

SOCIAL TOOLS NEWSLETTER

AUGUST 17, 2011

The following is from an unpublished manuscript titled "Social Tools" by Franklin H. Ernst Jr., M.D.

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THE ALPHABET OF BEHAVIOR THE HOWDY DIAGRAM

The HOWDY DIAGRAM Letter

This letter of the **Alphabet of Behavior** as taught in high school classrooms, was nicknamed The Howdy Diagram.

The term "Howdy Diagram" is shorthand for the diagramable process of 1) giving a hello by name to other people (for example in a classroom and meetings), 2) writing down the names of those people and 3) circling the names of those to whom a named hello was given and a second circle for a named hello being returned.

"Hello" is the basic opener of recognition stroking. "Hello" is the formal word and "Hi" the informal. Adding the person's name to the hello given to that person is the "named hello."

The Howdy Diagram:



or



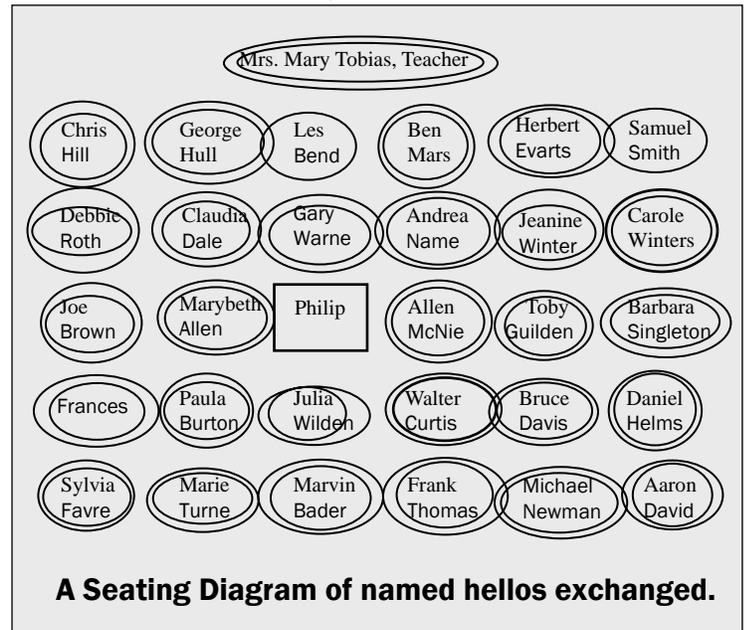
In one local high school there was an occasion when some of the teachers began to have their class students get each others names, give each

member of the class, including the teacher, a named hello. And they write down that name in a classroom seating chart and put a circle around the name of the one given the named hello and a second circle around it when they got a hello back. The chart below is an example of a named seating diagram of a typical student from one of his classes. The seating diagram represents a layout of the classroom, the location of the students, and the named hellos exchanged. (In this example the names of the people listed are not those of any known persons and if there are persons with a name listed here, it is entirely

coincidental. There is no intention here to list the name of any person known by writer.)

In the thirty student, one teacher classroom the chart has thirty-one slots (one for self). Obviously in the early stages of learning each others names (and correct spelling) a lot of time is spent doing this; usually the whole class period. And it usually happens the first two or three class periods.

One of the objectives of the exercise is for the students and teacher to establish that both the class members and the teaching-learning take place in friendly circumstances. The



A Seating Diagram of named hellos exchanged.

SPECIAL POINTS OF INTEREST:

There are four types of social tools.

- Management of Self
- Dealing With Others
- Tickets, Talents, Hellos, Education, Trades, Techniques
- Money

particular classroom period was not one to be dreaded.

One of Philip Drew's daily "Howdy Diagrams" charted in Mrs. Tobias class as shown on the previous page.

For this class activity Mrs. Tobias had told the principal ahead of time what she planned to do. The principal his OK to go ahead, "Just keep the noise down in your classroom, if you can."

In her class she instructed

her students to write down, learn and know each others names. Further, she instructed them to say hello to each other by name at the start of each period and for each person to chart the exchanges of hellos they gave and got back. Doing this and letting her see their charting each day would count toward their semester grade. She added that she might also be giving them an unannounced test every once in awhile on their knowing

and accurately spelling the names of their classmates.

