



INTERPERSONAL RELATIONS

VOCABULARY

Stimulus:	a thing or event that evokes a specific functional reaction in an organ or tissue.
Emanate:	originate from; be produced by.
Tone:	a musical or vocal sound with reference to its pitch, quality, and strength.
Manifest:	show (a quality or feeling) by one's acts or appearance; demonstrate.
Ulterior:	existing beyond what is obvious or admitted; intentionally hidden.

INTRODUCTION TO INTERPERSONAL RELATIONS

Human relations covers all types of interactions among people—their conflicts, cooperative efforts, and group relationships. The importance of interpersonal relations can be summarized in one concise law of personal and organizational success: All work is done through relationships. Employees are more productive when they have the ability to develop effective relationships with their supervisor, fellow workers, customers, and clients.



ANALYSIS OF TRANSACTIONS

The basic unit of social interaction is a 'transaction'. When people encounter each other, stimulus and response are exchanged. This process of communication includes exchange of thoughts, feelings, intentions, feedback, etc. However, each person is made of three 'selves' and therefore, in an interpersonal encounter, there are two sets of three 'people' facing each other. At any one time, the transaction takes place between any one 'self' of one person and any one 'self' of another. The resultant behavior, manifested in terms of language, gestures, response, tone etc. of one self is different from the other in the method of analyzing these transactions to identify which part of the multiple self should be activated. An awareness of this aspect leads to a more complete integration between two important components of personality viz. thinking and feeling.

ANALYSIS RELATIONS OF DIFFERENT EGO STATES

When two people are transacting, there are two ego states that are actually involved. The multiple self is termed as 'Ego states'. These are the 'Parent ego state', the 'Adult ego state' and the 'Child ego state'. Each ego state is a distinct and separate source of behavior and affects the whole in a characteristic manner. This source is directly associated with certain category of memories 'recorded' in a person's brain and nervous tissues. Stimulus and response can emanate from any one of these ego states. The subject of Transactional Analysis is concerned with identifying the ego state from which each stimulus and response originates. Understanding transactions through analysis help people to change their attitude and to adjust themselves to others. Transactions are classified as 'complementary', 'crossed' or 'ulterior'.



ANALYSIS OF STROKES

Need for Strokes. It is common knowledge that every infant needs the warm touch of others to grow and develop into a normal person. This 'stroking' is the first tacit signal for the new person that he is wanted and accepted. The gesture of shaking the hand of a person one meets for the first time is a stroke that indicates a willingness to get to know him better. On the other hand not extending one's hand puts the other at a disadvantage, as the feeling is that the former does not want to go beyond the first and fleeting meeting. This is equally applicable to adults. Strokes can be either positive or negative. A person if he can't get positive strokes must get, at least, negative strokes. It is better than getting no strokes at all.

a) Positive Strokes.

Positive strokes are growth promoting. They develop a person emotionally and give him an 'OK' feeling and a sense of competence and acceptance. Positive strokes are complementary transactions. Stroking can be done through verbal as well as non-verbal communication. Listening is perhaps one of the best stroking techniques.

(b) Negative Strokes.

When a person is not given any strokes he may even provoke others to give him negative strokes. For a negative stroke is better than no stroke at all. When a person is ignored or given negative strokes (physical hurt, ridicule etc.), he is being discounted.

ANALYSIS OF LIFE POSITION

I'M NOT OK • YOU'RE OK

I'M OK • YOU'RE NOT OK.

I'M NOT OK • YOU'RE NOT OK

I'M OK • YOU'RE OK

WAYS TO CHANGE YOUR BASIC ATTITUDES

Re-evaluating Your Basic Life Position.

Using Positive Reinforcement.

Managing Your Stamp Collection.





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Mayuri	21.09.2015	No changes made
Jinal	05-03-2016	Changed the font and alignment