

# Straight Talking: Keeping Communication Clean

Trainer: Susan Norman

13.00 – 16.00



# Session aims

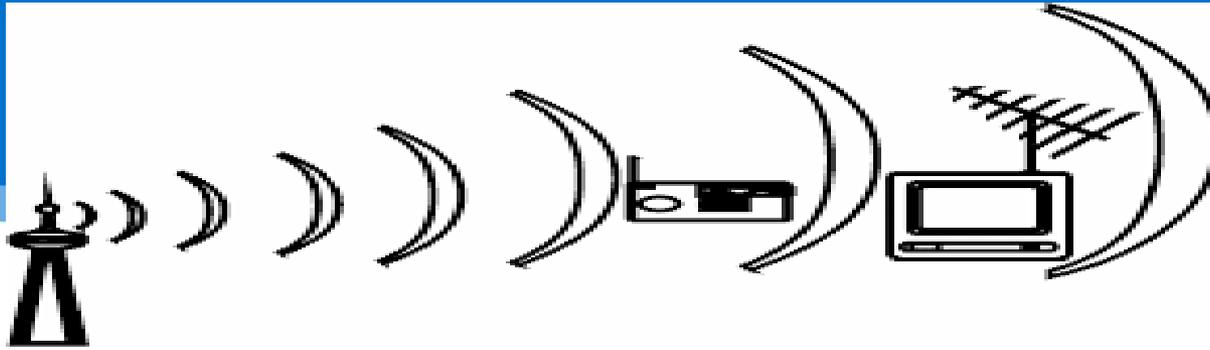
- To understand different communication patterns in action
- To identify unhelpful communication patterns
- To understand how to adjust your communication style to positively influence others



# Wavelengths

- Imagine we are radios tuned into and broadcasting a particular wave-length
- What is the wavelength you're mostly tuned into and broadcasting - popular music; classical music; news bulletins; podcasts?





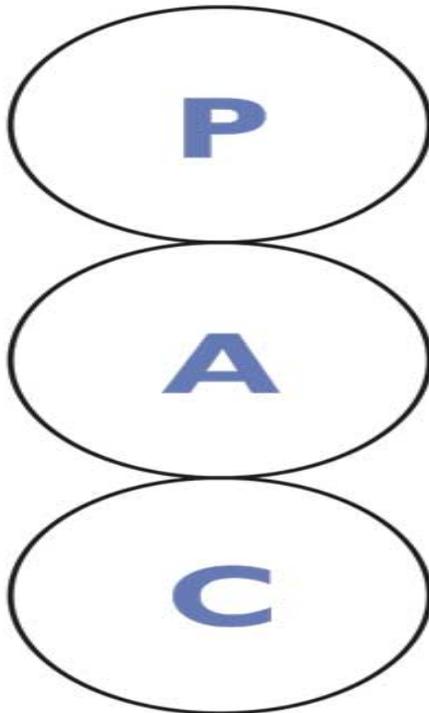
- Skilled communicators pick up other wavelengths and adjust to a corresponding one
- Unskilled communicators identify incorrectly or move to an inappropriate wavelength
- Poor communicators take no notice of the other's wavelength or expect everyone else to fit in with them

# Identify a time when you have:

- Behaved in a way that reminded you of your parent / teacher / grandparent / manager
- Worked out how to solve a problem / assessed what is happening in a situation
- Had fun or were excited



# Structural Ego States



## Parent ego state

Attitudes, behaviours, thoughts and feelings taken in from parents or parental figures.



## Adult ego state

Behaviours, thoughts and feelings which are direct responses to the current reality.



