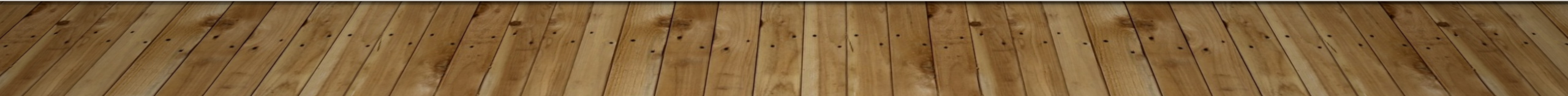




TRANSACTIONS EFFECTIVE LANGUAGE



2 CONNECTION BETWEEN STRUCTURAL MODEL AND FUNCTIONAL MODEL

Autonomy in and as learning goal implies clear thinking and effective problem-solving.
Educators, teachers, Trainers,...aims to help her students develop this ability.

The Model of Ego States

can be helpful prepare teaching, and to understand
what happens during teaching processes
They are helpful during the teaching and they are useful to reflect the teaching.

It is one of the importantes tasks of educators to be aware about the effects of their
language!

3

Transaction

a transaction consists of a transactional stimulus from one person to another

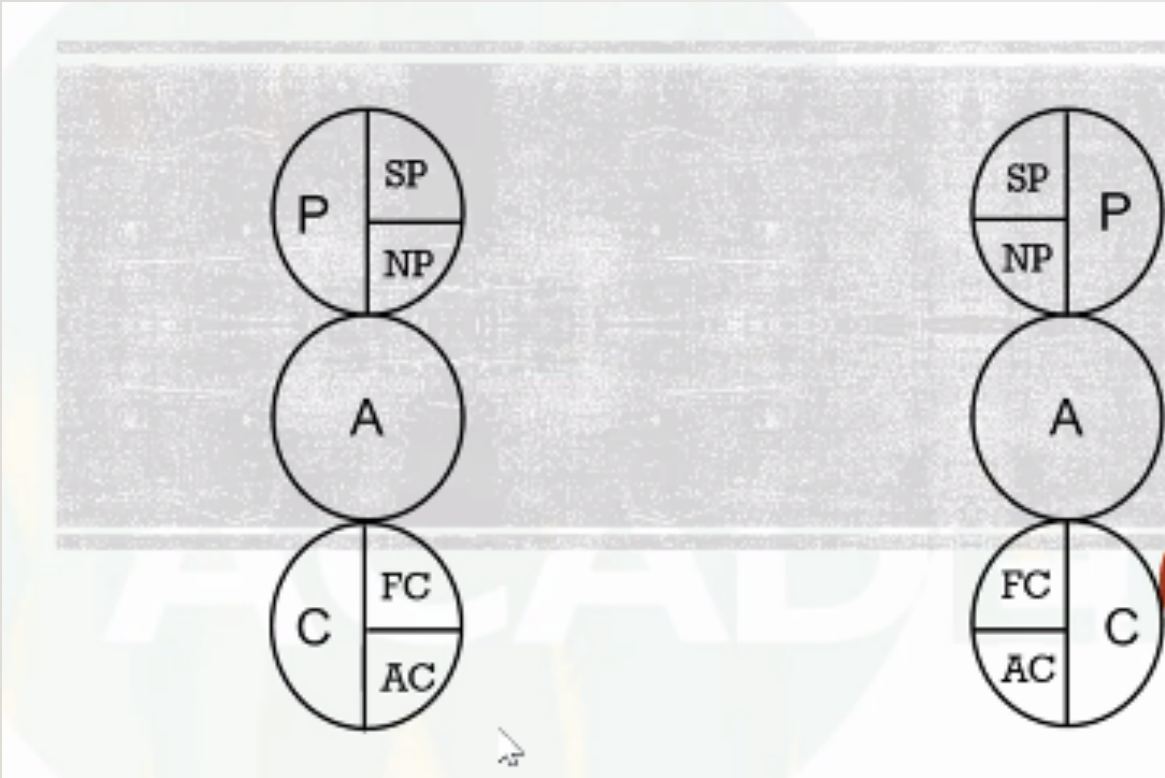
(e.g. the first person asks a question)

