DYSFUNCTIONAL CLOSED SYSTEM BASED ON COMPETITION & FEAR
OUR "DARK" SIDE - QUICK & DIRTY - INCREASED DIS-SATISFACTION
UNSTABLE - DRAMATIC - SMALL PICTURE - SHORT RANGE PLANNING

Values - Opinions

DIVISIVE
DEMANDING
DESTRUCTIVE CRITICISM
PATRONIZING - IMPATIENT
CONDESCENDING - DEMANDING
RIGID - ARBITRARY - DISCOUNTING
LAZY-CRAZY-DUMB-SICK-BAD-STUPID-SILLY
YOU ALWAYS DO... YOU NEVER DO...
TYRANNY OF "SHOULD" - "SHOULDN'T"
THREATS - INTIMIDATION - BLAME
PERSECUTE - RESCUE - FAULT FIND
YOU'RE DOING THAT WRONG!
YOU CAN'T HELP IT!
I KNOW BETTER!
POOR DEAR!
DUMB!

BORING
DULL - DRY
MONOTONE - FLAT
REPETITIVE - REDUNDANT
DEADLY-DATA-DELIVERY
DATA-ONLY-DISPLAY
LOCKET - INATTENTIVE TO OVERALL
NEEDS AND PACING OF DATA DELIVERY
SMALL PICTURE - SHORT PERSPECTIVE
EXCLUDES P & C ENERGY & FEELINGS
INATTENTIVE TO FEELINGS
AND VALUES

I CAN'T!
I WON'T!
YOU CAN'T MAKE ME!
I AM CONFUSED - YOU LOST ME!
I DON'T KNOW HOW! (HELPLESS)
IT'S NOT MY JOB! - THAT'S NOT FAIR!
WHINE - SNIVEL - COMPLAIN - UNCLEAR
YOU MAKE ME MAD - SAD - GLAD - SCARED
REACTIVELY REBELLIOUS / COMPLIANT
"YOU DON'T UNDERSTAND ME"...
"I'M DIFFERENT" - "I'M UNIQUE"
YOU MAKE ME...
YOU ALWAYS...
YOU NEVER...
VICTIM...

Thinking
Task Style
Data-Base

Feelings
Reactivity

TRANSACTIONAL ANALYSIS TOOL USED FOR:

• CONCEPTUAL DEVELOPMENT
• ATTITUDE AWARENESS
• TEAM-BUILDING
• ROLE-PLAYING

OPINIONS AND FEELINGS ARE FREQUENTLY A PERSONAL TRIUMPH OVER GOOD THINKING
YOU DEFINE REALITY BY WHAT YOU KNOW, WHAT YOU BELIEVE, AND WHAT YOU DO ABOUT IT.

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JOHN ANDERSON 1-408-293-8572
THE GLOWAN CONSULTING GROUP