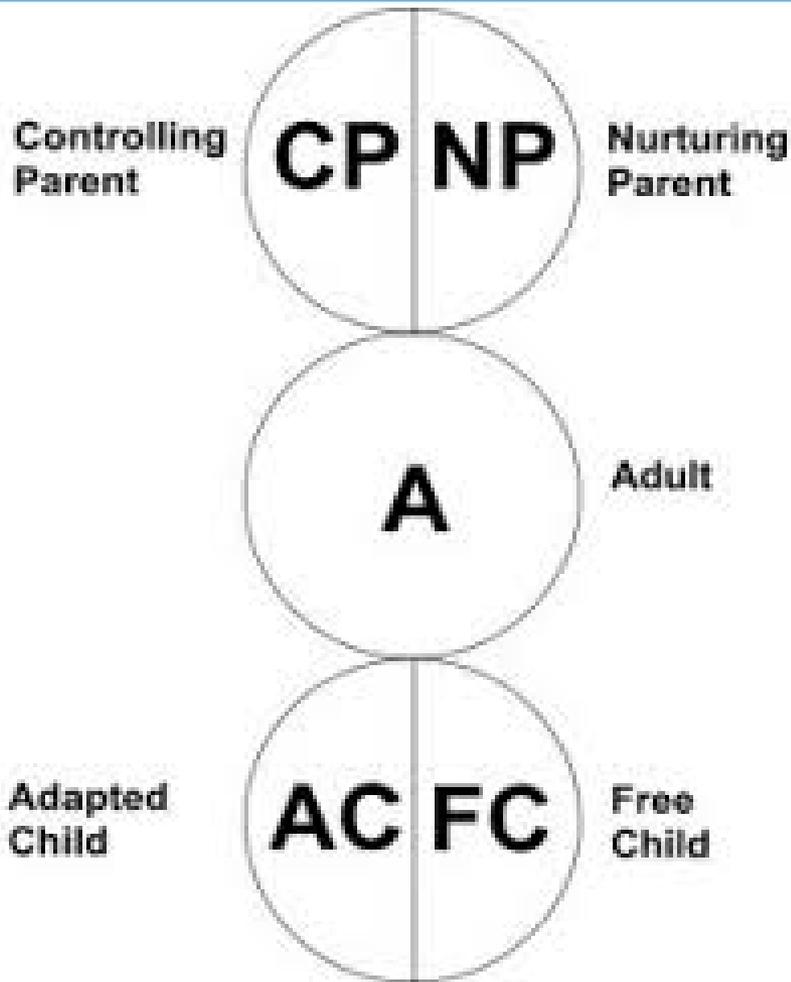
## Child ego state

Behaviours, thoughts and feelings replayed from childhood and childhood decisions.



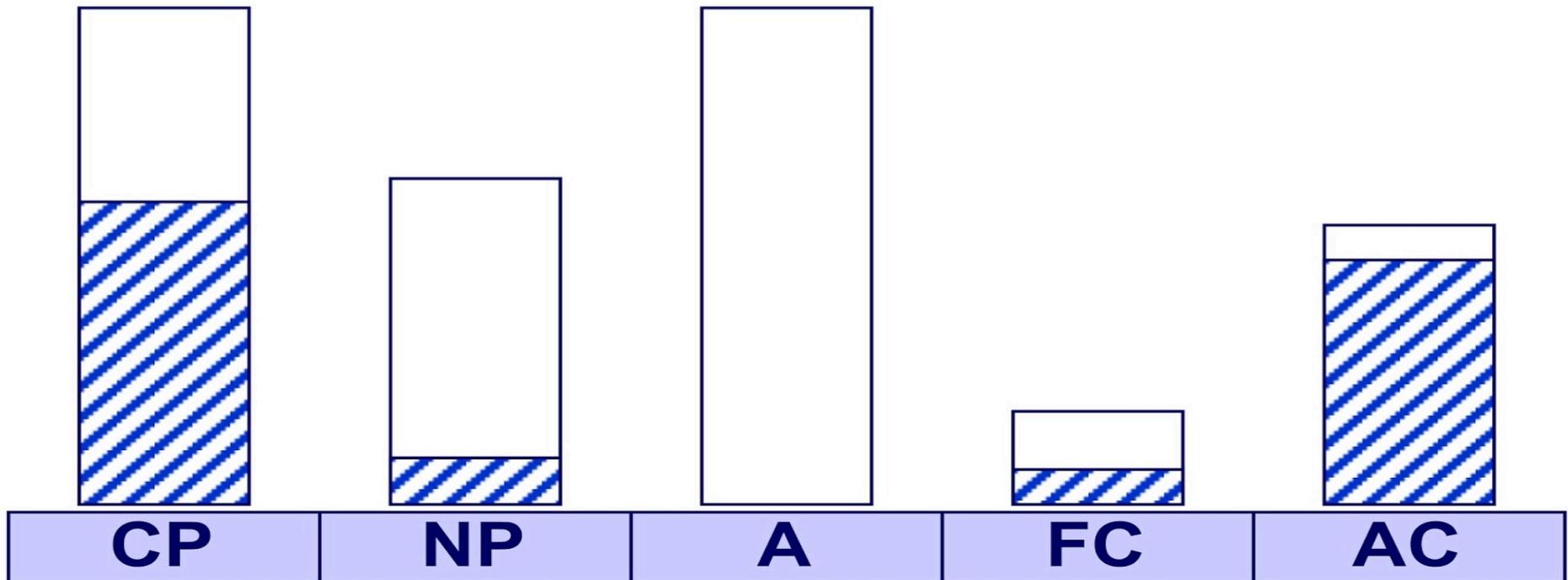
Ref: Eric Berne (1961)

