

# The Transactional Aspects of Systems Engineering

**Andreas Trautmann**

Consultant, Interim Manager, Coach, Trainer

[www.ermaechtigung.ch](http://www.ermaechtigung.ch)  
[andreas@ermaechtigung.ch](mailto:andreas@ermaechtigung.ch)

# Systems Engineering

# Systems Engineering



# Systems Engineering



# Systems



# System

Ancient greek: σύστημα *sýstēma*

A **System** is an entity which is being assembled out of individual parts

# System and complexity

The simple connection of  
simple parts



# System and complexity

The simple connection of  
simple parts  
can make  
up a unpredictable system





# Systems Engineering



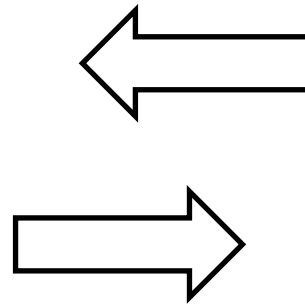
Also a SYSTEM



Transaction =  
Exchange of information  
Communication

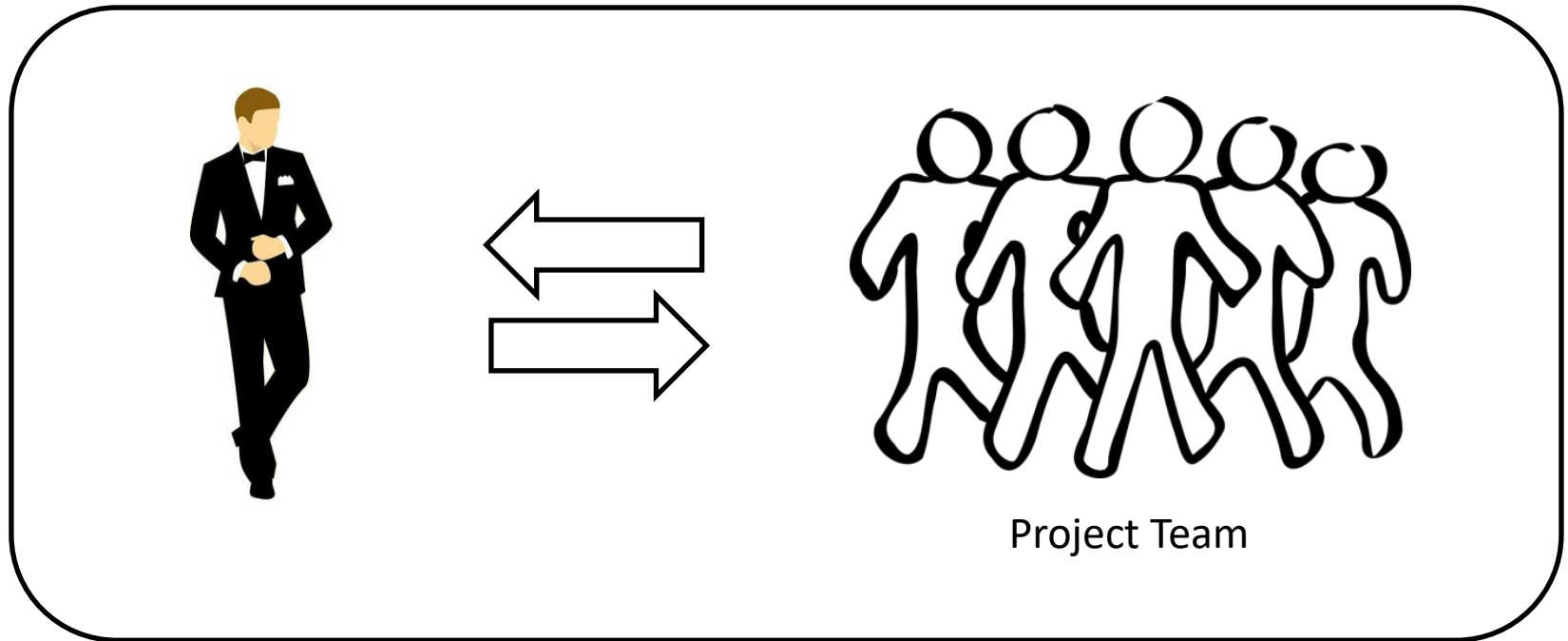


SYSTEM A



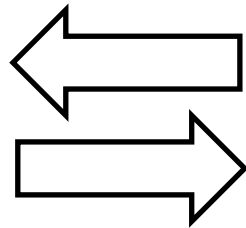
SYSTEM B

# Organization or Project

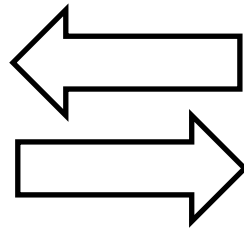


System

What can go wrong ?



