# The Development of Warmth and Trust in Psychodrama Training Groups: A Cross-Cultural Study With Sociometry

DAVID A. KIPPER DMITRY M. TULLER

ABSTRACT: The development of the feelings of warmth and trust was monitored by means of sociometric choices in two short-term psychodrama training workshops. The male and female participants in the study were Russian and Bulgarian psychologists and psychiatrists. The training was held in Moscow and in Sofia. From the results, the authors concluded that improvement in both warmth and trust was a function of a substantial decrease in negative choices (rejections), rather than a significant increase in positive (attractions) ones, and that a system of weighted scored choices seems more valid than that based on frequency (number) of responses alone.

ONE OF THE ATTRACTIVE FEATURES OF SOCIOMETRY is the ability to use its data for clinical inferences without resorting to elaborate statistical procedures and tests. Whether the data are organized as nominal, ordinal, or interval scaling, researchers can gain valuable information from this "raw" data by simply organizing, ranking, adding, subtracting, and calculating the ratios of the responses. Historically, this use of sociometry has been vigorously pursued by group-oriented psychodramatists, partly because it has been part and parcel of the psychodrama heritage (e.g., Moreno, 1942; 1960) and, perhaps more important, because it has practical advantages. The tradition of relying on the statistically untreated data to aid psychotherapeutic decisions, initiated by Moreno (1934) and nurtured and continued by others (Hale, 1985; Kumar & Treadwell, 1985; Northway, 1950), remains popular (Carvalho & Brito, 1995; Remer, 1995).

The easy access to computer technology has brought with it programs

designed to expedite the process of collecting, tabulating, and presenting the sociometric data (e.g., Treadwell, Leach, & Stein, 1993). With such a development, one would have expected to see, as evidenced in other areas of psychological diagnosis and evaluation, a major shift from the traditional approach toward a tendency to treat sociometric data with sophisticated methods of statistical analyses. Interestingly, however, the traditional approach has persisted and remained a popular practice. In some cases, it has even been expanded to include enactments based on *prima facie* analysis of the content of the explanations accompanying the choices made by the respondents (Remer, 1995).

There are good reasons for the group psychotherapist's continued attraction to sociometric information ("raw" data). The sociometric information is simple to collect and analyze and provides feedback quickly. The procedure of data gathering takes only minutes, and both the tabulation and the skill of charting the sociogram, even without the aid of computerized feedback, are easy to master. Sociometric data unravel underlying group structures, often not easily detected by simple observations, and provide information valuable to the group leader.

Furthermore, one of the most valuable characteristics of sociometry is its ability to continuously monitor group dynamics in terms of the daily shifting of the emotional attachments among the members. Thus, through sociometric explorations, one can actually chart the flow of a group process as it unfolds during session after session or day after day. The importance of having such a step-by-step monitoring capability has been repeatedly alluded to by several writers (Bernard & MacKenzie, 1994; Kipper, 1986; MacKenzie & Tschuschke, 1994; Page & Berkow, 1994).

The literature revealed that mutual feelings of warmth and trust among group members contribute to intentional disclosures (Derlega, 1984), and a climate of trust was said to be related to group effectiveness and perceived closeness among group members (Evans & Dion, 1991; Friedlander, Thibodeau, Nichols, Tucker, & Snyder, 1985; Roark & Shara, 1989). In this study, we investigated these issues among two groups of psychologists and psychotherapists. First, we expected that the trainees' involvement in the psychodramatic process would result in an overall increase in both feelings of warmth and trust among its members. Second, we expected that the feelings of warmth and trust would both show a clear pattern of development throughout the training. Specifically, we believed the pattern would show fluctuation rather than a steady increase. Also, we expected that the increase in warmth and trust would be attributed equally to an increase in choices and a reduction in rejections. We expected that a comparison of the developmental pattern in groups from two different cultures might add credence to the question of the universality of the obtained patterns.