The charting by Philip Drew shows that he gave and received back named hellos in class, including teacher. Except he missed giving Samuel his name then and Les helloed him without Philip's name when Philip helloed him in the class. Philip's seating chart shows that he had learned and did know the two names of each of those in his class.

THE ALPHABET OF BEHAVIOR THE PARENT-ADULT-CHILD (PAC) BEHAVIOR DIAGRAM LETTER

The PARENT, ADULT and CHILD (PAC) BEHAVIOR DIAGRAM letter

This letter of the **Alphabet of Behavior**, the PAC diagram, symbolically represents a method for a person to represent and to classify his own (social) behaviors and often the behaviors of others; he could better tell where he

was "coming from", ie from his Adult-self, his Child-self or from his Parent-self. By convention the word "Child" is capitalized, so also the words "Adult" and "Parent" in this diagram.

All three live within the same body. That is represented by the three being enclosed by an outline, if you

will, within the same skin.

This PAC diagram can be drawn in one of the three ways shown below to represent the same thing.

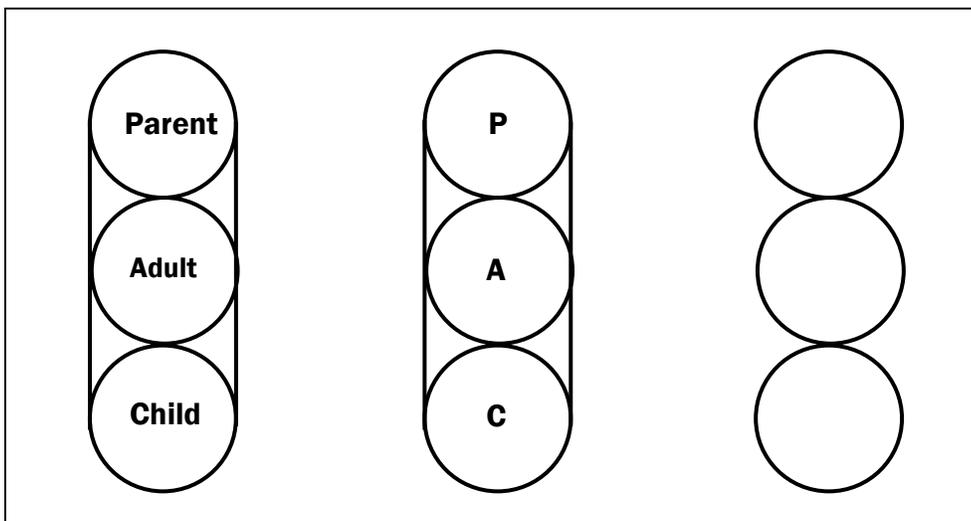
Parent is drawn on top because it is the first one to respond to danger, to emergencies. The Parent is primarily concerned with protecting

ALPHABET OF BEHAVIOR

An alphabet of behavior? Why not? That is unless a person is allergic to diagrammatically representing and classifying (his own) human behaviors.

Starting in the 1950s, diagrams began to be developed and used which vastly improved the ability of the users to classify, therefore gain improved control over their own social behaviors. Individual students began to graphically visualize their emotional behaviors as distinct from their thoughtful, methodical, objectively based behaviors. They came to recognize the impact one or both parents had played in how they behaved later in life with the others around them.

During the 1960s into the early 1970s several of the letters of the Alphabet of Behavior were taught in courses within public and private schools and in universities. ...



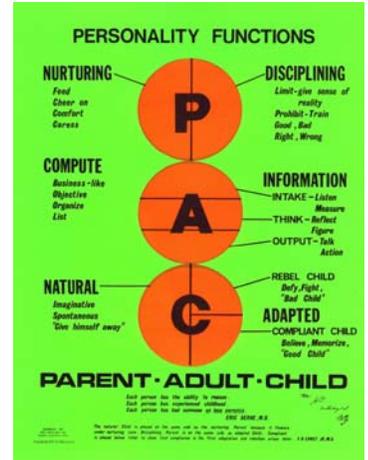
the integrity of a Childself of himself or another person, such as his own biological child. The Parent behaviors are exhibited in their functions of nurturing and disciplining. Nurturing is to take care of the immediate task of caring for, say, a biologic infant or child. Disciplining is concerned with implanting into that same child a set of rules whereby he can protect himself when away from the original external source of care and protection. A mother automatically

screams when her child darts into a street to go to the ice cream man without first looking either way to see if the way is safe from approaching cars as one approaches.

