



IDTA Newsletter

Volume 10 Issue 1

March 2015

Welcome to this issue

This is our first newsletter during 2015 so it comes with our best wishes for the year and for whichever celebrations that matter to you.

In addition to the usual IDTA Council News, we now have a report about the activities of the EATA Executive Board, plus the information about the EATA Research & Development Conference running in Rome in July.

Julie Hay keeps writing new workbooks for the workshops and webinars she runs with colleagues for students seeking CTA and the other qualifications that are now available, so we have an article from her about Hay's Intervention Wheel, that she designed to show organisational clients why there is a lot more involved in organisational change than just running some training, even if that training is based on TA concepts! And by special request, we have started to reprint some of the materials that appeared in INTAND Newsletter in the years before IDTA existed.

Look out also for the announcements about the free IDTA online group supervision sessions and the last of a series of Research Days being run with discounts for IDTA members.

Contents

Report from IDTA Council and EATA		2
Avoiding Conflict	<i>Julie Hay</i>	4
Using a timeline for decision making	<i>Julie Hay</i>	5
Hay's Intervention Wheel	<i>Julie Hay</i>	6



Eata Conference 2015

1st EATA TA Theory Development & Research Conference
Beyond Limits. Verifying the Development of TA Theory through Research.

Rome, July 9-11, 2015

Conference Theme

The conference will be an opportunity to support the development of Transactional Analysis theory, also in connection with other theories, it will also be an opportunity to promote and encourage Transactional Analysis research in different fields of application: clinical, counselling, educational and organisational.

The conference intends to be a meaningful opportunity for exchange in providing a forum to reflect on the state-of-the-art of TA theory, on its current stage of development, on its strengths as well as on the directions and areas that can be explored in depth through research in the future.

The presentation of experiences and projects will be, at the same time, an opportunity to learn, share and explore methods, tools and different directions of research in Transactional Analysis.

CONFERENCE VENUE & MAIN HOTEL

ROME MARRIOTT PARK HOTEL

Address: [via Colonnello Tommaso Masala, 54 – Rome 00148](#)

Ph.:(+39) 06.658821 – Fax:(+39) 06. 65882776

www.romemarriottpark.com

sales.romepark@marriotthotels.com

In the heart of a lush Mediterranean park of 7 hectares, the Rome Marriott Park Hotel combines advanced technology for the organization of successful meetings and conferences with peace of mind for weekend relaxation and well-being in its exclusive Fitness Center & Spa.

The Hotel offers a wide choice of restaurants and bars; 601 rooms and suites are designed to make your stay fully comfortable. The Rome Marriott Park is a winning combination of latest technology and expression of Italian traditions.

Some services are provided for the EATA Conference:

- **Free** Shuttle from/to the hotel to the city center (in the morning and in the afternoon until the end of Conference)
- Shuttle from/to Fiumicino Airport to Marriott (5 euro a person)
- Shuttle for hotel guests to visit the center of Rome and back to the hotel during the day or in the evening (6 euros per person each way, 10 euros with return)
- If you are attending the conference and plan to drive. The daily parking (8-19) rate at the hotel is 4 euros if you identify yourself as a conference attendee (otherwise it is 12 euros per day).

Conference Block Room Rate:(local taxes not included)

Bed and Breakfast (Buffet with American Breakfast included)

Deluxe Single Rooms: 110 €

Deluxe Double Rooms: 132 €

www.eataconference2015.com

Report from IDTA Council

We are having a 'quiet time' on Council now because we are soon due to run the AGM and after that there will be a new Council—so we are avoiding making decisions that will commit the new Council members. Expect to see a lot more activity by the time the next Newsletter comes out in June.

IDTA - Free Group Supervision Online

We want to remind you of the free online group supervision sessions that are being offered by IDTA trainers. The next is due on 25th May, runs 1900-2000, and will be led by Bill Heasman PTSTA (O). It's very easy to book—just send an email to admin@instdta.org.

Places are limited so we recommend you book ahead. There is one other date scheduled—27th July—and after that we will decide whether to plan more dates for the 2015-2016 year.

AGM and Council 2015

We are due to hold the next IDTA AGM in Spring 2015. You will soon receive the formal notification.

We hope to get new Council members to join some of those who are willing to continue in office.

Being on Council is a great way to get strokes, counts as professional service hours for CPD, and generates positive feelings of contribution to the TA community.

Most meetings are held online and we allocate tasks to suit interests. We have a wide range of functions, including marketing, IT, membership, finance, events, publications, training standards — and of course IDTA runs the TA Proficiency Awards internationally — plus just about anything else you can think of that needs to be done to keep an association running.

For a chat about options, without commitment, contact Julie Hay or any other Council member (see back page for contact info).

EATA Matters

We still have several items where we have addressed queries to EATA and await a satisfactory response, so we continue to ask questions.

