decisions they have made to understand the direction and patterns of their life for themselves. It also helps clients to trust their decisions and think/act as an individual improving the way they feel about themselves. TA is a humanistic approach and like Person-Centred Counselling focuses on the here and now concept. TA is a theory of personality and a systematic psychotherapy for personal growth and personal change. It is outstanding in the depth of its theory and the wide variety of its applications.

TA gives us a clear picture of how people are structured psychologically using the 3 part ego state model. TA offers a system of psychotherapy that can be used with individuals, groups, couples and families to treat all types of psychological disorders, from every day life's problems to severe psychosis. It can be used in any field where there is a need for understanding individual's relationships and communications.



CHECK YOUR PROGRESS

Q 1: How is Transactional Analysis applicable?

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Q 2: Name the three ego states as given by Eric Berne.

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10.3.2 TRANSFERENCE

Transference is the tendency in every human being to relate the emotions and attitudes that has developed during his growth to those people in his immediate environment. This means that he is transferring to a real person feelings, attitudes and fantasies which come from his unconscious mind. A client's transference to the therapist/ case worker is his /her reaction or sense of association/similarity to a person who had been an important figure in the client's past life. The concept of 'transfer' in social work literature

was introduced by Jessie Taft in 1924 who defined transference as an emotional relationship to the client. All relationships are based on previous experiences with people and the psycho analytic term ***'transference'*** refers to specific irrational responses of the client to the worker. Thus, it refers to any positive or negative feelings of the client for the therapist/ case worker. For example: the client might associate the case worker/ therapist to his/ her parent or a lover who had had immense importance in the client's life.



'Transference' refers to any positive or negative feelings of the client for the therapist/ case worker.

Types of Transference: Transference is of two types- Positive and Negative.

Counter Transference

Relationship is a two-way process. The case worker/ therapist has also unconscious tendency to transfer out the client. The counter transference feelings, both positive and negative are unconscious but operate with force in a relationship. Thus, it is the job of the case worker to recognize the feelings and must control them. Here applies the principle of 'controlled emotional involvement' of the therapist in a case-worker- client relationship.

Use of Transference in Case Work

In social case work, transference is dealt with and understood in three statges:

Understanding 2. Utilizing and 3. Interpreting the transference.

Understanding the transference gives an opportunity for the worker to recognize the development of such feelings of the client, to analyze the present behavior of the client and to the past experiences and relationships of the client.

Utilization of transference involves the use of techniques like suggestions, counseling and education about the concerned problem with the help of the established therapeutic relationship between the case worker and the client.

In interpretation of transference, confronting the individual with the awareness that his/her behavior is the repetition of a specific unconscious growth from past experience. It is part of psychoanalytical therapy. It involves

the careful analysis of his unconscious defenses.

Use of transference in diagnosis as it diminishes the resistence of the client in analyzing one's own feelings and help the client to talk more freely and friendly. In case work, transference promotes a feeling on the part of the client that his/her problem is being shared and the case worker is genuinely interested in his/her welfare. This feeling of the client makes him/her feel easy, calm, less burdened with anxiety and opens the road for fruitful solution.

10.3.3 PSYCHOTHERAPY

Psychotherapy is a form of treatment for problems of an emotional nature in which a trained person deliberately establishes a professional relationship with a patient with the object of removing, modifying or retarding existing symptoms of disturbed patterns of behaviour, and of promoting positive personality growth and development. Psychotherapy are of three types:

1. Supportive, 2. Re-educative, 3. Insight therapy.

Supportive psychotherapy uses techniques such as guidance, environmental manipulation, reassurance, pressure, coercion, persuasion, prestige suggestion etc.

Re-educative, helps in developing insights into more conscious conflicts, in readjusting etc. the techniques are relationship therapy, attitude therapy, psychobiology therapy, counseling in case work and reconditioning.

Insight therapy seeks development of insight into unconscious conflicts and restructuring of personality. Techniques used are psycho-analysis, like free association, hypnoanalysis, narcotherapy, clarification and interpretation.

Social case work **:** intervenes in the psycho social aspect of a person's life to improve , restore, maintain,, or enhance his social functioning by improving his role performance. Since social functioning is the product of interaction among intra psychic, somatic and social forces, social case work involves assessing the internal and social factors which impair the person's role performance.

The case work deals with conscious and pre-conscious material and not with the unconscious part of the system. Casework process is more rational and less directive and it works 'WITH" the patient and not 'FOR" the patient. Casework has its objective to steer 'change to occur in the individual(s) or in the situation or in both'.

Casework can be differentiated from Psychotherapy at the following points:

Level of consciousness : casework techniques always address to the conscious and pre-conscious material and never attempt to explore the unconscious part of the personality. Eg: dreams are not analysed by case worker, but if client brings that to the notice of the worker, he may interpret it as it relates to the conscious and pre-conscious materials.

In psychotherapy the emphasis is on bringing out unconscious conflicts to awareness. In re-educative therapy the emphasis is on preconscious materials.

Nature of techniques : techniques specific to casework are:

Reaching out the persons in need of help who do not seek help on their on, or who resist help.

Home visiting. Rendering concrete services. - locates community resources - financial and institutional- and help the patient to use them.

Interpretation is common to both in nature and process. In case work it is the pre-conscious materials and not the unconscious material which is interpreted. Social case work uses all the techniques of supportive and re-educative psychotherapy.

Types of problem : caseworkers work not only with psychological problems, but simply help the clients to tide over their present critical periods.

Psychotherapist focus on the problems of emotional nature.

Objectives : caseworker's objective is to enable 'change to occur in the individual, or in the situation or in both'. Here transference is never encouraged, though positive transference is utilized for promoting growth and negative transference is controlled.

In psychotherapy the objectives are bringing change in the individual

behaviour and attitude, or restructuring personality of the client.

Reinforcers are those events that when they follow a behaviour, increases the possibility of the behaviour repeating. A reinforce may be either positive or negative.

Behavior contracting is a therapeutic technique in which an agreement is reached with a client, usually in the form of a written, signed contract.

Systematic desensitization is designed to help clients overcome anxiety in particular situations.

The treatment plan shall involve a lot of environmental manipulation. To bring about behavioural change, client has to alter the environment and readjust himself. Thus it can be concluded that social case work in terms of psycho therapy can be said to consisting of supportive and re-educative psychotherapy plus social services in terms of concrete services.



CHECK YOUR PROGRESS

Q 3: How does transference assist the case worker/ therapist?

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Q 4: What are reinforcers?

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10.4 LET US SUM UP

- Casework process is more rational and less directive and it works 'WITH" the patient and not 'FOR" the patient. Casework has its objective to steer 'change to occur in the individual or in the situation or in both'.

- Transactional Analysis is a process of analyzing and explaining intra-personal and interpersonal processes. This therapeutic model was developed by Eric Berne.
- Eric Berne proposed that personal change can be maximized through group psychotherapy where the social processes are much more varied than just one to one relationships.
- There exist three distinct states in all people. People change from one state to another in the course of their transactions. This change can be easily noticed by the manners, appearances, words, gestures, and tones. They are- 1. Parent 2. Adult 3. Child.
- In social case work, transference is dealt with and understood in three statges:1. Understanding 2. Utilizing and 3. Interpreting the transference.
- Psychotherapy are of three types: 1. Supportive, 2. Re-educative, 3. Insight therapy.
- Systematic desensitization is designed to help clients overcome anxiety in particular situations in psycho-therapy.



10.5 FURTHER READING

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