The Child is drawn at the bottom because Childhood experiences form the foundation for how a person expresses his emotions and beliefs.

The Adult is drawn in the middle between the Parent and the Child, for example to put reasoning between the

Parental and the Child views on the same subject. The Adult is the self who looks at circumstances in a measured way. Adult is the self who learns new procedures both from experience and from being taught how to carry them out. Adult behaviors are matter-of-fact, such as, reading and writing, measuring the length of a board to be sawed, looking up the meaning of a new word, reading a recipe to cook a dish.



THE ALPHABET OF BEHAVIOR THE OK CORRAL: GRID FOR WHAT'S HAPPENING DIAGRAM LETTER

THE OK CORRAL: GRID FOR WHAT'S HAPPENING (diagram) letter

This letter of the **Alphabet of Behavior** shows how the outcomes of two-party social events can be represented and classified; into one of four general categories. It also shows how the outcomes of each of the four general categories of two-party social events are the result of an exchange of a specific set of social forces between those two parties. This is to say that when people talk to each other a dynamic event occurs. You cannot say anything to another person without that other person viewing what you said as Giving him an OK or Giving him a not OK, or you are telling you that you are OK or that you are not-OK.

“Dynamic” event means forces came into play between the two parties. Generally social events come out in one of the following four ways:
I am OK and You are OK,
or
I am OK and You are Not-OK,
or
I am Not-OK and You are OK,
or
I am Not-OK and You are Not-OK.

THE OK CORRAL shows these combinations by diagram:

I am OK or I am Not-OK is represented by a horizontal line as follows:

I am Not-OK ← → **I am OK**

or simply as

I - ← → **I +**

AND **You are OK or You are Not-OK** is represented by a vertical line as follows:

You are OK



You are Not-OK

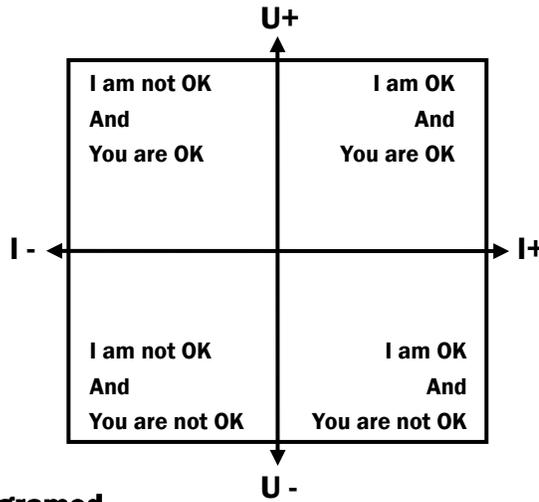
or simply as

U+



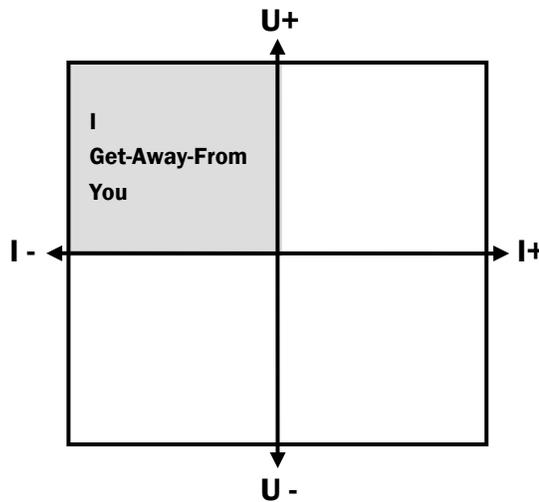
U-

Over laying this pair of lines and putting a box around this pair of lines we get the diagram at right, the personal experience diagramed:

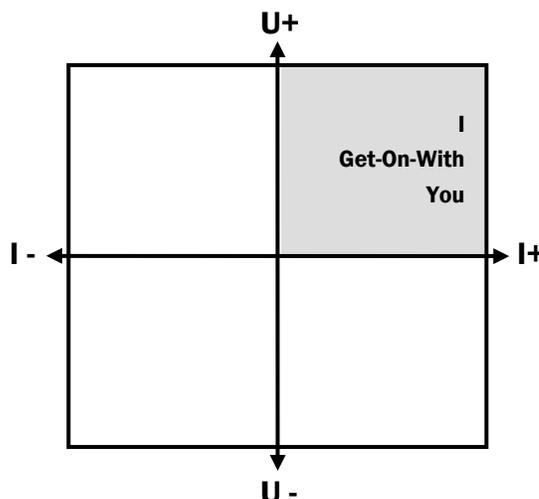


Personal Experience Diagramed

When a personal experience occurs in which **I am Not-OK and You are OK** it results in **I Get-Away-From you.** This is represented and highlighted in the drawing to the right.



