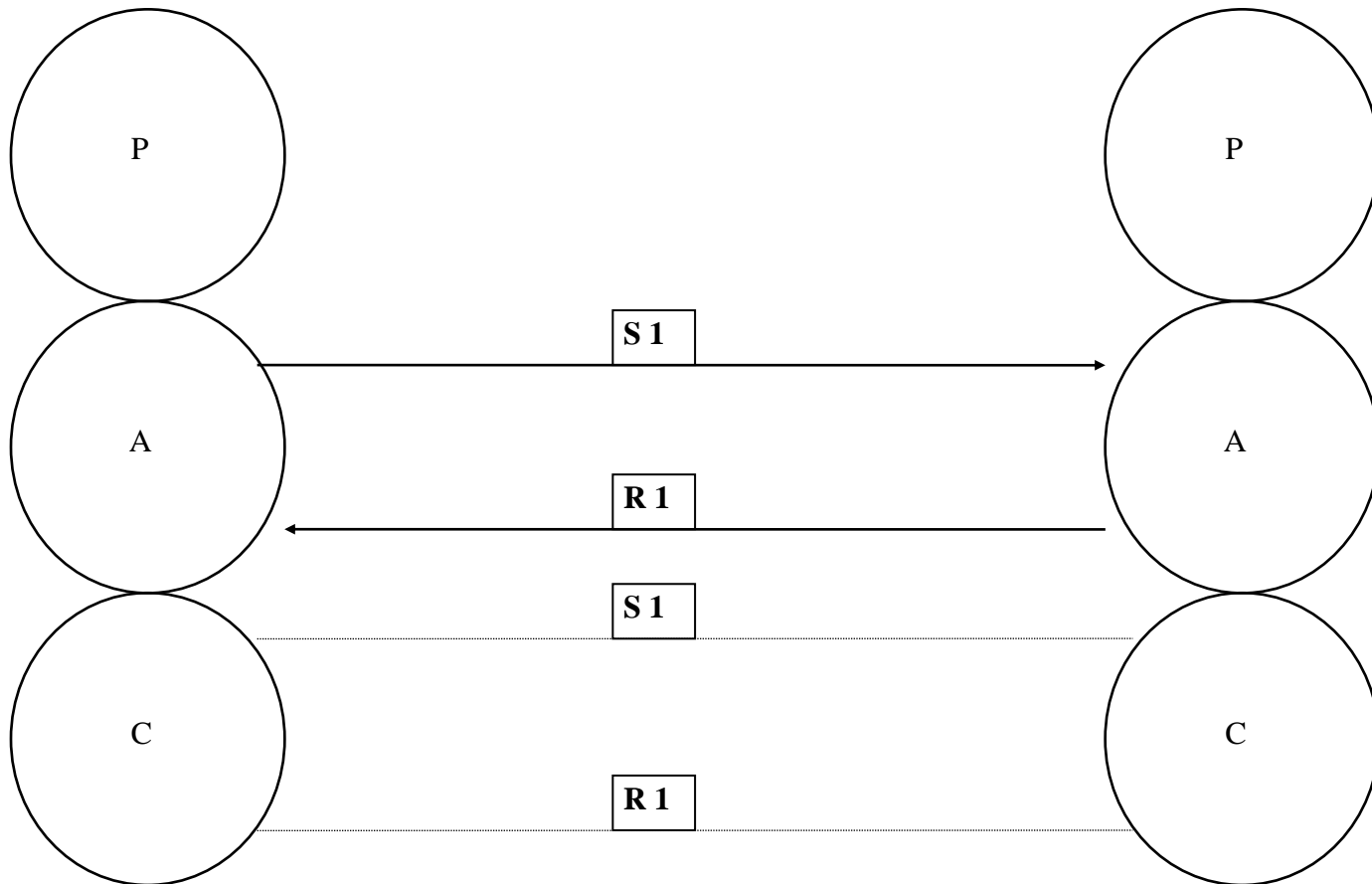
TRANSACTION : Ulterior - Duplex:

S1 : A-A (Soc.) : I liked your presentation in the last conference.

S1 : C-C (Psy.) : I like you.

R1 : A-A (Soc.) : Thank you, even yours was excellent

R1 : C-C (Psy.) : I like you, too.



RRules of Communication

Rule 1: Complimentary / Parallel: “So long as transactions remain complementary, communication can continue indefinitely”.

Rule 2: Crossed: “Whenever transaction is, crossed a breakdown in communication results and one or both individuals will need to shift ego-states in order that communication be re-established”.

