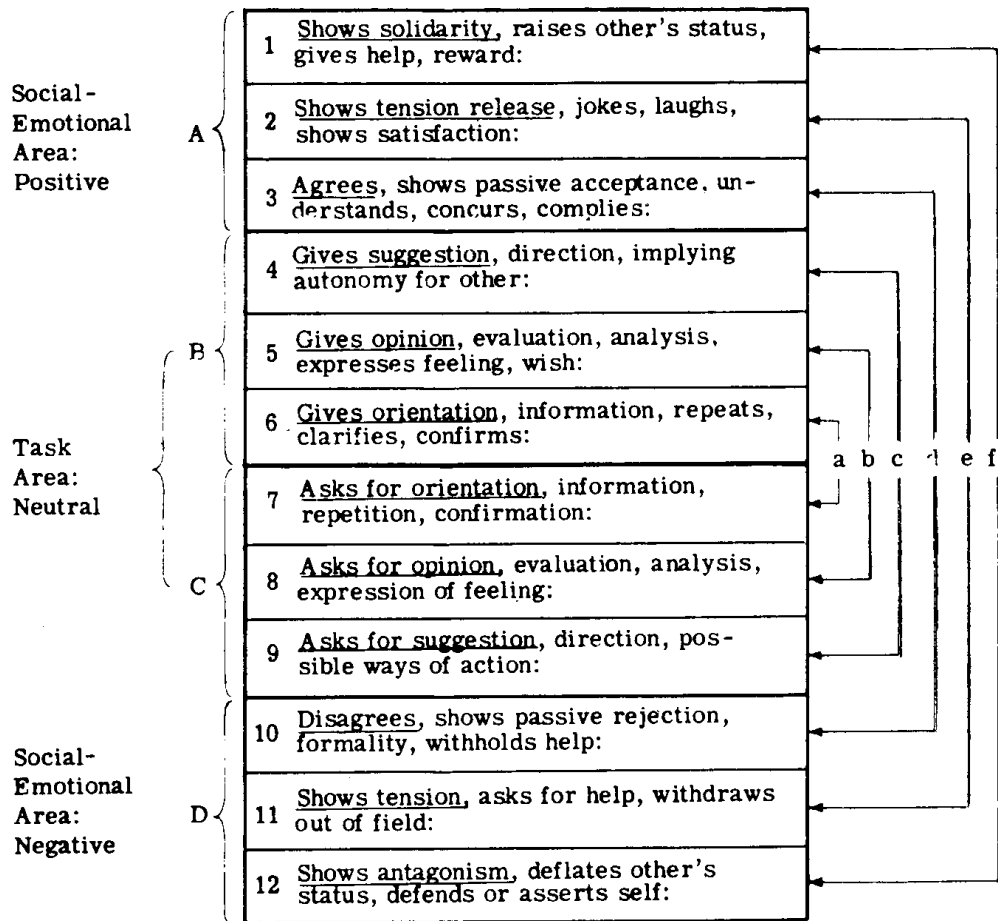


Chart 16. The system of categories used in observation and their major relations.



KEY:

- a Problems of Communication
- b Problems of Evaluation
- c Problems of Control
- d Problems of Decision
- e Problems of Tension Reduction
- f Problems of Reintegration

- A Positive Reactions
- B Attempted Answers
- C Questions
- D Negative Reactions

From: Robert F. Bales, *Interaction process analysis: A method for the study of small groups*, Chicago: University of Chicago Press, 1950 (reprinted 1976).