MODULE OVERVIEW

Who just spoke? Your Parent, Adult, and Child voices at work

Adaptive module | ~20 min

One criticism, and the conversation goes off track: one person lectures, the other apologizes for everything or gets defensive, and the scene replays, exhausting and unresolved. This module gives everyone Eric Berne's model, founder of Transactional Analysis: recognize which of the three states (Parent, Adult, Child) has spoken, choose the one that fits, and break out of the role traps that keep managers and team members stuck.

LEARNING OBJECTIVES

01 Distinguish the three ego states of Transactional Analysis (Parent, Adult, Child) and their forms.

02 Recognize which state has spoken, in yourself and in others, especially as tension rises.

03 Return to the Adult (facts and needs) to break out of the role traps that block conversations.

04 Draw on the Free Child to lighten the mood and ease the pressure, with others and with your own inner voice.

WHO IT'S FOR

Anyone who wants adult-to-adult conversations at work, even when things get tense.

- **Prerequisite:** none

HOW THE MODULE WORKS

Self-paced, with practice tailored to each learner.

1. **Self-assessment**: on 9 dimensions, to gauge current habits and guide the practice.
2. **Expert video**: 10 minutes, with 3 pauses for reflection.
3. **Practice scenarios**: the first 2 chosen from the self-assessment, then 16 optional ones. Every answer gets feedback: what it leads to, and one way to improve.
4. **Dated commitment**: one action to try, written by the learner or picked from the suggestions.
5. **Memo to download**: key takeaways, questions, commitment, personal notes and checklists.

ASSESSMENT AND COMPLETION

Pass mark: 80%

The score takes into account your answers to the practice scenarios, your commitment and, where relevant, any additional learning activities. Passing requires a commitment and a score of at least 80%.

METHODS & MODELS

- Transactional Analysis: Parent, Adult, and Child ego states (Eric Berne, founder of Transactional Analysis)
- Sub-states: Critical and Nurturing Parent; Compliant, Rebellious, and Free Child – standard Transactional Analysis model

SOURCES & REFERENCES

- Eric Berne – founder of Transactional Analysis, "Games People Play" (1964)
- Model of the three ego states (Parent, Adult, Child) – standard Transactional Analysis framework, documented by the IFAT (Institut français d'Analyse Transactionnelle)
- Eric Berne (1961) – Transactional Analysis in Psychotherapy
- Acey Choy (1990) – The Winner's Triangle, alternatives to the roles in the drama triangle

Module created by Afthonios.com.

Content reviewed on 13 October 2026