However, we have received a very useful update from Marco Mazzetti, EATA President, about EATA Executive Board activities, which we now share with you.

1. In September EATA reapplied for its membership to the European Association for Psychotherapy, which has to be done every some years. The procedure has been successful. Thanks to our EAP delegate Marina Banic who carefully followed the procedure.
2. The Executive met in Sofia, Bulgaria, for the usual November meeting, and we ran a very successful Outreach Program. The meeting has been very important to meet a new TA community: around 80 persons participated to the Outreach, with great commitment and involvement. The meeting in Sofia has been important to complete the procedure for the affiliation to EATA of the Bulgarian Association of TA (BATA): you are aware of this, as you voted for its affiliation. I'm happy to inform you that BATA is now a full member of EATA, and the first Bulgarian delegate will participate to the council in Rome.

3. A very important and sad news: our beloved and brilliant treasurer, Peter, resigned for personal reasons, and we are looking for a new treasurer. We are very sorry for this: Peter has been great in his role, creating new and effective procedure for the EATA budget. Peter is available to introduce and accompany the new treasurer in her/his task. We advertised the position on the EATA Newsletter, as you

possibly noticed. Anyway, if you have someone to invite to stand for the position, please inform our Secretary as soon as possible.

4. The organization of the conference in Rome is proceeding well. You will soon have the chance to see the program of the first EATA conference on Research and Theory Development.

5. The task forces implemented in Berlin to draft the new delegates job description, and to clarify some aspect of the membership and representation in EATA, are working well, and they will soon present the drafts to be discussed and possibly approved in the Council.

6. During the year, two task forces have been implemented to draft a proposal for a new agreement between ITAA and EATA, and for a new contract for the world conference. Their work has been delayed but is still actual and the tasks forces will be moving forward with their tasks.

7. The Executive met with the chairs of the committees and other officers in Lyon, France, at the beginning of March. We have been impressed by the work all the committees are doing. You will see their reports in Rome. Our Ethic Advisor, Robin Hobbes, prepared a draft of a document on procedures and protocols about how to deal with ethical complaints: it will be presented to the Council in Rome as well.

8. Finally, in Rome we have to elect the new President of EATA!

**Research
Group Supervision Day
only £80 for IDTA members—
Hertford 20 June 2015
all fields**

Avoiding Conflict

©1999 Julie Hay

Reproduced with permission from INTAND Newsletter 6: 4 1998 pages 15-16

Assume good intentions

Most people do not wake up in the morning and instantly start to plan how they will deliberately get into conflict with someone else. Most people want to have good relationships with others. The problem is that many people lack the necessary interpersonal skills. We all do the best we can but, if we have not learned an effective way to interact, we have problems. We may not have learned interpersonal skills well in school, particularly the techniques we need in the working environment. Instead, we learn by copying skills from the people around us; these may be peers, parents or teachers. If these 'role models' did not display the appropriate abilities, we have little chance of acquiring such skills ourselves.

What happens when we lack skills is that we do the best we can. We use whatever approach we are accustomed to, even though that approach didn't work for us in the past. We literally don't know what else to do! Underneath our outward behaviour, we generally have good intentions. We want to be able to interact effectively - and we may blame the other person because we are convinced that we are doing everything possible to get along with them.

When you get into conflict with someone, start by assuming that they have good intentions. Work on the basis that they merely lack a skilled way to interact with you. Look for what their positive intention might be. Ask questions if necessary to find out. By focusing on the positive in this way, you will be able to get beyond the conflict.

Be curious about motives

It has been suggested that we should approach everyone we meet as a messenger - our task is to find out what message they are bringing us. Whether you truly believe this or not, it is a very useful operating belief. Acting as if it is true means that you will be curious about what people have to say. This will keep you out of conflict with them.

Being curious means you will ask questions and that you will remain open-minded about their responses. This is a very effective way of ensuring that you have an amicable interaction. They cannot get into a conflict with you if you concentrate on asking questions and checking you have understood.

Remember that asking and listening does not mean that you have to agree. You can still make up your own mind. However, we are all much more likely to listen to someone else once we feel we have been heard. So, as you listen to them, you create the environment in which they will afterwards be willing to listen to you.

Using a timeline for decision making

© 1999 Julie Hay

Reproduced with permission from INTAND Newsletter 7: 4 1999 page 5

Once we make a decision, we soon find out if we have overlooked any aspects of the impact it will have – unfortunately, this may be too late! One method for avoiding such a problem is to put yourself into the future. This does require you to be imaginative!