When a personal experience comes out with **I am OK and You are OK** it can be marked as in the diagram drawn to the right. When an event of this nature occurs then, for example, I am pleased to be with you, then **I get-On-With you.** The action results in (mutual) accord.



The following is from "Getting Well With Transactional Analysis / Get-On-With, Getting Well and Get (to be) Winners", by FH Ernst, Jr. M.D.

"A life time has 2 to 2½ billion seconds depending on whether a person lives to be 67 or 83 years old. It is within this amount of time that getting well and being a winner in the selected arena of life will occur. Getting well is defined in this paper as getting more efficient use of one's time of life.

Each person, in the act of "being a people," is possessed of a variety of conflicting, diverse and divergent qualities of reasoning-feeling. These include the multitude of activities-inactivities with which to spend one's "time of day." Putting it differently, the man who gets the most of what he wants with his time and in his encounters with other persons is the one who

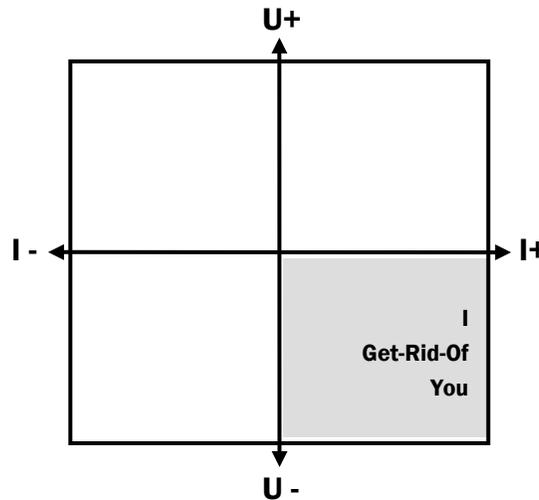
(1) has decided on his goals and makes a commitment to these objectives;

(2) then specializes in the use of his time toward the end of his perfecting techniques useful in obtaining his goals;

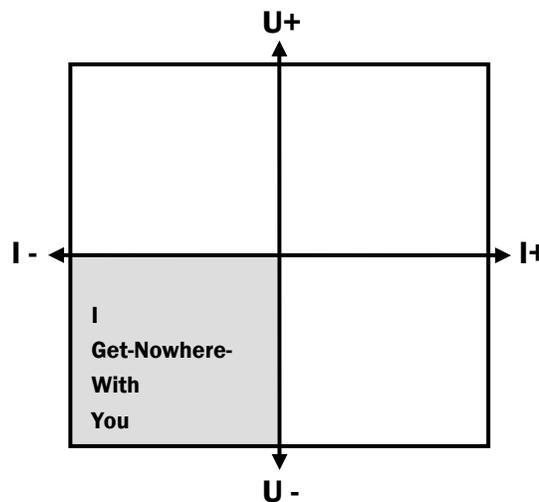
(3) uses these techniques and his time to get to his goal;

(4) uses the fullest range of the other (personality) qualities within himself at appropriate times and as these latter are adaptable toward his goals and then finally;

When a personal experience concludes with a **I am OK and You are Not-OK** it results in **I Get-Rid-Of you**. This is represented and highlighted in this diagram.



And when a personal experience concludes with an **I am Not-OK and You are Not -OK** it results in **I Get-Nowhere-With you**. This is depicted in this diagram.



(5) gives satisfaction to his other life sustaining drives in a manner and at a time that will least detract from the attainment of his ambitions. In getting-well a person becomes a winner.

The first business to becoming a winner is the decisive commitment to the goal. In treatment, this is the commitment to the get-well contract.

The second order of business to becoming a winner is to improve the capacity to sort and classify one's own Adult qualities of self from ones Child self. This improved capacity to sort and classify Adult from Child is requisite for managing self.

