



CABIN CREW TRAINING CONFERENCE

10th September

Presented By
Richard Muralee

Using **Transactional
Analysis** to Enhance
Communication and
Performance

By **Richard Muralee**

EMPOWERING CABIN CREW: UNDERSTANDING THE SIX EGO STATES

WHAT IS TRANSACTIONAL ANALYSIS

01

A psychological framework for understanding human interactions.

02

Developed by
Dr Eric Berne

03

Focuses on the
interplay
between different
ego states in
communication.

UNDERSTANDING EGO STATES

Parent

Represents the behaviors and attitudes learned from authority figures

Adult

Represents logical and objective decision-making

Child

Represents the emotional responses from childhood.



PARENT EGOSTATES

CRITICAL PARENT

- Represents rules, discipline, and judgment.
- Boundaries, Standards, Order, Responsibility, Guidance
- Judgment, Rigidity, Punishment, Moralizing, Control

NURTURING PARENT

- Represents empathy, care, and protection.
- Empathy, Support, Encouragement, Compassion, Caregiving
- Overprotection, Enabling, Smothering, Sacrifice, Dependency



ADULT EGOSTATE

- Represents rational thinking, problem-solving, and objectivity.
- Logical, Visionary, Problem-solving, Analysis, Fairness
- Overthinking, Detachment, Indecision, Coldness, Rigidity

CHILD EGOSTATES

Natural child

Represents curiosity, creativity, and playfulness.

Creativity, Spontaneity, Curiosity, Joy, Playfulness

Impulsiveness, Self-centeredness, Irresponsibility, Disobedience, Naivety

Adapted Child

Represents conformity, compliance, and amiable.

Compliance Cooperation, Politeness, Adaptability, Obedience

Submissiveness, Fearfulness, Resentment, Insecurity, Passive-aggressiveness

Little Professor

Represents intuition, cleverness, and creative problem-solving

Intuition, Ingenuity, Problem-solving, Inventiveness, Insightful

Manipulativeness, Cunning, Deception, Overconfidence, Trickiness

WHY UNDERSTAND EGOSTATES

**Improved
Communication**

**Enhanced
Teamwork**

**Stress
Management**

**Conflict
Resolution**

**Service
Excellence**

**Personal
Growth**



WHAT IS YOUR DOMINANT EGOSTATE?

Know yourself though a simple test.

APPLICATION IN CABIN CREW SCENARIOS

- **Scenario 1:** Handling difficult passengers using Nurturing Parent and Adult states.
- **Scenario 2:** Collaborating with teammates by balancing Parent and Child states.
- **Scenario 3:** Managing stress by recognizing and shifting from Adapted Child to Adult state.



Unlock Your Full Potential with **CoreEmpowerment™**

"Upgrade Your IOS, Elevate Your Skills, Empower Your Life"

CoreEmpowerment™

What You'll Learn:

- Deep dive into **Patterns & Boundaries**
- Release **emotional baggage** and increase **self-awareness & confidence**.
- Master the art of **communication** and **team collaboration**.
- Build **resilience** and handle stress like a pro.

Who Should Attend

- Cabin crew professionals who want to improve **communication** and **conflict resolution**.
- Individuals looking to enhance **leadership skills** and emotional management.
- Anyone interested in personal and professional **growth**.



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