



Understanding Human Behavior

Kolbuc and Associates

Every person has three 'ego-states'. An 'ego-state' is a set pattern of feelings, thoughts, and actions that are characterized as: Parent, Adult and Child.

What the Parent-Ego State does:

- Ø **Critical Parent:** criticizes, lectures, judges, blames.
- Ø **Nurturing Parent:** nurtures, encourages, supports and compliments.



The Human Brain

What the Child Ego-State does:

- Ø **Natural Child:** impulsive, fun-loving, creative, curious
also rebellious, selfish, hostile, angry
- Ø **Adaptive Child:** conforms, obeys, does what is told.
- Ø **Little Professor:** manipulative, sly, and devious.

What the Adult Ego-State does:

- Ø Calm, rational, objective, thinks then acts, weighs the pro's and con's, problem solver, plans and organizes.

These 'ego-states' are developed early in life based on our observations and actions of 'significant others' in our life, typically parents, siblings, aunts / uncles etc.

Whenever we act or interact with others, we are acting or interacting from one of these three ego-states.

Transactional Analysis (TA) identifies three types of 'transactions' that can take place between people, these are called: Complimentary Transactions, Crossed Transactions or Ulterior Transactions.

COMPLIMENTARY TRANSACTIONS

These are interactions between people where the exchange of words and actions compliment one or you get an expected response.

CROSSED TRANSACTIONS



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