The best method developed to date for organizing personality qualities is represented by the three stacked circles. Paraphrasing Caesar: "Ommia personae est divisa in partes tres." In the terminology of transactional analysis: "He who owns his own (transactional) diagram can better become the master of his own destiny!"

Whether he is the initial stimulator or the initial responder in the transaction (a "stroking exchange") of an encounter, the "me," in being able to sort and classify, can better determine "what-is-the-best-solution-for-now-for-me."

Each of these four categories of social experience AND action results in the particular party going in a different direction. Therefore, each is the result of different set of social forces brought to bear on the “I” and “you” described here. It could be said these are the (psychological) forces that drive much of the biological human in the use of his muscles in the directions he takes with others.

When the names Hank and George are substituted for “I” and “U” we have this diagram.

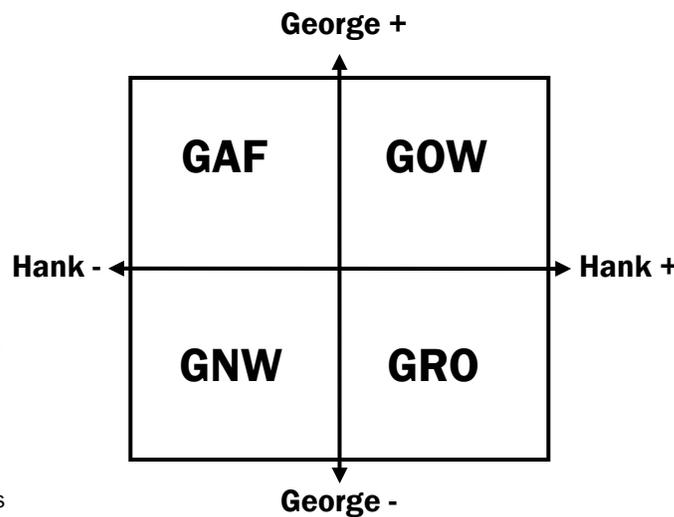
And going clockwise again from the left upper corner it shows that

Hank **Gets-Away-From (GAF)** George and this results from the personal experience that **Hank is not OK and George is OK.**

Next the right upper box represents that Hank **Gets-On-With (GOW)** George and that it comes from the personal experience that **Hank is OK and George is OK.**

Continuing, to the right lower corner it shows that Hank **Gets-Rid-Of (GRO)** George and that comes the personal experience that **Hank is OK and George is not OK.**

By convention, in the use of this diagram the party of primary consideration is listed on the horizontal axis and second party on the vertical axis.



And the fourth box in the left lower corner shows Hank **Gets-Nowhere-With (GNW)** George which comes from the personal experience that **Hank is not OK and George is not OK.**

The most important business for becoming winners is the decisive commitment to become winners. This provides the basis for establishing a hierarchy of priorities among the multitude of private and public objectives each person has in mind. Since it is literally not feasible, let alone possible, to be a winner with each and every situation in a day or in a year, it then becomes a matter of selecting which of the objectives and which of the qualities of transactional outcomes (forms of resolution) will have priority on a given occasion. A person decisively committed to becoming a success and winner with his own family will have his priorities in a different hierarchal arrangement than, e.g., the person with a creative genius for building a new system of transmitting (electric) power or the founder of a new psychotherapy system.

COROLLARIES of the OK Corral

One set of corollaries of the OK Corral is that

When “I” get-away-from (GAF) “you,” then “you” get-rid-of (GRO) “I” (me).

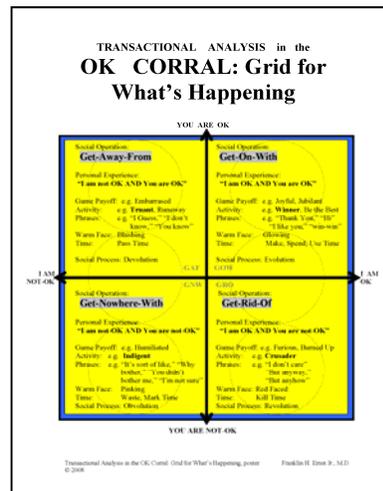
When “I” get-on-with (GOW) “you,” then “you” (also) get-on-with “I” (me).

When “I” get-rid-of (GRO) “you,” then “you” get-away-from (GAF) “I” (me).