### METHOD

### **Participants**

Two groups of psychologists and psychiatrists, members of psycodramatraining workshops, were the participants in the study. They were members of two separate groups, one comprising 23 Russian men and women and the other comprising 23 Bulgarian men and women. The former group was trained in Moscow, Russia, and the latter group in Sofia, Bulgaria. The age and gender distribution of the participants in each of the two groups varied from 21 to 52 years, with most participants in the 25 to 45 range. Women constituted about 60% of each group. About half of the participants were somewhat familiar with psychodrama, either through reading or by having previous psychodrama experience, and the rest were novices. The demographic characteristics of the two groups were also similar. Most of the participants in each group came from across their respective countries rather than from the capital cities of their respective countries. The vast majority of the participants did not know each other before the workshops; thus, the two training groups were conducted under similar conditions. The participants were in residence at the workshops sites, which were located on the outskirts of each city, and were led by the first author. Both training workshops included 50 training hrs. For the Russians, the training was spread over 6 days; for the Bulgarians, over 4 1/2 days. The training of the Russian and the Bulgarian groups took place several months apart, beginning with the Moscow group. Both groups were new and formed specifically for the purpose of the training. The participants were aware that any gathered data would be used by the authors to understand the dynamics of the respective groups, and they gave their consent for its use in the framework of a study.

### Procedure

The participants answered queries on a sociometric instrument each training day after their lunch break and before the beginning of the 2 p.m. afternoon sessions. The instrument included two sets of sociometric inquiries. For each sociometric inquiry, a maximum of three selections was allowed. The instructions for the measurement of warmth were as follows: Please write, on the three lines below, the names of the three people in the group toward whom you feel the greatest warmth and then write, on the next three lines, the names of the three people in the group toward whom you feel the least warmth, that is, the people that leave you cold. Group members were also asked to assign a weighted score to each of the six names selected, using a 10-point Likert-type scale ranging from highest cold (1) to greatest warmth (10). The midpoint was 5.

The instructions for the measurement of trust were as follows: Please write, on the three lines below, the names of the three people in the group whom you feel you can trust most and then write, and on the next three lines, the names of the three people in the group whom you feel you can trust least. The assignment of a weighted score to each selection followed the same Likert-type scale described above with 1 indicating the least trust and 10 representing the greatest trust. The written responses were collected, and the data were tabulated by a local associate known to the participants. The participants consented to the local associate's involvement. From the outset, the workshop leaders promised the participants that they would see the group profile of their daily responses at the conclusion of the entire workshop. On the evening before the last training day, this was done, both to provide an overall feedback and to generate comments and discussions.

### RESULTS

To show the developmental pattern of warmth and trust throughout the training experiences, we calculated the total selections (choices and rejections) and their weighted scores. The results also show the daily changes in the gap (difference) between the choices and the rejections. We present the data for the feelings of warmth first and will be follow with the data for the feelings of trust.

### Warmth

The Number of the Sociometric Choices for Warmth

The results of the Russians' and the Bulgarians' sociometric selections concerning their feelings of warmth toward other group members are reported in Table 1. In the upper half of Table 1, we present the data for the number of the sociometric choices made by members of each of the two groups. The 1st 2 rows depict the number of the actual selections for attractions (Most) and rejections (Least). The 3rd row presents the maximum possible selections that could have been made each training day. The next 2 rows provide the percentage of the actual selections made each day, that is, the extent to which the total opportunities available were seized by members of the groups. The 4th row shows the percentage for the attraction selections (Most), and the 5th displays the rejections (Least). The difference between the percentage of the daily attraction and rejection selections appears in the 6th row. For example, following the first day, the Russians indicated 96% of all possible attractions selections and 87% of all possible rejection selections.

