

OIM CONSULTING

TRANSACTIONAL ANALYSIS

TRANSACTIONAL ANALYSIS PROVIDES A FOUNDATIONAL UNDERSTANDING OF HUMAN COMMUNICATION, BEHAVIOURS AND RELATIONSHIPS

This course offers practical tools for recognising patterns in interactions, improving communication, and enhancing team dynamics.

By exploring concepts such as ego states, transactions, life positions, and interaction analysis, participants will develop deeper insights into their interactions at work and in personal relationships, leading to more effective and fulfilling connections.

Objectives

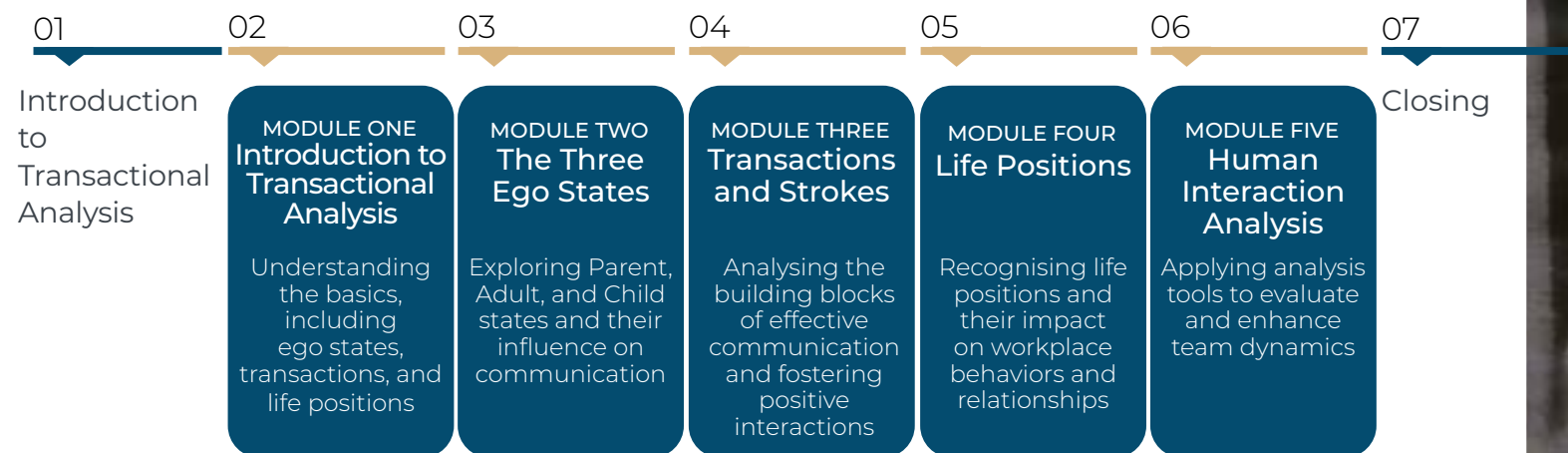
- * Define Transactional Analysis and its core concepts to improve self-awareness and interpersonal understanding.
- * Identify and describe the three ego states – Parent, Adult, and Child – and their influence on communication styles
- * Learn to analyse transactions and strokes to build more positive, constructive interactions.
- * Explore life positions and recognise how they shape one’s reactions and relationship dynamics.
- * Conduct Human Interaction Analysis to assess and improve team communication.

Outcomes

ON COMPLETION OF THIS COURSE **PARTICIPANTS WILL**

- Have a comprehensive understanding of Transactional Analysis and its application in communication.
- Recognise and apply insights from the three ego states to enhance decision-making and problem-solving.
- Gain tools to manage transactions effectively, fostering positive relationships and reducing conflict.
- Understand life positions and utilise them to promote healthier, more balanced interactions.
- Be equipped to analyse interactions within teams to enhance collaboration and effectiveness.

Course Format



Personal Benefits

01

Enhanced self-awareness, allowing for better management of thoughts, feelings, and behaviors

02

Improved communication skills, reducing misunderstandings and fostering empathy

03

Increased self-confidence and emotional intelligence in handling relationships

04

Tools for personal growth through recognising and adjusting communication patterns

Professional Benefits

Development of strong interpersonal skills to foster a productive work environment.

Ability to manage conflicts and create a positive, collaborative atmosphere.

Tools to recognise and adjust team dynamics for improved communication and performance.

Enhanced leadership skills, allowing leaders to coach and develop their teams more effectively.

Additional Features

* INTERACTIVE WORKBOOK

Practical activities to reinforce learning and self-reflection.

* COMPREHENSIVE MODULES

Five in-depth sections covering key aspects of Transactional Analysis.

* CASE STUDIES AND EXAMPLES

Real-world applications of Transactional Analysis in the workplace.

* HUMAN INTERACTION TOOLKIT

Strategies for analysing and improving workplace interactions.

THIS COURSE IS IDEAL FOR **PROFESSIONALS, TEAM LEADERS AND INDIVIDUALS SEEKING TO IMPROVE THEIR COMMUNICATION SKILLS AND RELATIONSHIP DYNAMICS**

It is valuable for those in leadership roles, conflict resolution, or anyone interested in personal development and interpersonal skills.



André Gouws

HEAD OF PRODUCT AND METHODOLOGY

As the Head of Product and methodology at OIM, Andre brings a wealth of expertise as an HR and Learning and development (L&D) executive. His extensive experience spans leading large L&D teams in listed companies to founding a skills development company focused on business and process improvements for medical laboratories. Through LEAN and Six Sigma methodologies, he successfully expanded this venture globally, reaching markets across the USA, South America, Canada, the UK, Europe, and Southern Africa.

With a career spanning 30 years, Andre has been instrumental in designing, developing, and implementing a range of HR systems and accredited management and leadership development programs. These initiatives have had a significant financial impact on both internal and external clients and remain in active use today. Andre's expertise encompasses business and process improvement methodologies, global skills development standards, coaching, and the management of multi-disciplinary teams across regions. His commitment to skill advancement is further demonstrated through his roles on various skills development committees and as an external moderator for engineering subjects at South African universities.

Gavin Julyan

**SENIOR CHANGE AND ORGANISATIONAL
DEVELOPMENT EXPERT**



With a robust 30-year track record, Gavin Julyan is a recognised leader in change management and organisational development, specialising in culture transformation and business performance optimisation. Gavin has successfully led transformative projects across diverse sectors, including mining, financial services, and FMCG, consistently delivering measurable improvements and substantial return on investment (ROI) for his clients.

His notable projects include a large-scale culture shift and operational realignment at Gold Fields, yielding an impressive ROI of 28:1, and the turnaround of Malawi's Kayelekera Uranium Mine, which achieved cost reductions and productivity gains through leadership development and strategic alignment. Additionally, Gavin has driven impactful supervisory training initiatives for Anglo American's Kumba Iron Ore, which delivered an ROI of 11:1, and implemented leadership coaching at Northam Platinum Mine, where his efforts contributed to a rapid production increase.

Gavin's expertise in leading value-driven, people-focused transformations makes him an invaluable partner for organisations seeking sustained improvements in performance and culture. His portfolio includes collaborations with top-tier companies like PPC, Standard Bank, and Imperial Logistics, underscoring his ability to deliver customised solutions that elevate leadership and operational effectiveness.

GET IN TOUCH

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