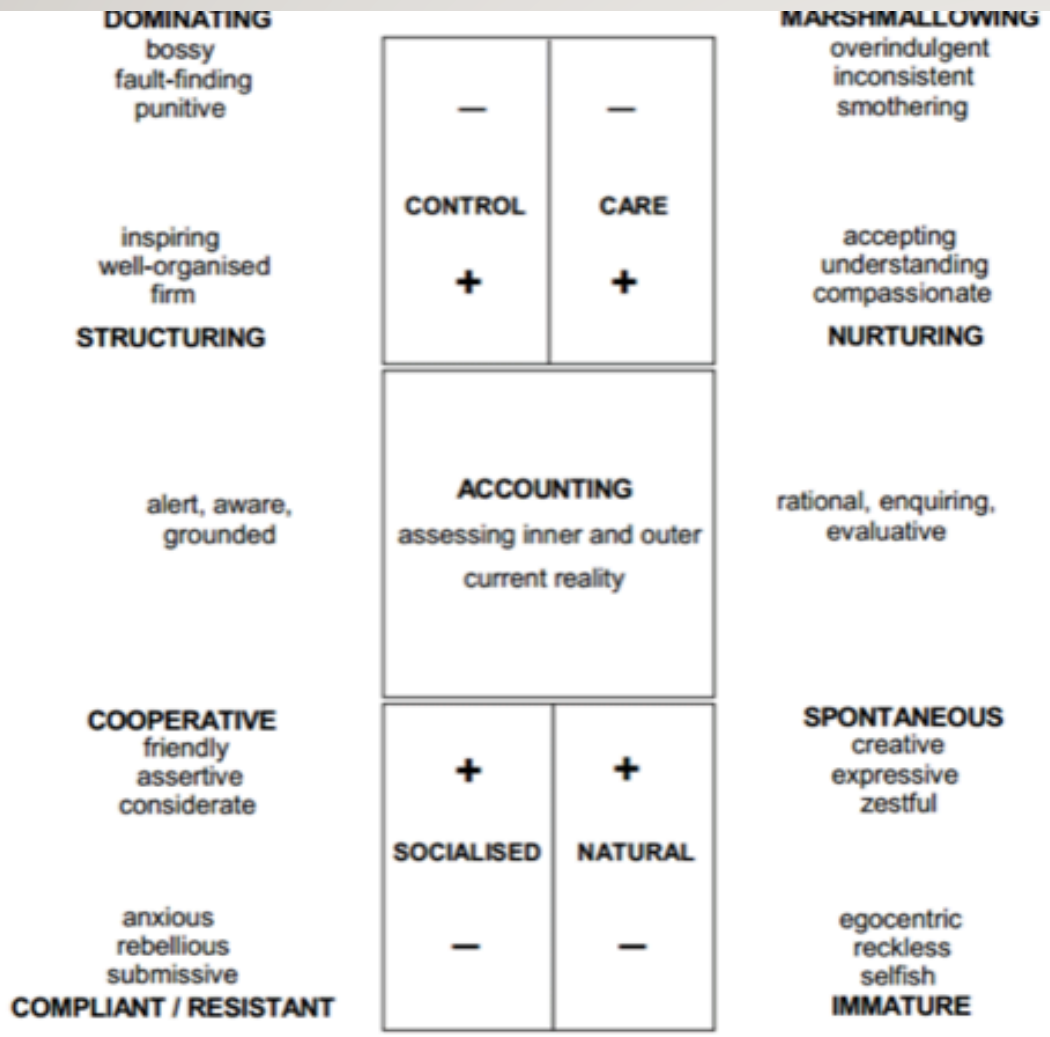
followed by a transactional response (e.g. the second person replies).

Berne (1961) described the transaction as a unit of intercourse.

Using the functional modell of Ego **States we analyse transactions**

4





The functional fluency model
Gives orientation about effective
Ways of communication.

The big fives help are ways of using all Egos states
Appropriated to the situation.

With the + parts of the Parent Ego states
Educators give orientation and support

With the + parts of the Child Ego States
they include pleasure, interest
and motivation

And are integrating both in
The Adult Ego stats

-> this is called accounting

Figure D9b: Description of nine behavioural modes of functional fluency model (Temple, 2004)

https://www.functionalfluency.com/articles/resources/Descriptions_of_Behavioural_Modes.pdf

