

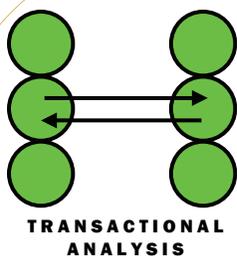
# SOCIAL TOOLS NEWSLETTER

MARCH 30, 2013

The following is from an unpublished manuscript titled "Social Tools" by Franklin H. Ernst Jr., M.D.

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## SPECIAL POINTS OF INTEREST:

There are four types of social tools.

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

## SOCIAL TOOLS TRANSACTIONS & TRANSACTIONAL ANALYSIS

### Transactions

Transactions take place between persons. They are of two varieties, business and social. They both involve coming to an agreement after an offer and a response with an eventual conclusion either to accept or to break off negotiation.

### Business Transactions

Business transactions occur among people wanting to exchange goods and services (usually) for monetary consideration. The "bid" price is the monetary (stimulus) offer made by the buyer to the seller (the holder of goods and/or services). The "asking" price is the counter offer response from the holder of the goods and services. The "buy-sell" occurs when there is agreement between parties, the buyer and the seller. Then goods and/or services are exchanged for money or something else of agreed on value.

### Social Transactions

In social transactions, two-way "eye contact" between parties can be likened to a "bid" by the stimulator-initiator and a responsive "ask" by the responder. So also is an

initiated "hello" an offer. If no sustaining eye contact is established between the parties, as a rule, there is no agreement for further social negotiations, be it conversation, handshake or other touching.

When the initial stimulus receives a conversational response-in-return there has been agreement of "value for value." The mutual act of recognition of each other is the "value for value," the value given and the value received. From this point, further social transactions (acts of exchanged mutual recognition) may or not proceed on to negotiate other more personal recognition, e.g. a ritual, pastime, game, business and/or other social or business activity.



**a transactional stimulus**

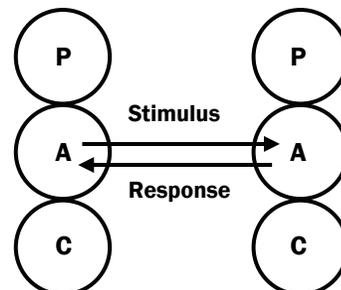
Very extensive time and drilling of a child takes place in most every family in most every society on how to carry on social transactions. These are the childhood training programs about courtesy and politeness in the social setting. "Answer when you are spoken to." "Say thank you." "Listen

when you are spoken to." "Look at the person who's talking to you." "Don't talk when someone else is speaking." Etc., etc., etc.

The "commodities" exchanged in social transactions are called strokes. To give a person a stroke is to give (personal) recognition to him. Strokes include eye contact, words, physical touches, facial expressions, and other actions with or without emotional overtone "aimed at" specific individuals.

Sometimes exchanged platitudes are disparagingly dismissed as not being strokes. This is to say: A stroke is a stroke is a stroke.

Exchanged "marshmallow" strokes ARE STROKES. A "marshmallow?" "So very good to see you, my dear."



**SOCIAL TOOLS - TRANSACTIONS**

**Strokes**

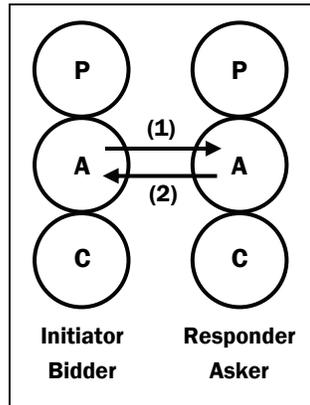
The goods exchanged in social transactions are called strokes. To give a person a stroke is to give (personal) recognition to him. Strokes include eye contacts, words, touches, facial expressions, gestures and other actions with or without emotional overtone aimed at specific individuals. Generally when we speak of strokes (of recognition) we are referring to exchanges of words often in a stimulus, response sequence. The unit of social action is defined (E. Berne) as one conversational stimulus and the conversational response to that stimulus.

Transactional analysis, in brief, is the activity of analyzing these social units: the social stimulus and it's related (social) response.

By setting a pair of these stacked circles diagrams next to each other there comes into being the chance to study both (1) the quality of the offer by the (bidder) stimulator and (2) the personality nature of the responder and some aspects of the quality of the response and an educated estimate of the interest of the responder.