TABLE 1 Feelings of Warmth: The Number and the Intensity of Attraction and Rejection Responses Given by the Russian and the Bulgarian Groups, With Ratios and Percentages

Response	Russians: Day						Bulgarians: Day			
	1	2	3	4	5	6	1	2	3	4
Number						·				
Most	66	63	63	64 <sup>d</sup>	54	46	60	69	62	66
Least	60	61	48	47	32	23	56	52	34	32
Max. Choices <sup>a</sup>	69	66	63	60	57	54	69 <sup>h</sup>			
Percentage										
Most	96	96	100	107	95	86	87	100	90	96
Least	87	92	76	78	56	43	78	72	43	46
Difference	9	4	24	29	39	43	8	24	43	42
Weighted scores of intensity										
Most	492	451	478	586	513	475	475	524	513	553
Least <sup>a</sup>	468	434	359	351	202	253	417	365	250	242
Max. value	690	660	630	600	570	540	690 <sup>b</sup>			
Percentage										
Most	71	68	76	98	90	88	69	76	74	80
Least	67	65	56	58	35	46	60	52	36	35
Difference	4	3	20	40	55	42	9	24	38	45
$n^{c}$	23	22	21	20	19	18	23			

<sup>a</sup>The maximum of possible choices represents  $n \times 3$  selection opportunities given for each subject. <sup>b</sup>The maximum choices for Most Liked as well as Least Liked are 690 each (where n = 23 $\times$  30). Changes in n are due to the fact that some members were not always present at the time the choices were made. They may have come late to the session. The 5th day was Easter, and some members spent the day and part of the next one with their family. dThe choices made on Day 4 were greater than the maximum number of possible choices because some participants made more than the  $n \times 3$  selection opportunities given to each participant.

Warmth: Attractions in both groups. The development of feelings of warmth for the duration of the training in the two groups shows an opposing trend. The Russians ended with a 10 percentage-point drop in the relative number of persons selected (96% on the 1st day and 86% on the last), whereas the Bulgarians ended with an increase of 9 percentage points, from 87% to 96%. We find it interesting that both groups displayed an increase in the percentage of attraction selections, reaching a high peak toward the midpoint of the workshop, followed by a sharp drop toward its end. For the Russians, their last-day, 10 percentage point decrease was even greater, considering that they peaked on the 4th day at 107%, with an 11 percentage point increase, only to

drop 2 days later to 86%. The Bulgarians' peaked on the second day with an increase percentage point of 13% from the initial 87% to 100%, and dropped slightly to 96% 2 days later.

Warmth: Rejection in both groups. The results for the number of rejection selections (cold feelings) among the two groups show a clear, and similar, pattern (Table 1, 5th row). For the Russians, the decline was by half—from 87% of all possible selections on the first day to 43% on the last day. For the Bulgarians, the decline was from 78% on the 1st day to 46% on the last. It should be noted, however, that the Bulgarians' workshop was 2 days shorter.

Warmth: The attractions-rejections gap. The gap between the percentage of the attractions and the percentage of the rejections steadily increased each day (Table 1, 6th row). For the Russians, the gap grew from 9% on the 1st day to 43% on the end. On the last day, the rejections consisted of 50% of the attractions, compared with 91% on the 1st day. For the Bulgarians, the gap grew from 8% to 42%. On the last day, their rejections consisted of 48% of the attraction selections, compared with 93% on the 1st day.

The results seem to indicate that the change over time in the feelings of warmth was more pronounced in the decreased number of negative lack-ofwarmth selections, rather than in the increased number of positive warmth responses.

# The Intensity of the Sociometric Choices for Warmth

The level of intensity, or the depth, of the feelings of attraction (warmth) was determined by a weighted score assigned to each sociometric choice, the attractions as well as the rejections. The respondents used a 10-point Likerttype rating scale, ranging from no warmth at all (1) to intense feelings of warmth (10), to indicate the depth of their feelings of warmth for each of the selected members. The range of the weights was 6 to 10 to signify levels of attraction and 1 to 5 to signify levels of rejection. In presenting the results, however, we assigned the weights for the rejections, originally indicated by the respondents as 5, 4, 3, 2, and 1, the values of 6, 7, 8, 9, and 10, respectively. In this way, these weights matched the values assigned to the choices, thus making the comparisons of the intensity of the attraction and rejection selections simpler.