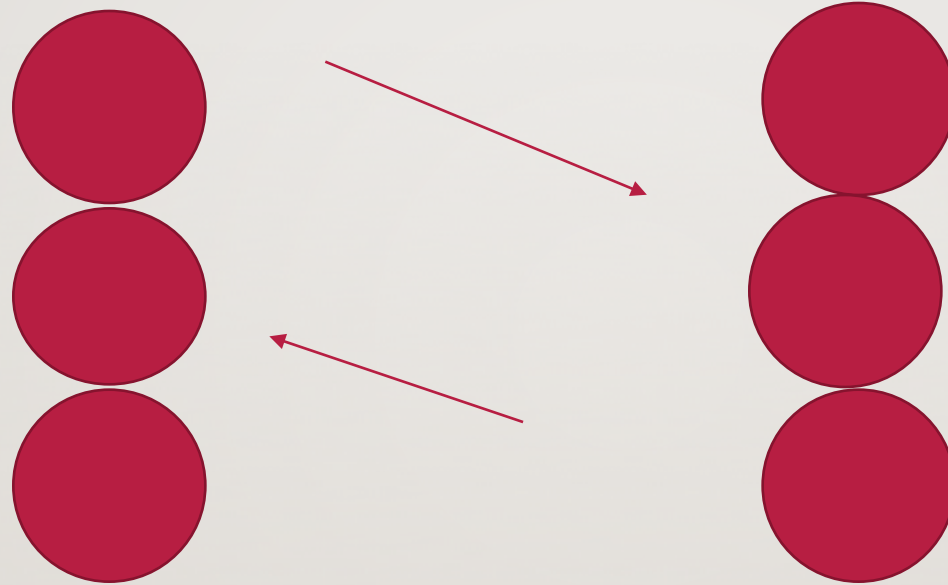
6

Communication rules

- 1) So long as transactions remain complementary, communication can continue indefinitely
- 2) When a transaction is crossed, a break in communication results, and one or both individuals will need to shift ego states in order for the communication to be re-established
- 3) The behavioral outcome of an ulterior transaction (two messages sent at the same time – social level and covert psychological level) is determined at the psychological level and not on the social level.

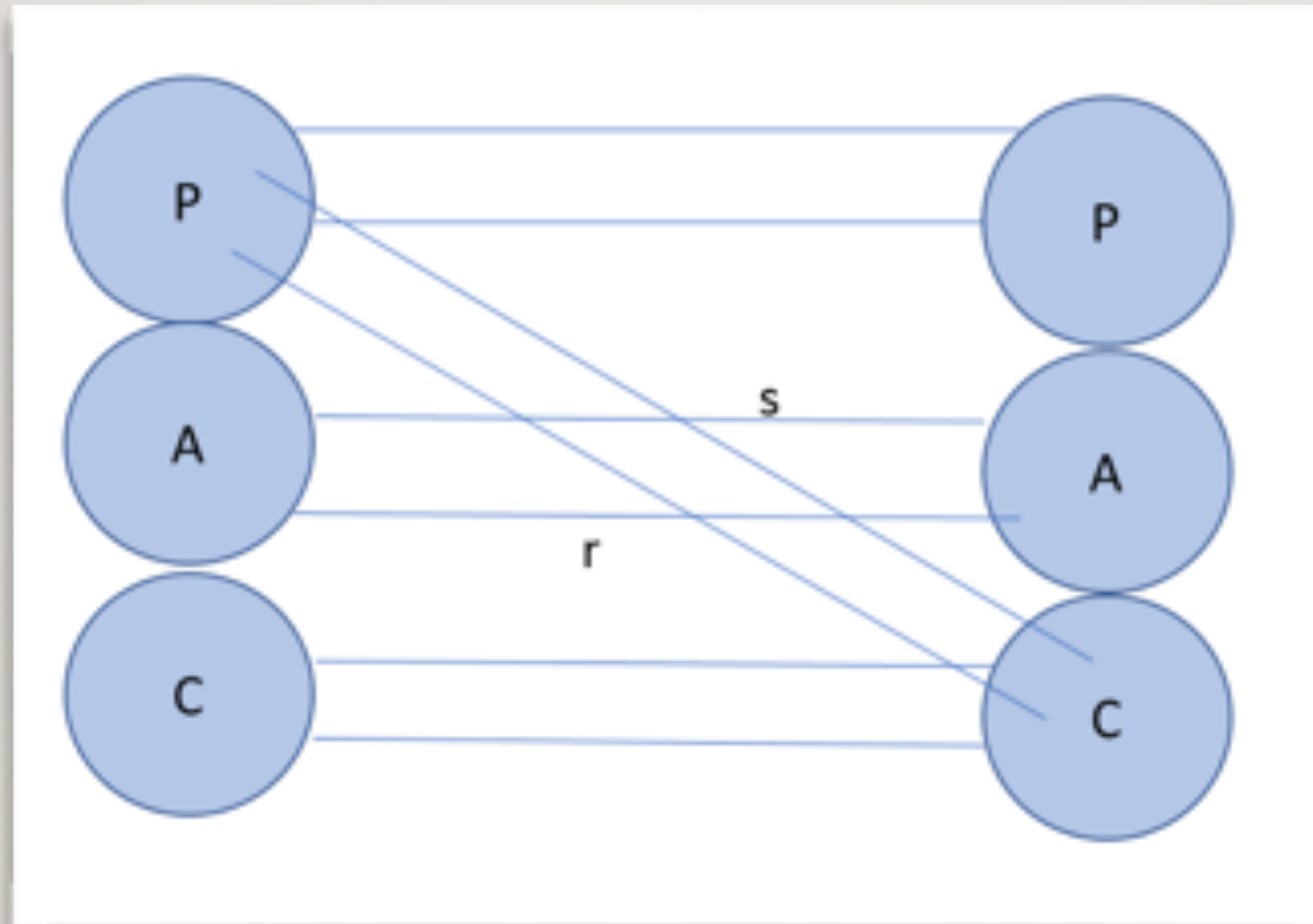
What kind of transaction can you find?

