

## ***Case Study of an Organisation Focused on the Development of Communication with Clients at the Drop In o.p.s. Low-threshold Centre Combined with Analysis using the Concepts of Transactional Analysis***



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**SUMMARY:** *The authors of the article use the principle of qualitative analysis in the form of a case study to describe the development of communication with clients at the Drop In o.p.s. Low-threshold Centre – from its establishment to the present. Furthermore, this process is examined using the concepts of transactional analysis. The authors show the way in which the facility is managed to handle critical moments during its existence and how the practical use of the concepts of transactional analysis helped in finding solutions. The article provides basic information about the facility and the transaction analysis itself; the methodological sections describe how the essential data for the paper were obtained and processed. The actual case study is (besides the introduction and the conclusion, where the current situation is described) divided into seven stages, according to the predominant elements of the development of communication with the clients. The subsequent analysis processes each phase in terms of transactional analysis, trying to find the elements that led to the establishment of more efficient and professional communication with the clients. The discussion describes the limitations of this research approach. The conclusions are drawn with a view to the effectiveness of the use of transactional analysis concepts in working with demanding clients of addictological services.*

**KEY WORDS:** DROP IN O. P. S. LOW-THRESHOLD CENTRE – COMMUNICATION – TRANSACTIONAL ANALYSIS

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