The data for the intensity of sociometric choices given by the two groups are given in the lower half of Table 1. The 1st 2 rows depict the sum total of the weighted scores assigned to all the sociometric choices made on each training day for the attractions (Most) and for the rejections (Least). The 3rd row presents the total, maximum, weighted scores that could be given each

day. The 4th and 5th row provide the percentage of the actual weights obtained daily, that is, the extent to which the total opportunities available were seized by members of the groups. The 4th row shows the percentage for the attraction choices (Most) and the 5th the percentage for the rejections (Least). The 6th row shows the difference between the percentage of the difference in the weighted scores between the attractions and rejections made each training day.

Warmth: Attraction in both groups. Both groups increased the intensity of their positive feelings of warmth. They began with a similar level of intensity, 71% for the Russians and 69% for the Bulgarians, but at the end of the workshop, the Russians had a 17 percentage-point increase and the Bulgarians an 11 percentage-point increase. The "mid-point peak followed by a sharp drop" phenomenon was evident only among the Russians, who, by the 4th day, recorded a 27 percentage-point increase (from 71% to 98%) only to drop 10 percentage points 2 days later. The Bulgarian group showed a more or less steady increase throughout the 4-day workshop.

Warmth: Rejection in both groups. An overall decrease in the sum of the weighted scores of the rejections (cold feelings) was evident in both groups; a drop for the Russians from 67% to 46%, and a greater drop for the Bulgarians from 60% to 35%.

Warmth: The attractions-rejections gap. There was a steady increase in the size of the gap between the percentage of the daily weighted scores for attractions and the rejections (Table 1, 12th row). Note that the initial size of the gap axis smaller than that observed for the number of selections. On the 1st day, the gap between the attractions and the rejections was small (4% and 9% for the Russians and the Bulgarians, respectively), but it increased to 42% and 45%, respectively, on the last day. On the last day, the Russians' weighted scores for the rejections consisted of 52% of the attractions, compared with 94% on the 1st day. Among the Bulgarians, the picture was similar; the rejections were 56% of the attractions on the last day, compared with 87% on the 1st day.

Again, we noted that the change over time regarding the depth of the feelings of warmth was more pronounced in the decrease of the negative, lack-of-warmth feelings than in the increase in the intensity of positive warmth responses.

### Trust

The Number of the Sociometric Choices for Trust

Table 2 contains the data for the Russians and the Bulgarians on their responses to the questions about feelings of trust toward other group mem-

bers. The table is organized in the same way as Table 1, with the upper half displaying the data for the number of sociometric choices given by the two groups. The actual number of the attractions and rejections made appears in the 1st two rows and the 100% baseline in the 3rd. In the following discussion, however, we concentrate on the percentage of the attraction selections (Most, the 4th row) and the rejections (Least, the 5th row), and on the difference between the percentages of the attractions and rejections made each training day (6th row).

TABLE 2 Feelings of Trust: The Number and the Intensity of Attraction and Rejection Responses Given by the Russian and the Bulgarian Groups, With Percentages and Ratios

Response	Russians: Day						Bulgarians: Day			
	1	2	3	4	5	6	1	2	3	4
Number									,	
Most	66	60	59	64 <sup>d</sup>	57	50	59	66	59	62
Least	59	53	45	38	33	22	55	50	30	32
Max. Choices <sup>n</sup>	69	66	63	60	57	54	69 <sup>b</sup>			
Percentage										
Most	96	91	94	106	100	93	86	96	86	88
Least	86	80	71	63	58	41	78	72	43	46
Difference	10	11	23	43	42	52	8	24	43	42
Weighted scores										
of intensity	£11	440	427	547	428	449	485	543	481	520
Most	511	449	437		223	216	405	368	228	248
Least <sup>a</sup>	407	432	335 630	292 600	570	540	690 <sup>b</sup>	300	220	240
Max. value	690	660	050	600	370	340	090			
Percentage Most	74	68	69	91	75	83	70	77	70	75
Least	58	65	53	48	39	40	61	53	33	36
Difference	16	3	16	43	36	43	9	24	37	39
		_			19	18	23		5,	
n <sup>c</sup>	23	22	21	20	19	10	23			