Stated more succinctly the onlooker will be able to determine which of the **initiator's** stacked circles "started it" and to which part of the other

party the initiator was aiming his (arrow) stimulus. The second half is to watch and listen to observe which of the responder's (asker's) three stacked circles accept the stimulus responded to it.



**TRANSACTIONAL ANALYSIS**

The study of social transactions is called transactional analysis. The first half of the analysis of a transaction includes i) determining from which of the three circles of a person the stimulus originated and ii) to which of the other person's three circles this stimulus was destined (aimed).

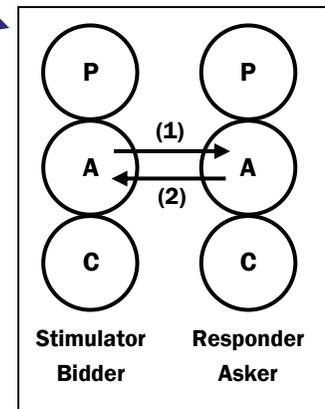
The second half of the study is to determine iii) which of the other person's three circles in fact was activated (accepted) to return a response and iv) to which of first person's three circles was this response was destined (aimed).

This process is easier to diagram than write in a se-

quence of words. In the transactional diagram the arrow going left to right (by convention the top one of a pair) is the stimulus. The second arrow going from right to left represents "the response" in the study.

Here the Adult of the "bidder" ("stimulator") is making a bid to the Adult of the "asker" (responder). The lower of the two arrows symbolizes the Adult of the asker ("Responder") addressing his social transactional **response** to the Adult of the initial bidder (stimulator).

Simply put, transactional analysis is the practice of drawing arrows between pairs of the PAC stacked circles, diagrams of two real people who were talking (stroking each other), i.e. the top arrow, and with these arrows representing 1) the origin and the destination of the stimulus from the first person and 2) the origin and destination of the response by the second person i.e. the bottom arrow from the second party. For purposes of diagramming, such study can occur between any two sequentially exchanged strokes between the two parties, i.e. at the start of a conversation, mid-way in it, or a pair of strokes exchanged at or near the end of the conversation. After all, any response will act as the stimulus for the other person's next response.



Cyprus ? Money ?  
Banks ?,  
Crossed Transactions !

Could it be the actions of the European Central Bank and central planners of the "European Union," IMF, FED, other, have set up (designed) a chain of transactions (games) that are predictable? For example "Let's You and Him Fight," WHAM, and other games. Seizing bank savings and other types of monetary assets in Cyprus, ... ?

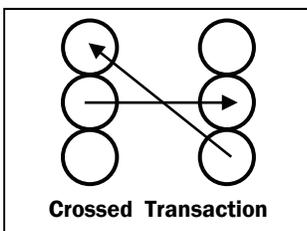
Eric Berne, MD referred to the analysis of social transactions as transactional analysis. Diagrammatically, the analysis of transactions is the practice of drawing arrows between pairs of the PAC diagrams. These arrows represent the origin and the objective of the stimulus from the first person, and the origin and objective of the response to that stimulus by the second person, in a social transaction occurring between the two people. By convention, the stimulus under discussion is represented by the arrow above pointed to the right. The corresponding response arrow below is pointed to the left.

**Crossed Transactions**

In crossed transactions the arrows are crossed. One of the many kinds of crossed transactions (of 72 possible types) is the Adult to Adult stimulus, and the crossed Child to Parent response.

Stimulus: "How is the lawn mowing going?" Adult—Adult

Response: "Mow it yourself if you don't like how I'm doing it!" - Child to Parent



As Berne was wont to say: "Wars are started by a crossed transaction, both international and in-house."

**Complementary Transactions**

A complementary transaction is one where the stimulus and response arrows are parallel to each other, thus.

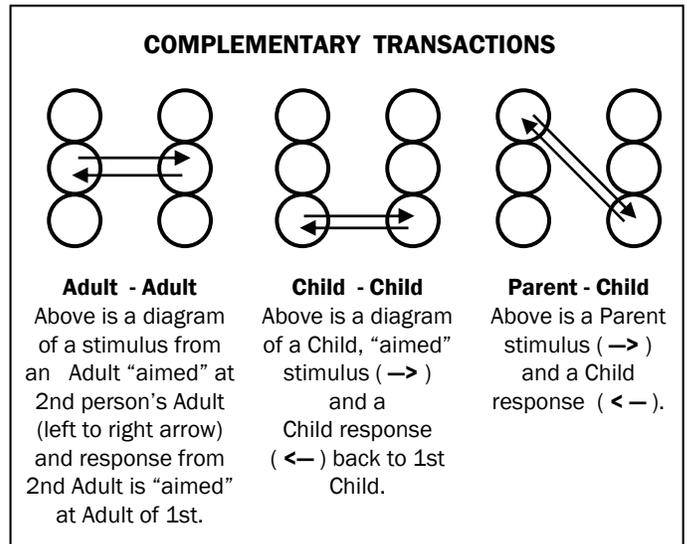
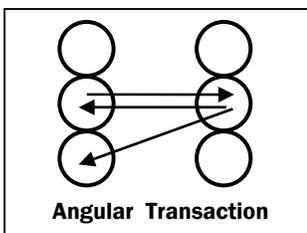
**Uterior Transactions**

