



心輔理論在海巡心輔實務 工作中的定位

The Orientation of Counseling Psychology Theories at Counseling Practices in Coast Guard Administration

◇ 文 | 林盈州
◇ Article | Lin Ying-zhou

從海巡署成立以來，除了至基層安檢所擔任所長、副所長職務以外，實際從事心理諮商輔導工作也有六年多的時間，期間受過的心輔相關訓練不計其數，但常會聽到一些心輔伙伴抱著疑問的口氣在談論：「這些輔導理論或技巧適用在海巡單位嗎？」

近年來因在地區局人事室負責心輔業務，亦要規劃辦理相關的心輔課程及心輔人員的教育訓練，因本局大都數心輔人員均非社工、心理相關科系畢業，或曾實際從事心理諮商輔導工作，因此在安排課程與老師討論時，常在想什麼理論或技巧對總、大隊心輔官有幫助，可實際運用在弟兄身上，並請老師能就實務部分或個案予以講解，而總、大隊心輔人員亦常會提出理論如何結合實務運用在海巡輔導工作上，總是可以感受到總、大隊心輔人員想要迫切找尋有助於解決實務工作問題的工具，也期待有某些人或某個理論可以提供一個明確的方向，來幫助解決面臨的問題及困難，畢竟「人」是最難處理的，但這種方式保證是無法得到的，只能不斷去追求尋找更新的理論、技巧或方法。

Since the foundation of Coast Guard Administration, aside from being the Chief and Deputy Chief of Inspection Office, I have practiced psychological counseling for more than six years. During this term, I have joined numerous related trainings, but often I have heard some counseling colleagues questioning: "will these psychology counseling theories or skills suitable to Coast Guard Administration?"

Recent years, I work in the personnel office of the coastal patrol office and have been in charge of the business of psychological counseling and related planning including curriculums and trainings for psychological counselors. Most of our counselors did not graduate from social work or psychology schools, and they are also not experienced in actual psychological counseling works. Therefore, when we discuss with teachers for lectures planning, we often consider which theories or skills will be helpful to our counselors of the Crops, and which can be actually useful for our colleagues. We ask the teachers to instruct the practical parts or case studies. And the counselors of the Crops often bring up questions about how the theories can apply on practical counseling works in Coast Guard Administration. We often feel the eagerness of the counselors in wanting to find solutions tools for the practical problem, and how they wish someone or some theories can provide an explicit direction to help them in facing the problems and difficulties. After all, "human" is the most complicated to understand, and an absolute solution can never be obtained. We can only continuously try to look for new theories, skills or methods.



專業的理論可以提供我們可以較深入的理解個體的行為問題，而不拘限在自己本身的經驗與眼光，但是理論是人發展出來的，不同的理論對於理解個體行為的切入點，確實有不同及獨特的貢獻，但也必然受限在理論建立者的以往經驗及背景。如果我們企圖將整套理論原封不動全部套到自己的生活或工作情境，並且期待只要依照書本的理論一成不變的來操作便能解決所有的問題，這樣是不切實際，且蘊藏了幾個危機：

1. 沒有任何的理論是可以解決所有的問題，為了尋找最適合、最有效的理論及方法，往往會有不斷尋找跟放棄的過程，令人感到挫折感及不確定感。
2. 在上述的追尋過程中，每一個理論的放棄，都反映了對於理論的質疑或否定，如果這些質疑或否定沒有經過仔細的辯證，很可能就會形成「理論是沒有用的」的想法及誤解，這樣的想法及誤解將造成心輔人員失去對學習專業理論的熱忱，對以後輔導知能的成長將造成嚴重的影響。
3. 每個單位都有其獨特性及不同的差異性存在，心輔人員必須有能力依實際工作情境來驗證及修正理論的觀點，使其成為更有效的方法或技術，以建立專業主體性。

理論其實是「根」，沒有基礎的理論支撐，不可能開創自己輔導的風格，所以專業的理論知識的價值，需要心輔人員主動去驗證、統整並確實去實踐這些理論，經由不斷的實踐跟驗證，才能從不同的理論中汲取養分，成為自己的專業知能，所以當你質問：「這些輔導理論或技巧適用在海巡單位嗎？」時，請轉換觀念來問：「我可以從理論中學到那些方法或技術，運用在海巡的輔導工作上」。

(本文作者任職於海岸巡防總局南部地區巡防局人事室)

Instead of being limited in our own experience and point of view, academic theories can help us to further understand an individual's behavioral problems, although theories are created by human, different theories can provide different and unique contributions in the breakthrough points to understand individual behavior, they are also limited in the creators' own experiences and backgrounds. They are impractical and concealing several potential dangers if simply applying the intact theory to our life and work and hoping to manage and solve all the problems conservatively per academic theories:

1. No theory can solve all the problems. In order to seek the most suitable and the most effective theory and method, the repeatedly seeking and abandoning process will continuously cause frustration and uncertainty.
2. During the seeking process, each theory abandoning process reveals the questioning or denying to the theory. If these uncertainties or denial are not carefully examined, a misunderstood concept that theories are not useful will be formed. Such misunderstanding and thoughts will make the counselors to lose their enthusiasm in learning professional theories and his/her growth in counseling skills will be severely affected.
3. Each unit has its own uniqueness and differences. In order to develop more effective methods or skills, a counselor has to be able to verify and amend the points of theories according to actual working situation, Therefore, his/her professional subjectivity can be built.

Theory is a "root". Without the support from a basic theory root, a counselor will not be able to develop his/ her own counseling style. The academic theories need to be actively verified, integrated and actually practiced. By continuously practicing and verifying, a counselor can build up his/her professional knowledge through different theories. When you question: if these counseling theories or skills suitable for Coast Guard Administration, please change your concept to: how may I learn the methods and skills from the theories and apply it to counseling work at the Coast Guard Administration.



(The author is currently with the Personnel Office, Southern Coastal Patrol Office, Coastal Patrol Directorate General)