When “I” get-nowhere-with “you,” then “you” also get-nowhere-with “I” (me).

This emphasizes the reciprocal nature of the forces at play between the parties.

Forces at play? The action words of the above four categories of outcome each show a different action **movement** between the parties. It takes dynamics to bring about movement between bodies, including human bodies. And it takes four different sets of dynamic forces to bring about these four different categories of movement between two people.



Encounter Resolutions

A person's day to day life is filled with a variety of encounters, one after another, with a variety of persons and circumstances. Some encounters are a simple greeting, a single transaction such as “Hi- Hi!” Other encounters will involve varying numbers of words being exchanged. At the conclusion of each encounter, no matter how many transactions between the parties, the outcome is resolved in one of the four categories of encounter resolutions.

Each social encounter will have a different value for the particular person. An encounter with a spouse or playmate will have a higher personal value than one with a casual office or grocery store acquaintance. Nevertheless, a person experiences the outcome of each encounter with another person, as one of the **FOUR QUALITIES OF PERSONAL EXPERIENCE**:

“I Am OK AND You Are OK” or

“I Am OK AND You Are Not OK” or

“I Am Not OK AND You Are OK” or

“I AM Not OK AND You Are Not OK.”

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Mastery of the Universe is Proportional to the Symbols Man Has by Which to Represent His Universe.

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Transactional Analysis in the **OK CORRAL: Grid for What's Happening.**
This is the diagram for classifying the outcomes of the events in your life:

Get-On-With, Get-Away-From, Get-Nowhere-With, or Get-Rid-Of

YOU CAN CHOOSE how you want a situation to come out BEFORE the end of it. Not all events can end in a get-on-with. To have a get-on-with for some events, you can choose to have other events come out in one of the other three ways. You cannot get-on-with everybody and everything. Healthy people use each one of the four ways at least once a day.

One person's get-on-with is also the other person's get-on-with.
One person's get-away-from is the other person's get-rid-of AND vice versa.
One person's get-nowhere-with is the other person's get-nowhere-with.

The arrow points on the four sides of the grid show there are four kinds of strokes a person can give: "I Am OK," "I AM Not-OK," "You Are OK," "You Are Not-OK." One person strokes the other, gives words (gestures and/or touches) to move (stimulate) the other, AND MORE: to move the other person to the extent that first person gets words given back, to complete one transaction. Whatever else, while transactions are continuing, the parties are negotiating the answer to the psychological-business questions of "What are we going to do with each other?" and "How is this going to come out?" For the persons involved, the ending will come out in one of the four corners of their respective OK Corrals when they have arrived at a psychological-level form of (mutual) agreement about each person being OK or Not-OK.

"I Am OK" is drawn to the right. For example: "I am going ahead."
"I Am Not-OK" points to the left. For example: "I am going backward."
"You Are OK" points up. For example: "I look up to you; think well of you; admire you."
"You are Not-OK" points down. For example: "I look down on you; think poorly of you; give you a put down."

When used for named people, insert the first person's name at the ends of the horizontal axis and the other person's name at the ends of the vertical axis.

People form alliances, friendships. The "I Am OK (or Not-OK)" becomes a "We" after "I" and "You" have negotiated to become a "We;" "You" recruit "Me" or "I" recruit "You," either way. The "We" are now dealing with others. The others can be a "You" (singular or plural), "He," "She," Named Person, "They" or Named Group. Then the "We" are listed on either end of the horizontal axis instead of "I" and the other party on either end of the vertical axis.

"You Are OK" Strokes: for example "Either way (you take it), you are OK with me!" "It's on me!" "Treat is on me!"

"I Am OK" Strokes: for example "Either way (you take it) I AM OK!" "It's on you, if you will be OK with me or not!"

"I Am Not-OK" Strokes: for example "It's because of me!" "It's my fault!"

"You Are Not-OK" Strokes: for example (the jeers, put downs and psychological rackets) "It's because of you!" (It's ALL MY FAULT means "It is your fault!")

All four kinds of strokes are useful.

Transactions of games are built on combinations of the four kinds of strokes: they will usually include more than one stroking (dynamic) arrow in the transactions given and received.

SOCIAL PROCESS is the long range trend of a person's or a group's life.

The strokes a person exchanges during his/her encounters with others (encounter by encounter) have consequences.

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