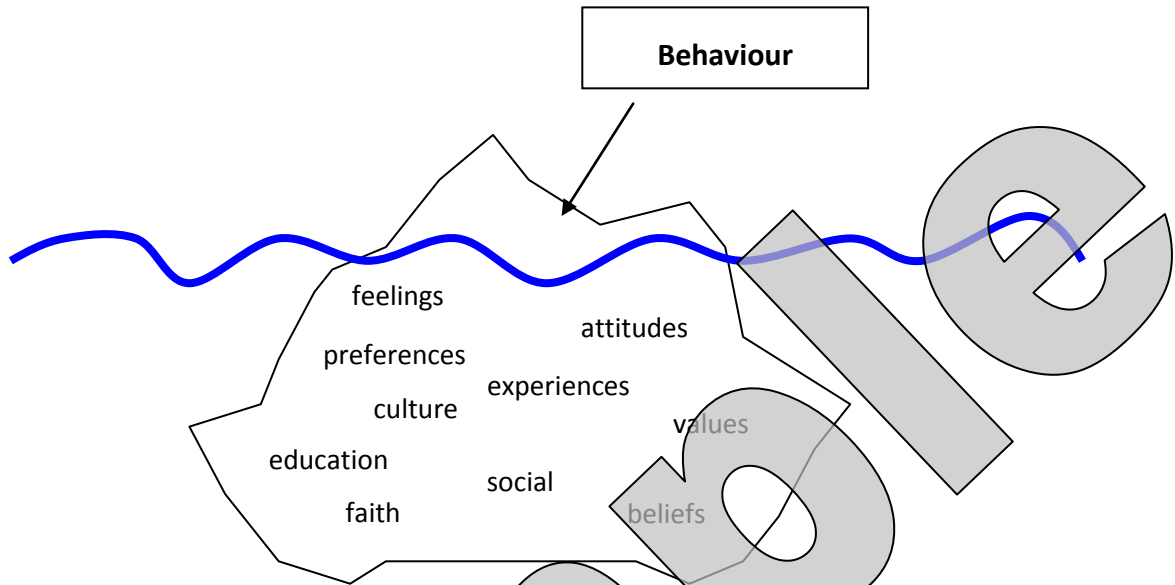




Deal with **Difficult People**

What Drives Behaviour?



We don't all behave the same way in the same situations or for the same reasons.

DIFFICULT sometimes just means **DIFFERENT**.

Identify what is driving the behaviour and respond to the underlying motive.

'Ego' States

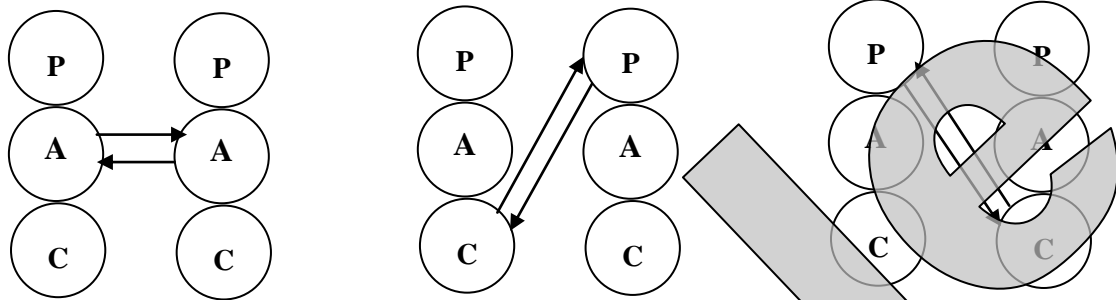
PARENT	<p>The 'Parent' represents authority and/or caring and assumes knowledge of how things are done and is usually displayed in two ways:</p> <ul style="list-style-type: none"> • The critical parent – (disciplinarian and judgemental) • The nurturing parent – (protective and soothing).
ADULT	<p>The 'Adult' represents rational, objective and positive communication and often mediates between the parent and the child parts of our personality.</p>
CHILD	<p>The 'Child' aspect is spontaneous, compulsive, irrational, creative, playful and intuitive and is generally displayed in two ways;</p> <ul style="list-style-type: none"> • The dutiful child – submissive and obedient • The free/irrational child – creative and attention seeking.

(Summarised from the work on Transactional Analysis by Eric Berne)



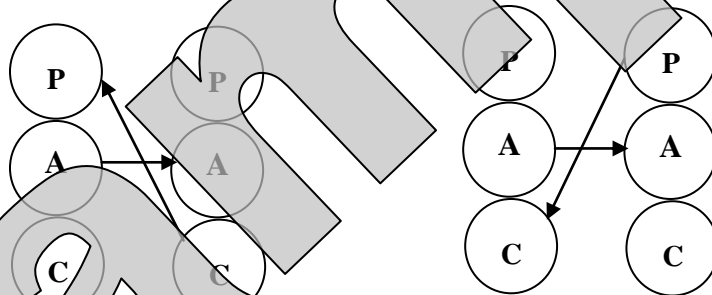
Complimentary Transactions

Psychologically, the healthiest most productive transactions between two people are complementary transactions.



Crossed Transactions

Crossed transactions are the cause of some confusion, and are the reason why we often find ourselves in conflict or uncomfortable situations.



Ultior Transactions

The most destructive and difficult to deal with is the ultior transaction.