The maximum of possible choices represents  $n \times 3$  selection opportunities given for each subject. The maximum choices for Most Liked as well as Least Liked are 690 each (where n = 23× 30), Changes in n are due to the fact that some members were not always present at the time the choices were made. They may have come late to the session. The 5th day was Easter, and some members spent the day and part of the next one with their family. The choices made on Day 4 were greater than the maximum number of possible choices because some participants made more than the  $n \times 3$  selection opportunities given to each participant.

Trust: Attractions and rejections in both groups. In both groups, the first-last day comparisons of the number of the selections made showed virtually no change. For the Russians, the overall change was a drop from 96% to 93%, whereas for the Bulgarians, the change was a gain from 86% to 88%. These changes are too small to suggest any trend. Again, both groups displayed the "mid-point peak followed by a sharp drop" phenomenon. The Russians had an increase by the 4th day from 96% to 106% but dropped to 93% 2 days later. The Bulgarians' selections increased by the 2nd day from 86% to 96% but dropped to 88% 2 days later.

The results concerning the rejections in both groups showed a similar pattern, when observed for warmth. Both groups had a continuous decline in their rejections. The Russians decreased rejections from the initial 86% level to 41% on the 6th day. The Bulgarians' rejection declined from 78% on the 1st day to 46% on the last.

Trust: The attractions-rejections gap. There was continuous increase in the size of the gap between the percentage of the attractions and the rejections made each day (Table 2, 6th row). Among the Russians, the difference between the attraction choices and the rejections grew from 10% on the first day to 52% at the end. On the last day, the Russians' total rejections consisted of 44% of the attractions, compared with 90% made on the 1st day. For the Bulgarian group, the gap grew from 8% on the first day to 42% at the end. On the last day, their rejections consisted of 52% of the attraction selections for the last day, compared with 91% on the 1st day.

The great change over time in the feelings of trust appeared to lie in the decrease of the number of the negative, lack-of-warmth selections rather than an increase in the number of the positive warmth responses.

# The Intensity of the Sociometric Choices for Trust

The level of the intensity, or depth of the attraction (trust) feelings was determined by the same 10-point Likert-type scale of weighted scores used in the case of the feelings of warmth. Here too, the weights for the rejections, originally indicated by the respondents as 5, 4, 3, 2, and 1, were reassigned the values of 6, 7, 8, 9, and 10, respectively.

The data for the intensity of trust are reported in the lower half of Table 2 under the heading Weighted Scores of Intensity, and are arranged in the same manner as those concerning the feelings of warmth (the lower half of Table 1).

Trust: Attractions and rejections in both groups. A first-last day comparison of the responses to trust selections showed a small increase in the intensity of trust in both groups. The Russians' choices increased from 74% to 83%, and the Bulgarians' from 70% to 75%. The "mid-point followed by a drop" phenomenon was clearly evident among the Russians' responses, with an increase to 91% on the 4th day followed by a drop to 83% 2 days later. The Bulgarians peaked at 77% and ended at 75%.

The results concerning the intensity of the rejections showed a decline for the Russians from 58% to 40% and from 61% to 36% for the Bulgarians.

Trust: The attractions-rejections gap. Overall, the gap between the percentages of the attractions and their rejections increased daily (Table 2, 12th row). The Russians, however, began with an uncharacteristically wide initial gap of 16% that dropped on the 2nd day to a gap of 3%, and only then gradually increased the difference to its final 43%. This represents a 27 percentage-point increase from the 1st day, and a 40 percentage-point increase from the 2nd. On the last day, the Russians' total rejections consisted of 48% of the attractions, compared with 73% on the 1st day. Over the 4 days, the Bulgarians showed an increase in the gap from 9% to 39%. On their last day, the rejections consisted of 48% of the attractions, compared with approximately 87% on the 1st day.

