UNIT 10 : TECHNIQUES IN CASE WORK- II

UNIT STRUCTURE

10.1 Learning Objectives
10.2 Introduction
10.3 Techniques of Case Work
10.3.1 Transactional Analysis
10.3.2 Transference
10.3.3 Psycho-therapy
10.4 Let Us Sum Up
10.5 Further Reading
10.6 Answers to 'Check Your Progress'
10.7 Model Questions

10.1 LEARNING OBJECTIVES

After going through this unit, you will be able to:

- Explain the technique of Transactional Analysis as a therapeutic model.
- Analyze how transference is used as a treatment technique in case work
- Understand the applicability of psycho-therapy.

10.2 INTRODUCTION

As discussed in the previous units, social case work is concerned with the adjustment and development of the individual towards more satisfying relationships. There is a lot of difference between theory and practice. There are real-life situations that the case worker faces in practice and it is important to understand that each case is unique and may face multi-dimensional problems. In this unit, let us discuss some of the other tecniques extensively used in the case work.

10.3 TECHNIQUES IN CASE WORK

The techniques used in case work vary from case to case. Techniques are the sum total of all activities and services directed towards helping an individual. In this unit, focus is on the techniques used by the case worker/ therapist in dealing with cases like Transactional Analysis, use of Transference and Psycho-therapy.

10.3.1 TRANSACTIONAL ANALYSIS

Transactional Analysis is a process of analyzing and explaining intra-personal and interpersonal processes. This therapeutic model was developed by Eric Berne. He proposes that personal change can be maximized through group psychotherapy where the social processes are much more varied than just one to one relationships. According to Berne, individuals are products of social processes and they use social processes. Within the group settings individuals can be made aware about their self-defeating behaviour. Once they are aware of their behaviour they can do something for changing it. The group provides a safe environment for practicing new behaviours.

According to Berne, there are four major features of Transactional Analysis:

1) Structural Analysis: It is a method of analyzing thoughts and feelings and behaviour based on the phenomena of ego states.
2) Transactional Analysis: It involves the interactional processes that occur between the ego states of one person and the ego states of another.
3) Game Analysis: This involves examining repetitive patterns of interpersonal behaviour of individuals that are problematic.
4) Script Analysis: It is related to the early decisions and the positions taken by a person in childhood. The role of the group worker is of a teacher, and a leader who explains the key concepts and helps the members to discover the disadvantageous conditions under which they made their earlier decisions, adopted life plans and

developed strategies for relating to people.



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Transactional Analysis is a theory that involves an individual's growth and development. It is also a theory related to communication and child development explaining the connections to our past and how this influences decisions we make. In the 1950's Eric Berne began to develop his theories of Transactional Analysis. He said that verbal communication, particularly face to face, is at the centre of human social relationships and psychoanalysis.

Transactional Analysis has wide applications in clinical, therapeutic, organizational and personal development, encompassing communications, management, personality, relationships and behaviour. Whether you're in business, a parent, a social worker or interested in personal development, Eric Berne's Transactional Analysis theories, and those of his followers, will enrich your dealings with people, and your understanding of yourself.

His starting-point was that when two people encounter each other, one of them will speak to the other. This he called the Transaction Stimulus. The reaction from the other person he called the Transaction Response. The person sending the Stimulus is called the Agent. The person who responds is called the Respondent. "The unit of social intercourse is called a transaction. If two or more people encounter each other sooner or later one of them will speak, or give some other indication of acknowledging the presence of the others. This is called transactional stimulus. Another person will then say or do something which is in some way related to the stimulus, and that is called the transactional response.

Dr. Berne defined the basic unit of analysis. At its simplest level, Transactional Analysis is the method for studying interactions between individuals. Psychotherapists were able to read about Berne's theories and test them out in their own practices.

Ego States

In his encounters with his clients, Dr. Berne understood that 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.

1. Parent 2. Adult 3. Child

These terms have different definitions than in normal language.

1. The Parent Ego State

This is our ingrained voice of authority, absorbed conditioning, learning and attitudes from when we were young. We were conditioned by our real parents, teachers, older people, next door neighbours, aunts and uncles etc. Our Parent is made up of a huge number of hidden and overt recorded playbacks. Typically embodied by phrases and attitudes starting with 'how to', 'under no circumstances', 'always' and 'never forget', 'don't lie, cheat, steal', etc, etc. Our parent is formed by external events and influences upon us as we grow through early childhood. We can change it, but this is easier said than done.

Produced by the play-back of recordings in the brain of unquestioned or imposed external events perceived by the person before his social birth i.e., before the age of 5 years. This ego state consists of NO's, DON'T's, HOW -TO's and the facial expressions, tone of voice, manners etc. of the person's parents. In other words, this ego state consists of the "taught - concepts" of life.

2. The Child Ego State

Is the response the little person produced to what he saw, heard, felt and understood. Most of these are feelings because the child has not developed verbal responses at that time. In other words, this ego state may be considered the collection of "felt-concepts" of life.

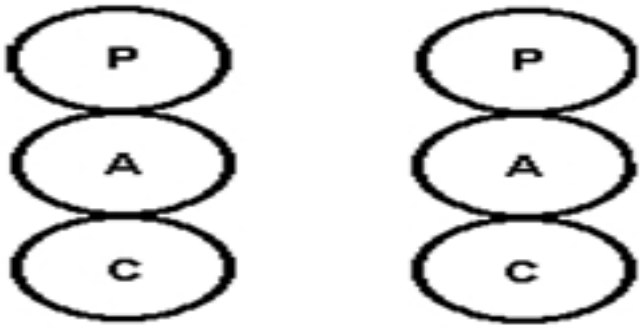
The Parent ego state begins with the biological birth of the individual and extends up to and age of five years. The Child ego state also starts with the physical birth and continues to develop until the social birth (around the age of five).

3. The Adult Ego State

Develops after both the Parent and the Child ego states have began to develop. This state begins to develop from about ten months of age. The

function of this state is to update both Parent data and Child data by continuous examination of these data with respect to actual reality. Our 'Adult' is our ability to think and determine action for ourselves, based on received data. Thus only those taught concepts and felt-concepts applicable and appropriate to the present are accepted. Thus the Adult state is said to be the "thought-concepts" of life.

PAC System



Agent Respondent

There is no general rule as to the effectiveness of any ego state in any given situation (some people get results by being dictatorial (Parent to Child), or by having temper tantrums, (Child to Parent), but for a balanced approach to life, Adult to Adult is generally recommended.

Transactional Analysis is effectively a language within a language; a language of true meaning, feeling and motive. It can help you in every situation, firstly through being able to understand more clearly what is going on, and secondly, by virtue of this knowledge, we give ourselves choices of what ego states to adopt, which signals to send, and where to send them. This enables us to make the most of all our communications and therefore create, develop and maintain better relationships.

According to Dr. Albert Mehrabian, when an individual is speaking, the listener focuses on the following three types of communication:

Actual Words - 7%