# Five main wavelengths as ego-states



- CP: setting rules, expectations, being firm
- NP: caring, looking after
- A: assessing what is happening here and now; problem-solving
- AC: being polite, courteous; rebellious
- FC: being spontaneous, creative, joyful

# Egogram: Jack Dusay



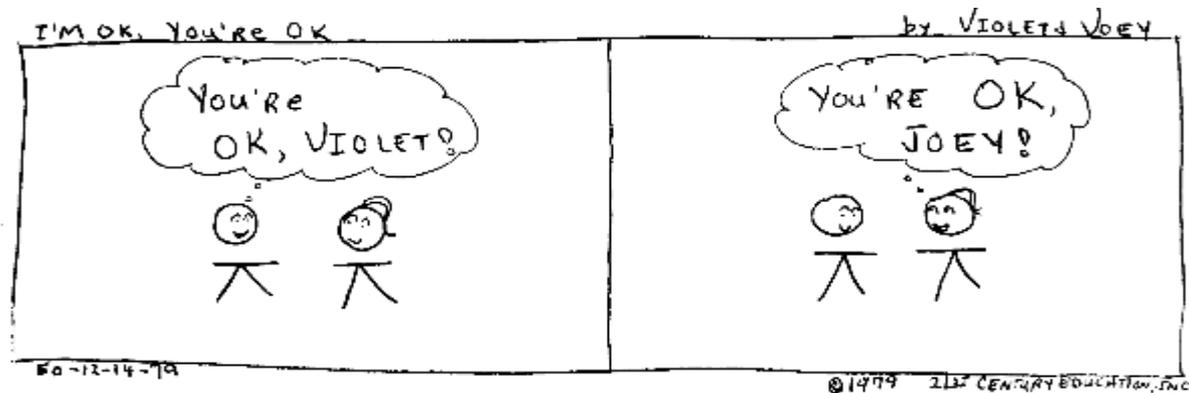
# Duplex transactions



*Say it straight or show it crooked*

# Principles of 'ok-ness'

- A feeling I have about myself and others
- Not about being right or correct
- That I have inherent worth simply because I exist
- Others are also 'ok' and deserve consideration



# Summary principles

- No transaction is 'right' or 'wrong' in itself: situational specific / effective / ineffective
- To maintain a flow of communication keep your transactions complimentary
- To change a pattern of transacting make crossed transactions
- Keep an ok/ok position

## *Activity:*

- Identify a situation where you have felt stuck in an uncomfortable, familiar channel of transactions with someone
- Track the ego-states you and the other person have been coming from
- With your partner test out ways that you could cross this flow of transactions – list any possibilities however unlikely they seem
- From your list pick one or more that seem likely to get the results you want in an appropriate manner
- Use skills practice to consolidate your learning

# In this session we have:

- Looked at different communication patterns in action – ego state model
- Identified how unhelpful communication patterns are created and maintained – crossed or complimentary transactions
- Identified and practiced how to adjust your communication style to positively influence others – to keep communication clean: egogram; skills practice