## A 4-Day Comparison

Because the length of the two training workshop varied—6 days for the Russians and 4 days for the Bulgarians—a 4-day comparison was also made. We summarized the foregoing results, including the 4-day comparisons, in Table 3. By the end of the 4th day, the Russians and the Bulgarians showed a similar increase in the number of attraction choices related to warmth (11 and 9 percentage points, respectively). A greater difference between the groups was evident on the intensity of the warmth. The Russians showed an increase of 27 percentage points, compared with the 11-point increase shown by the Bulgarians (Table 3, column 1). When concerned with the rejection selections, the Bulgarians reduced the number and the intensity of their selections substantially more than the Russians did; 32% vs. 9% for the number of rejections, and 25% vs. 9% for the intensity of them (Table 3, column 2).

At the close of the 4th day, the Russians had a far greater increase in trust than the Bulgarians did in both the number (10% vs. 2%) and the intensity (17% vs. 5%) of the feeling of trust (Table 3, column 3). The opposite trend, however, was evident for the rejections. It was the Bulgarians who showed the greatest reduction in both the number (32% vs. 23%) and the intensity (25% vs. 10%) of the rejections (Table 3, column 4). One should bear in mind, though, that the 4th day was the mid point of the Russians' workshop but the last day of the Bulgarians' training.

TABLE 3 Four-day Changes: Percentage-Point Changes of Number and Intensity of Sociometric Choices for Warmth and Trust Given by the Russian and the Bulgarian Groups

Group	War	mth	Trust			
	Attractions (1)	Rejections (2)	Attractions (3)	Rejections (4)		
Numbers						
Russians	+11	<del>-</del> 9	+10	-23		
Bulgarians	+9	-32	+2	-32		
Intensity						
Russians	+27	9	+17	-10		
Bulgarians	+11	25	+5	-25		

### Discussion

The findings have several implications for the process of the flow of feelings of warmth and trust during the course of a training group and regarding the use of sociometry for monitoring group processes. The most interesting observation pertained to the question of whether or not the members of the groups increased their feelings of warmth and trust toward each other over time. The answer to this question appears to depend on which results one looks at.

The data to examine first are those of the attraction choices. A marked increase in attraction responses, over time, would constitute a clear affirmative answer. The results of the intensity of the choices for feelings of warmth and of trust indeed showed an increase; however, it ranges from none to a modest one. The small magnitude of the increase seemed incongruent with the participants' overt behavior, indicating a greater degree of closeness. The resolution of this disparity between the clinical observation and the statistical results for the attraction responses came, surprisingly, from the data of the rejection responses. It revealed that whether looking at the results for warmth or trust, the number of the responses, or their weighted scores in the Russian or the Bulgarian groups, we noted one consistent feature: Rejection responses decreased substantially, ranging from a 40% to a 56% decline. The answer to the above question, therefore, is affirmative, but it points to the following implications.

1. An increase in warmth and trust is a function of the combination of an increase in attraction and a substantial decrease in the rejections; that is, it is a function of a sharp decrease in the negative without necessarily a matching increase in the positives.

2. Attraction and rejection choices are two independent psychological dimensions that need to be measured separately. Each has its own dynamics and an upward or downward acceleration. In assigning weighted scores to each, one ought to use separate scales instead of one scale, featuring a range of high to low values so that one end measures attractions and the other rejections.

Critics may suggest that the present data characterize only the first phase of a group formation. After all, they might argue, the two groups met for only a short period of time. It is conceivable that in a long-term group psychotherapy program, once rejections have been reduced to a minimum during the first phase, a substantial increase in attractions would follow in the later phases. The implications of the present findings, therefore, might be restricted to the first phase in group formation. This is a point that needs to be born in mind. On the other hand, it is also possible that the phenomenon discovered here holds true throughout the therapeutic experience, beyond the first phase. Clearly, a study in which long-term therapy groups are systematically monitored is needed.