It uses the notion of a *timeline* – an imaginary line that represents the passing of time. We all have such a line although we are generally unaware of it. Test for yours and allow your intuition to guide you:

- think about the future – where is it located? It may be in front of you, to the side, somewhere inside your head or a long way away from your body.
- think about the past – where is this? Again, it may be located in a number of places – but it is unlikely to be in the same spot as the future.
- now think about the present – where is this located? It may be inside you, so that you are in the present now – but it may just as well be outside you – many people sense that they are slightly separate from the present, so that they have a feeling of observing what is happening to them as it happens. Both are quite normal!
- finally, imagine the line that joins these three points. Is it straight or curved? Does it pass through you or is it suspended separately? Again, all are normal.

Having established that you have a timeline, you can now use it to view the future! This may sound weird but we urge you to try it – it works because we have much untapped potential within our minds. Once we relax enough to allow our intuition to come fully into effect, we realise that we are far more aware of the future than we thought.

The process for this is:

- Imagine that you have taken your timeline and put it on the floor in front of you. You might like to straighten it at this point if it is curved; this may make it easier for what follows.
- Now step onto it at the present point, facing towards the future.
- Thinking of the decision you have just made, walk into the future until you come to a point that is just beyond the time when the decision will have taken effect.

- Relax and allow your intuition to make you aware of what has happened.
- Ask yourself some questions at this point:
 - has the decision turned out as you expected?
 - who has been affected, and how?
 - have there been any unanticipated effects?
 - with the benefit of hindsight, would you change the decision?
- Now move to a point further in the future – make this far enough ahead to ensure that the total impact of your decision will have been felt – this can be several years if necessary.
- Staying at this point, turn around and look back along the timeline to the point where the decision had just taken effect.
- Repeat the questions you asked yourself at that point – do you get the same answers?
- Finally, return to the present and step off your timeline. Don't forget to put it away (mentally) – you'd find life difficult without it as you wouldn't know where to store your memories and your anticipations!

Having completed the timeline process, you now have the options of:

- implementing your decision unchanged;
- changing it and walking the timeline again to check you've taken care of any problems;
- gathering more information or involving more people before you make the final decision.

FREE Group Supervision online for IDTA Members—25 May, 27 July

Hay's Intervention Wheel

© 2015 Julie Hay

Organisational initiatives involve many variables! The more of these we can be specific about, and contract for, the greater the impact we can have when we run any kind of developmental intervention. The 'Intervention Wheel' below indicates some of the key elements to consider, and is just as applicable whether we are consulting, coaching, training, etc.

The core circle is the participants. Are they motivated to change?

NLP meta programs (Charvet 1995) indicate that around 40% of the population (based on N America) will be motivated to move towards goals, visions, etc while another 40% will not – they will be motivated to move away from negative consequences. Organisations tend to introduce initiatives in ways that only motivate one of these groups – they spell out the new vision or they publicise the problems the organisation will have if they don't change.

For a successful intervention, you need to make sure that participants have been made aware of both the exciting new objectives and the threat to the organisation and its employees if change is not achieved!

The 2nd circle is the facilitators – what will they be doing to ensure the success of the intervention? Do they have:

- appropriate business experience so they understand how the intervention fits the needs of the organisation
- feedback skills so they can ensure the participants are aware of their learning needs
- the ability to work with progress reviews that link the intervention directly with the line managers of participants

- coaching/mentoring skills if appropriate so they can work with participants on a one-to-one basis to handle individual needs and reinforce the learning
- ability to facilitate action learning sets if appropriate so that participants can learn from each other as well as from practitioners
- up-to-date knowledge and experience of best practices elsewhere that will be relevant for specific needs of this organisation
- the ability (by at least one of them) to project manage the intervention so that resources are used appropriately
- the competence and awareness to review the processes and produce ongoing progress reports that alert the organisation to potential problems whilst protecting confidentiality related to participants
- sponsors, so that participants are challenged beyond their current roles and also know that the intervention has senior management support
- clear links within the intervention to any specific initiatives within the organisation, so that the appropriate messages are reinforced at all times
- sufficient resources, such as suitable venues, adequate materials and equipment, enough money to pay for competent practitioners who may be trainers, consultants, coaches, facilitators, etc: provision for project costs and the like
- pre-determined methods for evaluating the impact of the intervention at Kirkpatrick's (1996) Level 4 – the impact on the business – which requires that suitable data is collected before and after the intervention

The 3rd circle is the intervention design itself. Has it been designed to include sufficient links to the practicalities of the organisation, and especially to the outer circle, including:

- Inclusion of real life, realistic projects that concern essential activities that link to the strategic plan, rather than tasks invented simply for the intervention
- assessment diagnostics that provide feedback to participants on their competencies against the organisation's requirements
- involvement of line managers so that the links to performance management are reinforced
- a variety of development options so that participants can be coached to choose those that best suit their individual needs and learning style preferences
- opportunities to take part in projects that have senior managers as active
- a strategic plan, against which the intervention has been designed
- properly researched competencies, related clearly to different roles as appropriate, and not something that reflects the latest textbook read by the CEO or HR Director
- a process for performance management that is transparent and effective
- a range of development options and not just one form of intervention, and not simply a list of training courses
- senior managers who are genuinely committed to the intervention and willing to put in personal effort to show their support
- a range of specific initiatives running