7



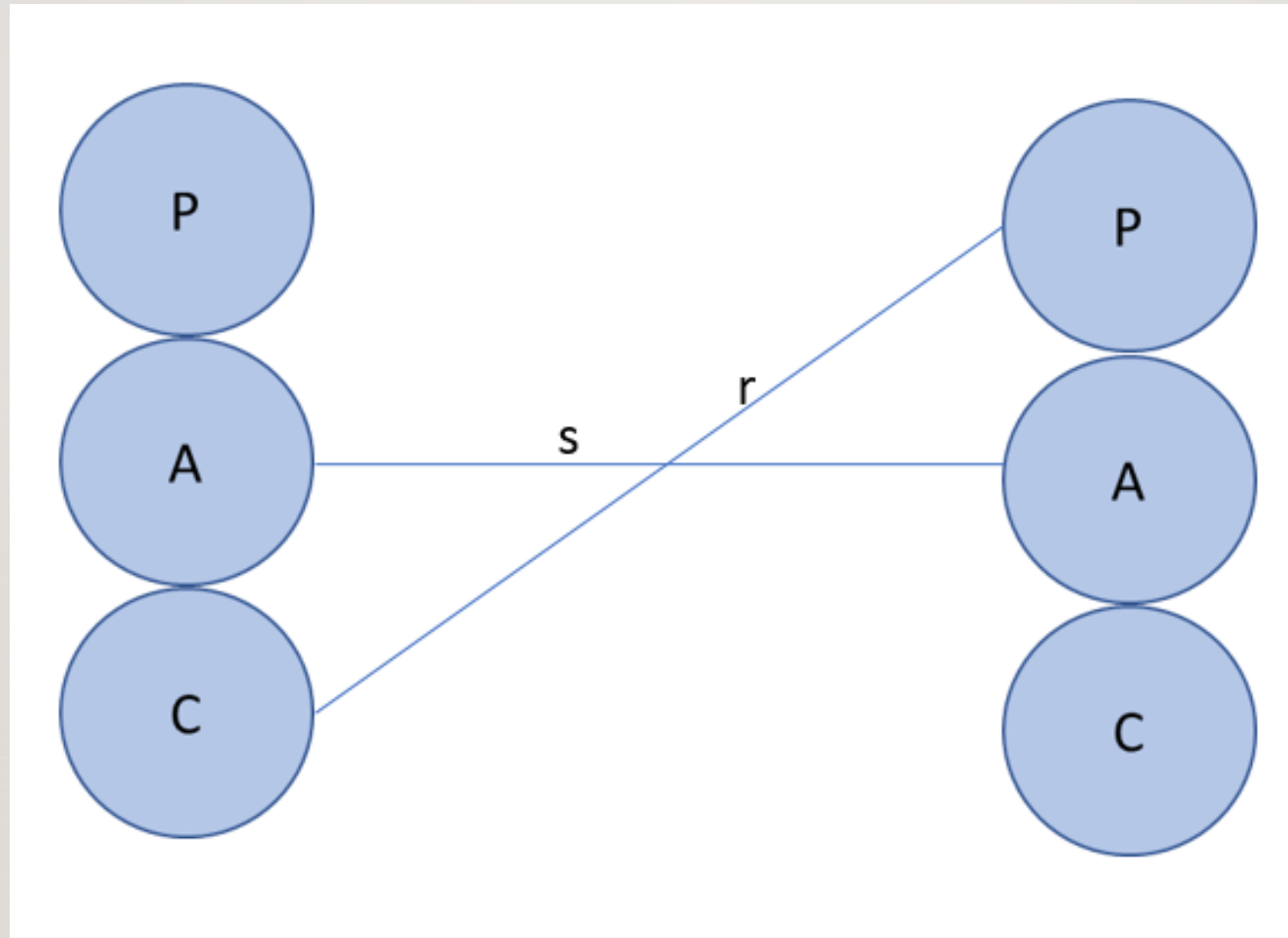
8

Complementary Transaction



9

Crossed transaction



10 “Will you work overtime tonight?”

“Why do you always ask me? Can’t you find somebody else?”

“Why did you change the wording on this letter?” “I was just trying to do the right thing.”

“You did a great job!” “Thank you very much.”

“I’ve done all I can to get good people around here, it’s so difficult to find them.”

“I know, I can’t even get anyone to wash my car properly.”

“This job is too much for me, will you help me with it?” “I don’t have the time, can’t you do it yourself?”

“This new policy really bugs me but there’s nothing I can do about it.”

“I just wish you’d try a little harder with it.”

Analyse the following transactions
Who speaks?
What Ego states?
Find other answers to the questions
– analyse the difference