

## **Example Case Submission Report**

### **Part A: Presenter information**

**Name of the presenter:**

**Designation:**

**Areas of specialization:**

**Email:**

**Mobile no.:**

## Part B: Case report

### **Title:** Resolving Workplace Conflicts Using Transactional Analysis Therapy

**Background Information:** The case involves a 35-year-old male corporate manager presenting with ongoing interpersonal conflicts at work. He reported difficulty in managing his team effectively, frequent misunderstandings, and feeling unappreciated by colleagues. These issues were contributing to stress, irritability, and self-doubt. The client had a history of strained family relationships, particularly with a highly critical parent, which he believed influenced his current challenges. Initial assessment revealed patterns of passive-aggressive communication and a tendency to oscillate between authoritarian and avoidant behaviours in leadership roles.

### **Assessment Details:**

1. **Clinical Interviews:** Conducted using semi-structured interviews to reveal communication patterns and underlying relational dynamics.
2. **Transactional Analysis (TA) Tools:**
  - **Ego State Assessment:** Revealed a dominant Critical Parent and Adapted Child dynamic.
  - **Life Script Analysis:** Uncovered a narrative of "I am only valuable if I am perfect," stemming from childhood experiences.
  - **Stroke Analysis:** Showed reliance on negative strokes (criticism) as a primary driver of self-worth.

**Intervention:** The intervention followed the principles of Transactional Analysis therapy, addressing ego states, communication styles, and relational patterns. Key interventions included:

- **Ego State Awareness:** Helping the client recognize and differentiate among Parent, Adult, and Child ego states.
- **Contracting:** Setting clear therapeutic goals, including improving workplace relationships and reducing self-critical tendencies.
- **Transactional Analysis of Interactions:** Identifying unproductive communication patterns and replacing them with Adult-Adult transactions.
- **Re-scripting Life Narratives:** Revising the client's life script to adopt healthier self-perceptions and relational dynamics.

### **Session Highlights:**

- **Session 3: Exploring Ego States**

- Verbatim:
  - Therapist: *“Let’s pause and explore which part of you is speaking when you say, ‘My team never listens to me.’ Is it your Parent, Adult, or Child?”*
  - Client: *“It feels like the Parent, and not a nice one. It’s like I’m echoing my dad’s voice.”*
  - Therapist: *“That’s insightful. Now let’s practice responding to this situation from your Adult ego state. How might that sound?”*
  - Client: *“Maybe I could say, ‘I’d like to understand why this task was delayed so we can address it together.’”*

- **Session 6: Addressing Life Scripts**

- Verbatim:
  - Therapist: *“You mentioned feeling unappreciated at work. How does that connect to the belief, ‘I am only valuable if I am perfect’?”*
  - Client: *“It’s the same story. If something goes wrong, I blame myself completely.”*
  - Therapist: *“Let’s rewrite that narrative. What would a healthier script sound like?”*
  - Client: *“Maybe, ‘I am valuable even if I make mistakes, and I can learn from them.’”*

**Outcome:** After 10 sessions over two months:

- The client reported significantly improved workplace relationships and more constructive team interactions.
- He demonstrated increased use of the Adult ego state in communication, reducing Critical Parent and Adapted Child tendencies.
- Life script changes were reflected in greater self-compassion and a reduction in perfectionist behaviors.
- Challenges included occasional relapses into old patterns during high-stress situations, but these were addressed through reinforcement of skills.

**Learning Points:**

- Transactional Analysis provided a structured and practical framework for understanding and transforming interpersonal dynamics.
- Verbatim interventions helped the client practice and internalize healthier communication patterns.
- Awareness of life scripts enabled deeper, lasting change in self-perception and behavior.

**Word Count:** 485 words (excluding references)