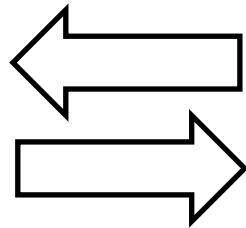
What can go wrong ?



**A lot !**



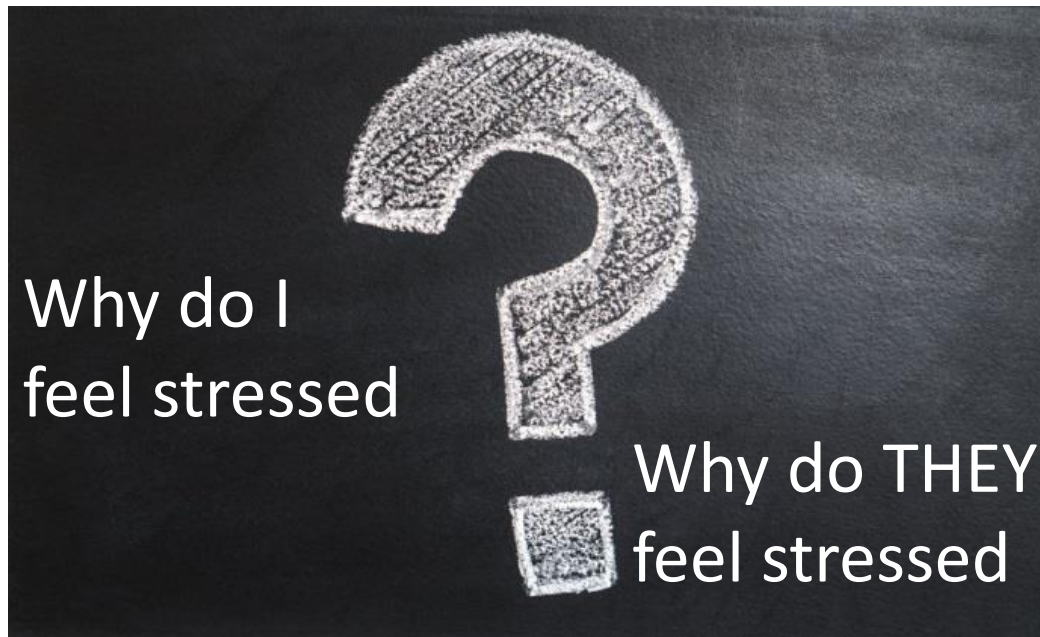
What can go wrong ?



**But why ?**



## The main stress factors:



Team

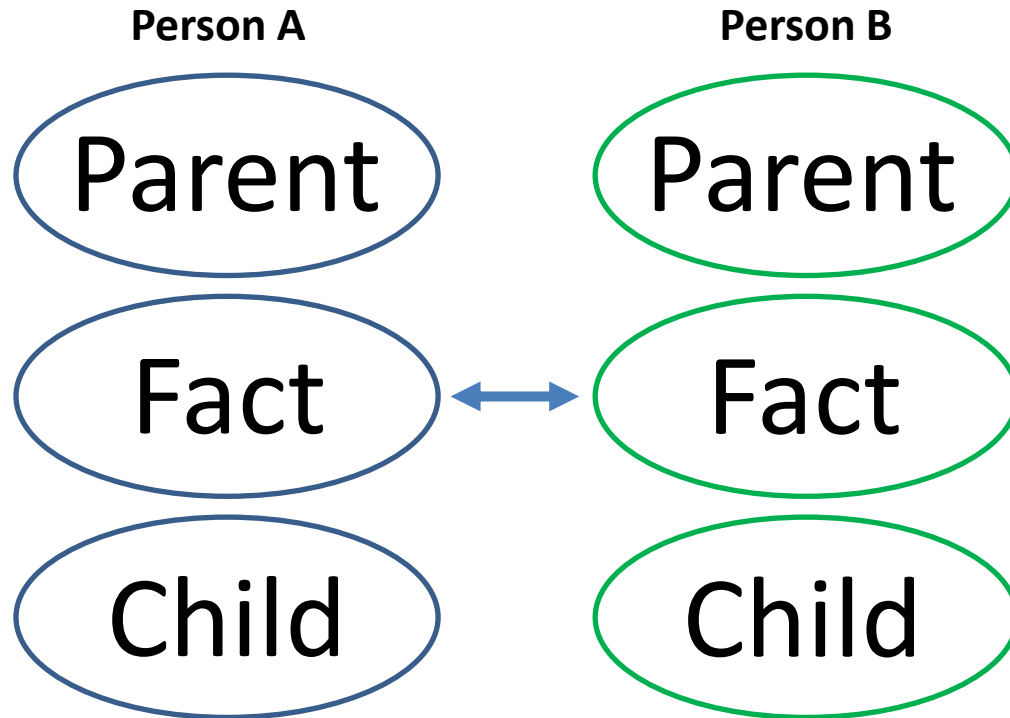
## What do we observe:

Complexity	↔	Simplification
Exchange	↔	Lack of Exchange
Overview	↔	Lack of overview
Transparency	↔	Non-Transperancy
Distance	↔	Nearness
Solution orientation	↔	Problem orientation
Structure	↔	Chaos
Knowledge	↔	Lack of Knowledge
Change	↔	Resistance to change
Humanness	↔	Fact orientation
Group orientation	↔	The exceptional
...		...

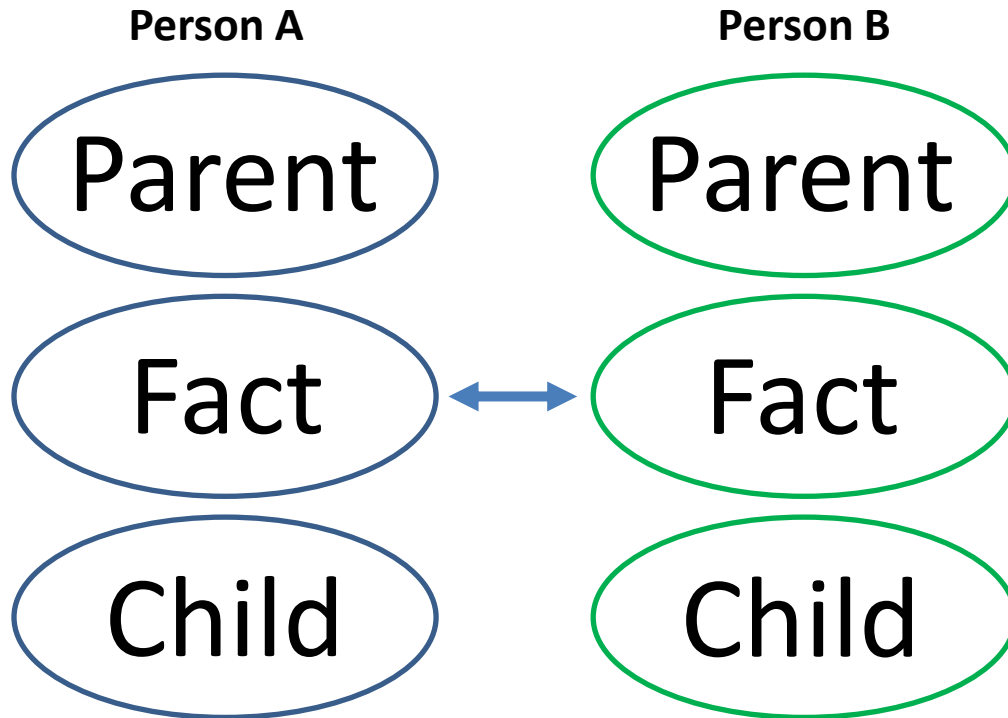




## What do we observe in communication:

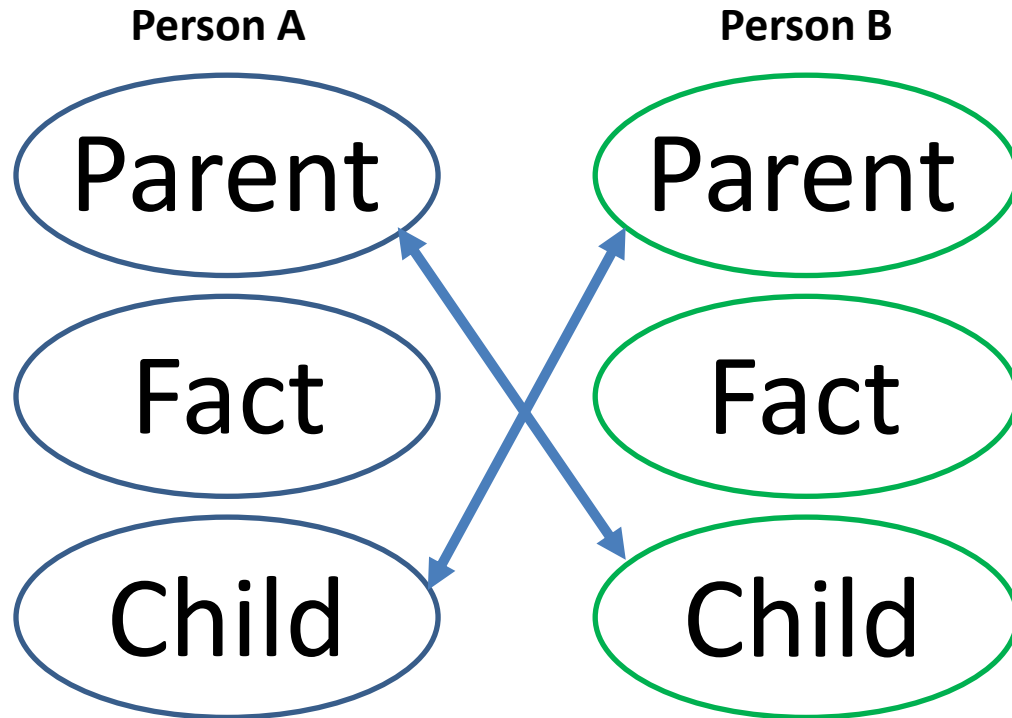