The data also add information about whether or not sociometric explorations ought to include rejections choices. A review of the literature revealed a dispute on this issue. For example, Hoffman, Wilcox, Gomez, and Hollander (1992) conducted a study using only attractions. These researchers cited Hollander (1978), who recommended occasionally discarding rejection responses because feedback concerning rejections tends to antagonize the participants, destroy their trust, and cause embarrassment. Remer (1995), on the other hand, argues for systematic use of rejections choices and discussed ways in which a potential adverse effect of rejections' feedback can be ameliorated. We contend that our study clearly demonstrated the critical need for the inclusion of rejection responses. Had we had data only on attraction, we would have drawn a misleading conclusion.

The data point to the advantage of asking respondents to rate their choices on a weighted-score scale rather than relying solely on counting the number (frequency) of the choices. In fact, had the study been confined to frequency counts, our conclusion regarding the outcomes would have been somewhat different. Consider, for example, the 1st-last day comparison of the Russians' attraction responses regarding feelings of warmth. Based only on the frequency (number) of choices, the results showed a decrease (-10%). When, however, the same choices were calculated using the participants' assigned weighted scores, the results showed an increase (+17%). Was there, then, a decrease or an increase, and which finding ought to be considered? We would argue here that the latter outcome is the valid one.

The problem with using frequency (number) data for attraction choices is its vulnerability to a "ceiling effect." For instance, the participants were asked to make three attraction choices. Data in Tables 1 and 2 (4th line) showed that only once, on the 4th day of the Russian group, was this rule violated with the posting of choices over the maximal possible responses. On the 1st day, the Russians posted 96% of the possible choices for both warmth and trust. The Bulgarians posted 87% and 86% of all possible responses for warmth and trust, respectively. Thus, relying on frequency (number) of choices, the Russians' chances of improvement over time were restricted to a maximum of 4% and 14%. The use of the weighted scores system, on the other hand, allowed 24% and 29% maximum improvement. The same was true for the Bulgarians, where the weighted scores system allowed for 30% improvement, compared with 13% and 14% maximum improvement with frequency data.

We observed that both groups appeared to have more difficulty in expressing and improving feelings of trust than warmth. The improvement over time in the former was, on average, half of what evidenced in the latter. In general, when comparing the two groups, the data showed striking similarities. Given the cross-cultural character of this investigation, this is interpreted as lending credence to the findings. It would be beneficial to compare the present results with those for American groups. Obviously, there are cultural differences between the Russians and the Bulgarians. On the other hand, both countries emerged from the communist mentality and culturally coercive regimes, a fact that may or may not induce similarities. In that respect, the findings need to be regarded as tentative.

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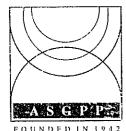
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DAVID A. KIPPER is research professor of psychology at the School of Psychology, Roosevelt University, Chicago, Illinois, and is also the president of Action Methods Associates, Ltd. in Chicago. DMITRY M. TULLER was a lecturer at the Department of Psychology, The University of Novosibirsk, Russia, and he is now studying for his doctorate in the United States.

Date of submission: November 24, 1995 Date of final acceptance: February 9, 1996 Address:

David Kipper School of Psychology Roosevelt University 430 South Michigan Avenue Chicago, IL 60605–1394

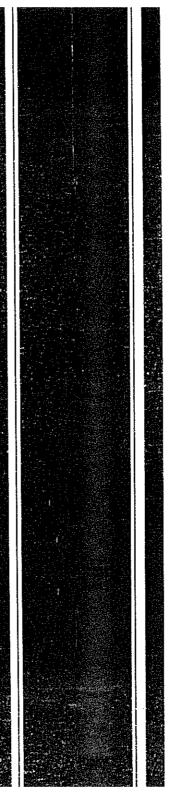
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# Group Psychotherapy Psychodrama & Sociometry

VOLUME 49, NO. 1 SPRING 1996

Published in Cooperation With the American Society of Group Psychotherapy and Psychodrama