



# CABIN CREW TRAINING CONFERENCE

10<sup>th</sup> 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**

A chessboard with various colored pawns (red, green, yellow, blue, purple) scattered across it. The board is overlaid with abstract, glowing, wavy lines in shades of orange, red, and cyan. The text is centered over the board.

# 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**.



# RICHARD MURALEE

**CEO** of Grip Training & Workshop S/B

RichardMuralee@gmail.com

+6019 2156278