**Transactional  
Analysis of  
communication**



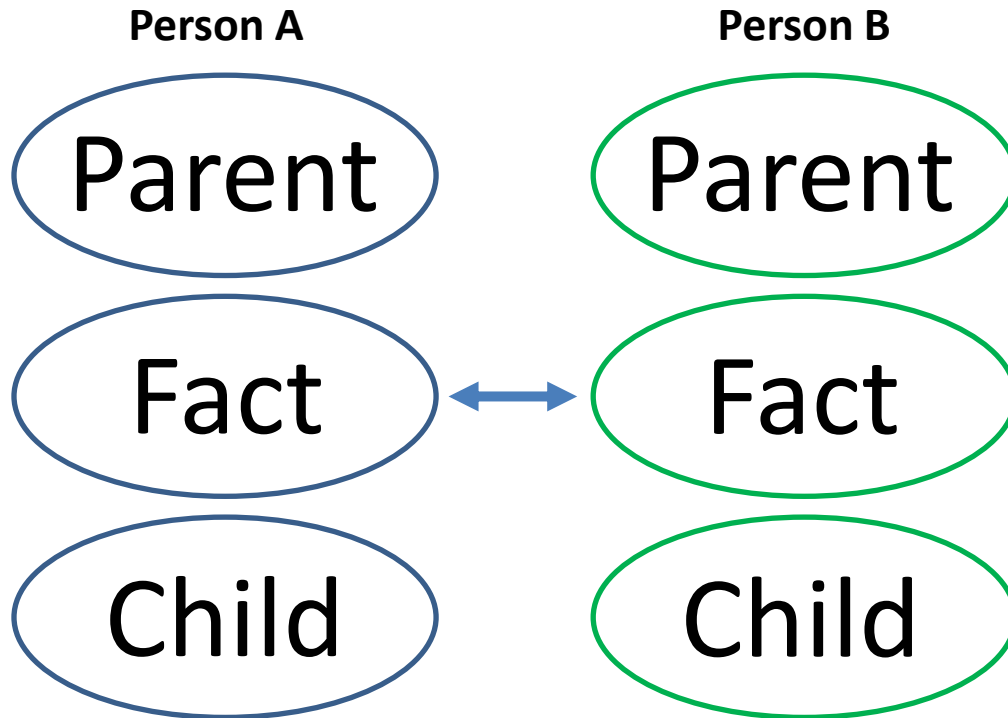
**Transactional  
Analysis of  
communication**

Fact based communication is usually  
perceived positive and solution oriented



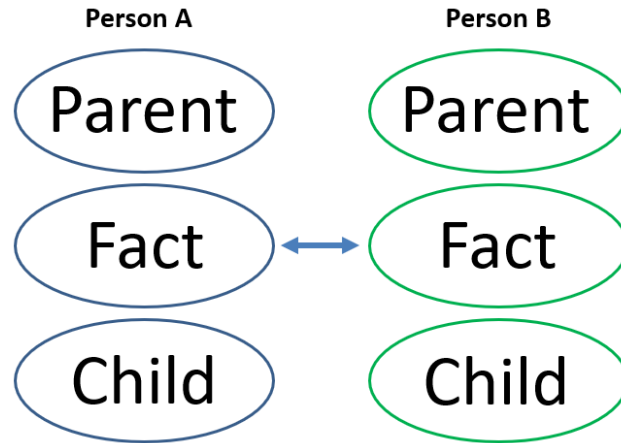
Transactional  
Analysis in  
communication

Cross communication is usually  
taken negative and is disturbing the communication  
Example: The window is open !



