

Transactional Analysis

	Controlling Parent	Nurturing Parent	Adult	Free Child	Adapted Child
Behaviour	Criticises Commands Dictates	Protects Comforts Helps	Enquires Tests Reasons Gives & Receives Information	Cries Laughs Rages	Submits Accepts Rebels Reacts
Attitude	Judgemental Moralistic Authoritarian	Understanding Caring Giving Smothering	Interested Observant Rational Evaluate	Curious Fun loving Changeable	Compliant Ashamed Apologetic Demanding
Key words	Must Ought Always Should Wrong	Love Good Splendid Well done Help	How What Why Consider Probable	Super Wow Want Fun Ouch	Cant Try Sorry Thank you
Voice Tone	Critical Condescending Firm Dominating	Loving Comforting Helpful Sugary	Calm Clear Enquiring Precise Monotone	Free Loud Sexy Energetic Happy Angry	Whiney Defiant Placating Moaning Demanding
Gestures/ Postures	Pointing Finger Hands on hips Foot Tapping Looking down on	Arm around shoulder Leaning forward	Erect Pointing to demonstrate	Active Energy Cuddles	Slumped Pouting Cringing Foot stamping
Expression	Frowning Set Jaw	Smiling Sympathetic Accepting	Alert Interested Pre-occupied	Uninhibited Laughter Excited	Dejected Apprehensive Pleading