

Abstrakt

Objectives of the Paper

Description of typical communication patterns amongst employees and different types of clients in Low-threshold Centre Drop In o.p.s. displayed on individual case studies; analysis of subsequently recorded communication using the methods and concepts of Transactional Analysis. Recommendations for more effective communication between staff and the clients. Integration of the paper as an annex to the Operational Manual of Low-threshold Centre Drop In o.p.s. as an educational document, examining specificities of communication, its pitfalls and difficulties, including promises and possibilities in the organization.

Sample File

Ten individual case reports, described in a form of multiple case studies, that represent the kinds of clients with whom staff of Low-threshold Centre Drop In o.p.s. often come into contact. The specific content of each case was shaped by compiling many real-life situations, showing particular clients' position.

Data Processing Methods

Content and form of communication was analyzed using the methods of Transactional Analysis, monitoring specific communication patterns, presented in a form of multiple case studies. Individual case reports were situationally analyzed using Transactional Analysis concepts and data were inserted into spreadsheet. Each case was subsequently summarized, including description of the critical moments – transactions that could lead to positive or negative turnaround of the communication. Based on a comprehensive analysis, recommendations for more effective communication were derived.

Results

The safest and most effective way of employees' communication is to address clients predominantly from the *Adult* ego-states. Early understanding of *games* and ability to withdraw is another crucial element. Ideal employee is well informed about his/her life script, recognizes communication cons, relates to the outside world from OK-OK position and lives a saturated life. Real-life scenarios involve personal growth, not the actual employee's condition. Client should always be addressed as in his/her *Adult* ego-state, however communication should not be limited to a mere information exchange on *Adult-Adult* level. Active involvement of other clients' ego-states, their acceptance and active care-taking is an integral part of services-provision. The essential employee-client relationship should be based on two individual *Adult* ego-states, but also be open to care, critique and basic human pleasures.

Conclusion

Typical patterns of communication between employees and different kinds of clients in Low-threshold Centre Drop In o.p.s. were analyzed using methods and concepts of Transactional Analysis. Recommendations for more effective communication between employees and clients were set based upon the analysis, emphasizing the use of *Adult-Adult* communication level. Theoretical part of the thesis concludes basic information about Transactional Analysis. The paper will be included as an attachment in the Operations Manual of the of Low-threshold Centre Drop In o.p.s.

Keywords

Transactional Analysis, Low-threshold Centre Drop In, Communication Analysis, Counseling, Harm Reduction