**Transactional  
Analysis of  
communication**

Fact based communication is usually perceived positive and solution oriented

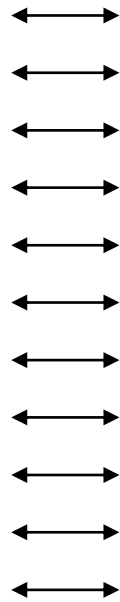


Our basic **pre-disposition** and our **condition** is driving our way of transactional behaviour

What do we observe:



**Trust**



**Fear**

Which „wolf“ do you feed ?



**Problems** in interaction usually arise  
**while neglecting** something,  
which you or somebody else would **need**



**Problems** in interaction usually arise  
**while neglecting** something,  
which you or somebody else would **need**

The magic question:

**What do I wish for now** and  
what are the other ones wishing for now ?

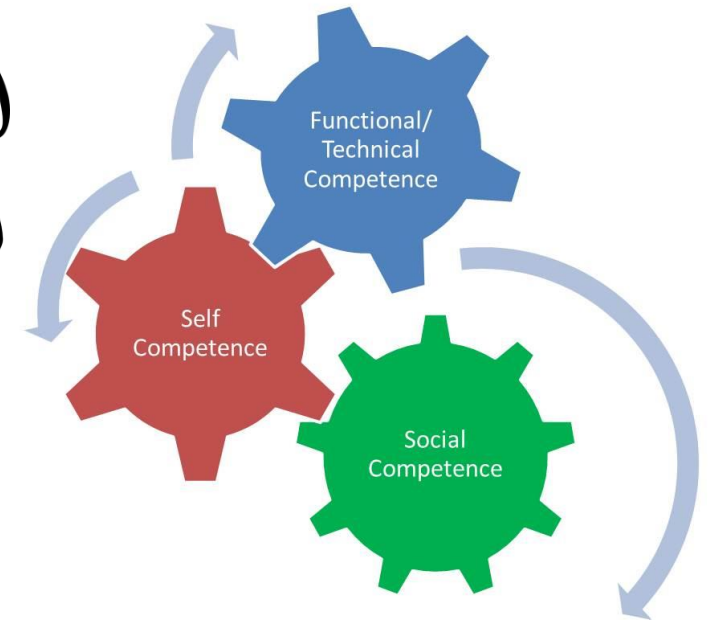




**Problems** in interaction usually arise **while neglecting** something, which you or somebody else would **need**

„Exchange your wishes“

**Be clear**  
**Be consistent**  
**Be competent**



**„Exchange your wishes“**

**Be clear**  
**Be consistent**  
**Be competent**



## **Example strategies for trust-based behaviour:**

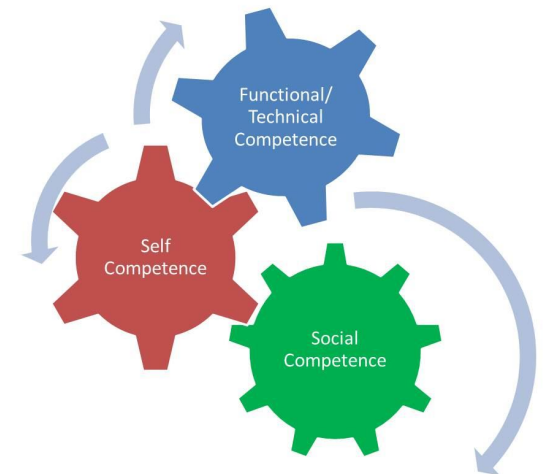
**Get allowance** – produce a powerpoint – put in your strategy – and be open to discuss

Don't fight symptoms – if you know the source of the problem – **go to the source**  
- speak it out – but please fact-based / do not „hurt“ the other side

**Say what you mean** and you get what you want

Everybody has a right to have his **own perception** – respect it

**Be a little more patient** – also with yourself 😊





Thank you !