Finally, **the outer circle refers to the organisational context.** Are the necessary elements in place so that the intervention can have an impact? This includes the organisation having:

that cover various aspects of the desired culture change and/or leadership development that has stimulated the introduction of the intervention

- the necessary administrative support to ensure the intervention not only runs but is co-ordinated with other initiatives and with the strategic plan, and that senior and line managers play their parts
- a process for monitoring corporate performance against the strategic plan –

without this it is impossible to evaluate the impact of the intervention on the business

The wheel can be used as a guide when contracting to design and run an intervention. Practitioners need to ensure that the organisation and the managers within it are prepared to play their part – otherwise the failure to achieve the intended outcomes may be seen as the responsibility of the practitioner when in fact the real issues are corporate ones.



Hay's Intervention Wheel

Get an MSc while you study for CTA, CTA Trainer or TSTA
Get credits for prior TA learning – including adding an extra field
Get recognition by EMCC, ILM, CMI

Through workshops and webinars; start any time

Led by Julie Hay TSTA Org Psych Educ

Wide range of options, including:

TA Awards you can offer your clients

Practitioner Awards for those already qualified in non-TA
approaches

Professional Qualifications that equate to 25% and 50% of CTA

Postgraduate Certificate, Diploma, MSc

TA Trainer/Supervisor and TA Master Trainer/Supervisor

For more information see www.pifcic.org
or contact Julie Hay on pifcic@pifcic.org to
arrange a free exploratory discussion.

Psychological Intelligence Foundation CIC
Wildhill, Broadoak End, Hertford SG14 2JA, UK
+44 (0)1992 550246 www.pifcic.org



Research Supervision Day

For trainee, CTA, PTSTA, TSTA

For all fields

**£100 less 20% discount for
IDTA Members**

Research is becoming an increasingly
significant area for people seeking CTA

accreditation. Julie Hay, TSTA Org
Psych Educ, Editor of the International
Journal of TA Research, will be running
one-day group supervision workshops in
Hertford (30 miles north of London) - on
20 Jun 2015.

This day may be counted as part of your
training/ supervision hours towards CTA
and TSTA.

See <http://www.pifcic.org/research->

Contact details for Council

Chairperson—Julie Hay 07836 375188 or
03000 115230 chair@instdta.org
Skype: juliehay

Vice Chair—Anita Mountain 01455 824475
vicechair@instdta.org

Treasurer—vacant

General admin—Julie Hay 03000 115230
admin@instdta.org

Training Standards—Lynda Tongue 07793
077953 training@instdta.org

Membership—Bev Petrossian 07968 482238
membership@instdta.org

Marketing & Website—David Morley
marketing@instdta.org

Conferences - Julie Hay 03000 115230
conferences@instdta.org

We welcome submissions

- ◆ News items and articles
- ◆ Microsoft Word with minimal formatting
- ◆ Diagrams as pictures; photos as jpg's
- ◆ Academic referencing
- ◆ TA status of author as designated in EATA handbook or IDTA membership categories
- ◆ Send to: admin@instdta.org
- ◆ Send articles at least two weeks prior to the advertising copy deadline if you are aiming for a particular issue, or at any time if you don't mind when it appears
- ◆ Please note that submissions will be peer reviewed for relevance to IDTA

Advertising rates

- ◆ Full page: £50
- ◆ Half page: £30
- ◆ Quarter page: £20

Send to: admin@instdta.org as word doc with pdf so we can check we achieve the layout you want, or as jpg to be pasted in ; pdf only acceptable if you have purchased a whole page

Next issue copy dates

Publication dates: March, June,
September, December

Copy deadlines: 1st of month

Copyright policy

Please note that all articles in the IDTA newsletter are copyright [©] to the authors. They can be reproduced elsewhere, provided that the following information is included and a note is added about reproduction:

© Year, Author Name(s), Title of article, in IDTA Newsletter, Vol ? Issue ? Month of issue

e.g. © 2009 Tongue, Lynda, *Research into brain functioning and the links with TA*, in IDTA Newsletter, Vol 4, Issue 4, December—reproduced with permission

IDTA aims to provide networking and professional development opportunities to practitioners applying developmental transactional analysis. The purpose of this newsletter is to update members and to invite and encourage participation in the institute and to enhance the application of developmental TA generally. Views expressed in this newsletter are those of contributors and do not necessarily reflect the official policy of the IDTA.

IDTA Registered Office

Registered in England Company No: 04727639

Institute of Developmental Transactional Analysis, Wildhill, Broadoak End, Hertford, SG14 2JA
www.instdta.org email: admin@instdta.org