In ulterior transactions the social level and "psychological" level of the transaction are at variance. There are two kinds of ulterior transactions: **Angular Transactions** and **Duplex Transactions**.

**Angular Transactions**

Here the "angular" stimulus (or response) is aimed simultaneously at two circles of the other person.

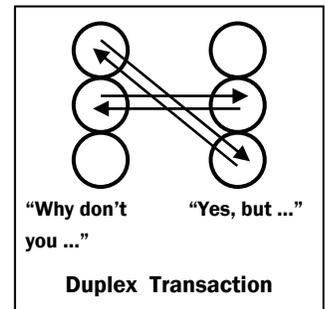
For example, when a used car salesman shows cars to a prospective buyer that has told the salesman how much he can afford, the salesman may take the buyer past a several more expensive cars, ostensibly on the way to those within buyer's price range. One of these more expensive cars catches the eye of the buyer and he asks salesman how much that one would cost. The salesman's angular response: "Oh, that one? It costs more than you can afford."



**Duplex Transactions**

In duplex transactions there are two circles (technically called sets of ego states) in each party carrying out transactions with each other. Duplex transactions can most reliably be observed when two people (friends?) are seen playing a pair of games, for example games described in the book "Games People Play" by Eric Berne. One such two party game is "Why don't you ..." played with "Yes but ..." or the game "Why's this always happening to me" played with "Now I Got You, You SOB," NIGYSOB.

The duplex transaction diagram shows both parties are carrying out the two levels of games, the social level and the psychological level. While the plausibility of what is said at the social level is valid, it is not until the hidden, the ulterior nature of the transactions is taken into consideration, that what is seen makes sense. The individuals partici-



ating in their games will each have duplex (two) levels of motives in what is happening. This is what the duplex transactional diagram shows.

In "Why don't you", "Yes but", on one side we have the apparently Adult reasoning combined with a "patient" Parent endeavoring to be helpful, shown by the 2nd party's "Why don't you .." suggestions. On the "Yes but" side, there are both the plausible counter reasoning (Adult like) combined with a stubborn Child politely refuting and defeating the "helpful" Parent, showing him (the Parent), he doesn't know what he's talking about.



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

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"Reach for the stars."

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- 2) Games People Play, E. Berne, MD, 1964, Grove Press, Inc, NY, NY
- 3) Study of A Single Transaction, a note by E. Berne, MD, Editor, "Transactional Analysis Bulletin," Vol. 1:2, pg. 11, April 1962. Here the identified "Stimulator" is referred to as the "Agent."

4) Transactional Analysis: A New and Effective Method of Group Therapy, E. Berne, MD, American Journal of Psychotherapy, Vol. 12:4, pgs. 735-743, Oct. 1958

**"Transactional Analysis in Psychotherapy"**

In "Transactional Analysis in Psychotherapy" (pg 86-87) Eric Berne, MD writes:

*"The operational aspect of time structuring may be called programming. Programming is supplied by three sources: material, social, and individual. ..."*

*"As people become less guarded, more and more individual programming creeps in, so that "incidents" begin to occur. ..."*

*"... transactions typically occur in chains: a **transactional stimulus** from X elicits a*

***transactional response** from Y; this response becomes a stimulus for X, and X's response in turn becomes a new stimulus for Y. **Transactional Analysis** is concerned with the analysis of such chains, and particularly with their programming. It can be demonstrated that once a chain is initiated, the resulting sequence is highly predictable if the characteristics of the Parent, Adult, and Child of each of the parties is known. In certain cases the converse is also possible: given the initial transactional stimulus and the initial transactional response, not only the ensuing sequence, but also some of the characteristics of the Parent, Adult, and Child of each of the parties concerned can be deduced with a considerable degree of confidence."*