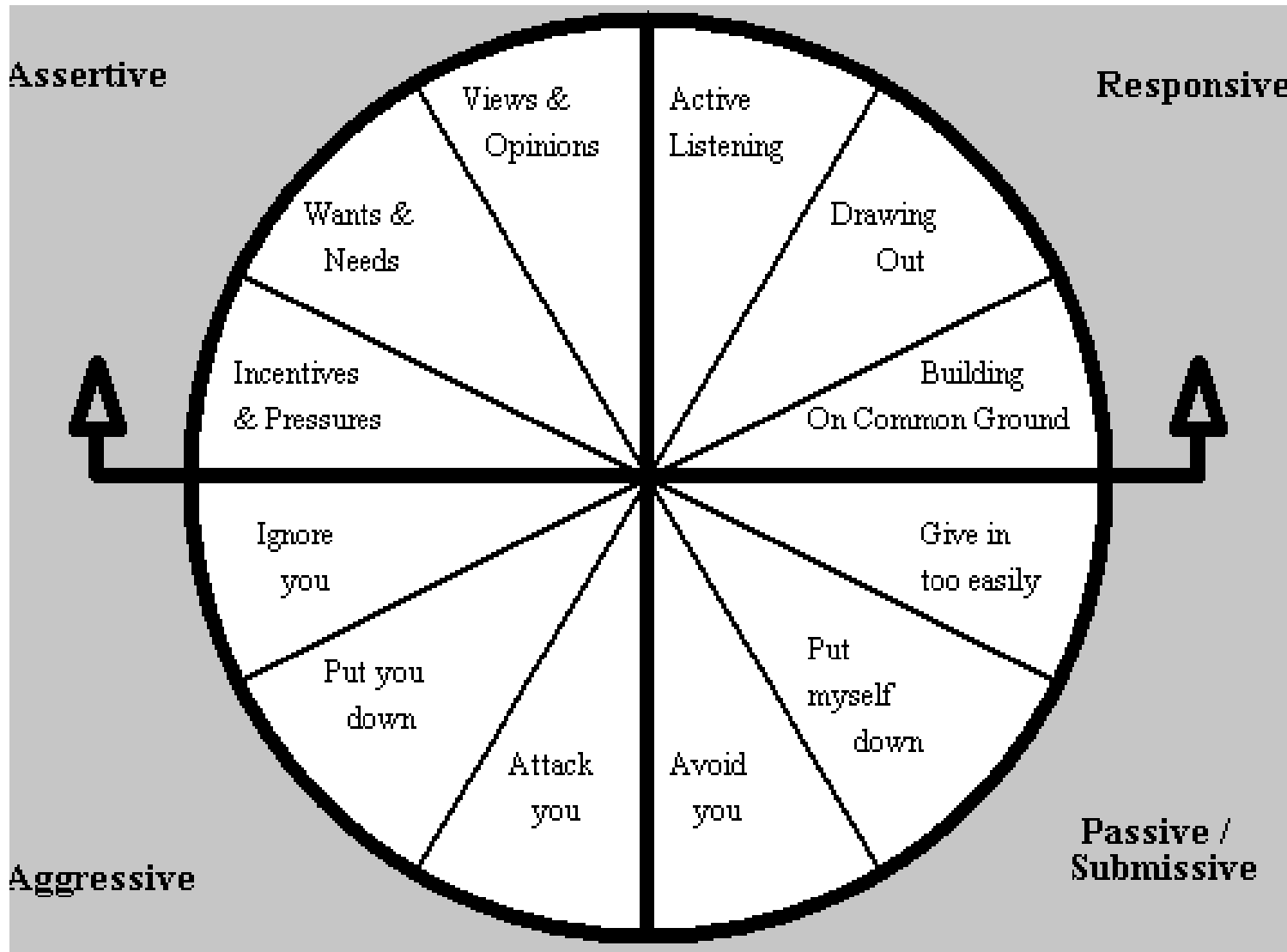
Rule 3: Ulterior : “The behavioural out come of an ulterior transactions is determined at the psychological, and not at the social level stimulus”.

General points:

To analyze any transaction accurately, we need to consider non verbal clues along with the verbal ones. This will help us to cross check for congruity; leading to precise information regarding the type of communication/ transaction involved.

Transactions, parallel, crossed or ulterior; can occur between any structural or functional ego states.

Effective Interpersonal Behaviours



Fight

Ineffective

Behaviours

Flight

Learnings

- Balloon Exercise 10+5
- Meet & Greet 5+5+5
- Numbo Jumbo 5+5
- 15 Break
- Attention to Dtl. JAM 5+5
- Memory 5+10
- Just a Minute 30
- Mirror & Shadow 10 5 Break
- TA 30
- Strong Wind Blows 5
- Recap Learnings 15