


A collection of objects is arranged on a light-colored surface. On the left, a portion of a chessboard with a blue and brown checkered pattern is visible, featuring several chess pieces. Below the chessboard are two ornate medals: one with a red ribbon and a white star, and another with a blue ribbon and a white star. A silver compass is located in the bottom left corner. A pair of gold-rimmed glasses with thin temples is positioned in the lower center. The background is a plain, light-colored surface.

做一個溝通高手

溝通分析

政大心理系錢玉芬



一、自我狀態

– P：父母

將父母或父母型人物的行為內化

- P1-養育父母
- P2-批判父母


– A：成人

客觀、理性（不情緒化、不批判）

– C：兒童

憑感覺、衝動和自發性的行動。

- C1-自然兒童：衝動、未受訓練、直覺的表現。
- C2-適應兒童：自然兒童的修正。
- C3-小教授：非源自於教育的聰明智慧。



二、不健康的自我狀態

- 排斥現象：僵化的自我狀態
- 污染現象：某一種自我狀態混雜了
其它自我狀態



三、良好的溝通狀態

- 互補溝通 (complementary transactions)

四、不良的溝通狀態

- 交叉溝通 (crossed transactions)
- 曖昧溝通 (ulterior transactions)

A collection of items including a chessboard, medals, a compass, and glasses. The chessboard is in the top left corner, featuring a blue and brown checkered pattern with several white and black pieces. Below it are two medals: one with a red ribbon and a white star, and another with a blue ribbon and a white star. A compass is in the bottom left corner, and a pair of glasses is in the bottom center.

如何做一個溝通高手？

- 1、能察覺自己與他人的自我狀態
- 2、自我狀態能自由切換