



助人概念與技巧—



「一次單元

諮詢模式」

Concepts and Techniques
on Helping Others
Summary on "One Session Counseling"



一、前言

你害羞求助嗎？你希望用函件或電話訴說嗎？你擔心不知將問題從何說起，卻能在MSN上侃侃而談嗎？

隨著「網際網路」的興起，「網路諮詢」這樣的服務也隨之而生，你可以透過信函、留言板或即時對談，在網路上得到即時的諮詢服務。而在諮詢輔導的方法上也為了因應網路諮詢的工作型態而發展出了一個更為實用的諮詢實務模式。傳統的諮詢多透過長期或多次的晤談，但目前台灣社會因為對尋求諮詢協助的觀念仍然不是那麼

I. Forward

Are you too shy to ask for help? Do you wish to talk about it through letters or telephone? You are worried about not knowing how to describe your problems but you can easily talk about it on MSN Messenger?

With the development of Internet, the service like "Online Counseling" has become available. You can use e-mails, bulletin boards, or instant messaging to get prompt counseling on Internet. In terms of counseling, a more practical counseling method is also developed in correspondence to online counseling. Traditional counseling often requires long-term or multiple sessions. However, the concept of seeking counseling is not widely accepted in Taiwan as clients hurriedly seek results. For those who possess crisis management characteristic, they are more in needs of instant and effective services. In addition,

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普遍，當事人急於看到成效之外，對於具有危機處理特質的當事人，更需要立即的、有效的處理服務，加上一般助人機構因為資源有限，無法提供長期的諮商或心理治療，因此短期諮商服務的模式也就更形需要與備受期待。

自2004年底開始，學者們推出了所謂的「一次單元諮商模式」，希望能配合網路諮商的特性，期待即使只有一次在網路上相遇的機會也能有效的協助求助的當事人，甚至增強當事人下一次求助的意願。

二、「一次單元諮商模式」的定義

所謂「一次單元諮商模式」係指（王智弘、楊淳斐，2004，2006a）：諮商師在諮商服務過程中，致力於一次諮商單元的成果為專業服務的努力目標，以良好的諮商關係為基礎，以問題解決導向的結構性諮商程序為脈絡，諮商的重心則以協助當事人發掘出其生命的意義與力量為核心目標，亦即以問題解決為諮商的表層目標，以建立生命意義與力量為諮商的深層目標，使單一諮商單元能同時致力於此兩層目標的達成，以求諮商工作成果的最大化，由於此等諮商模式是此次單元的效果達成為諮商的努力目標，每一諮商單元除保有與其他單元相結合的開放性之外，單元本身更具有完整自足的獨立性，因此稱之為一次單元諮商模式。

（一）「一次單元諮商模式」的理論內涵

一次單元諮商模式可說是一種短期而多元的諮商模式，其概念具有理論與技術折衷的取向，受到相關諮商理論與其在實務應用經驗的啟發，僅依序簡介如下（摘自王智弘、楊淳斐，2004，2006a）：

1. 結構性的諮商程序

Talmon（1990）曾提出結構性的九個治療程序，透過結構性的諮商程序，使諮商能有效率的進行，將程序摘述如下：

（1）從最近的改變問起：「最近有何改變？」

general counseling institutions, due to lack of resources, cannot always offer long-term counseling or psychological treatment. Therefore, short-term counseling service seems more needed and can generate more expectations.

By the end of 2004, the scholars started the so-called "One Session Counseling," hoping that together with the features of the online counseling, for even one encounter on the Internet it could effectively lead to help for those in need and further increase their willingness to seek help next time.

II. Definition of "One Session Counseling"

The so-called "One Session Counseling" (Wang Zhi-hong, Yang Chun-fei, 2004, 2006a) means that during the process of counseling services, counselors work to achieve the professional services goal set forth on one session counseling while using a good counseling relationship as base and with a constructive counseling procedure that would direct towards problem for resolution. The counseling center of then has the core goal to help clients find the meaning and power of his life. In another word, problem resolution is the surface goal for counseling, whereas creating the meaning and power of life are the in-depth goal. In such a way, one single counseling session can both work achieving both goals and maximize the result of counseling. Because this kind of counseling method is the goal for the kind of one session counseling it would like to achieve, every counseling session not only has the openness to connect with other counseling sessions, the session itself is found with complete independence. That is why it is called "One Session Counseling."

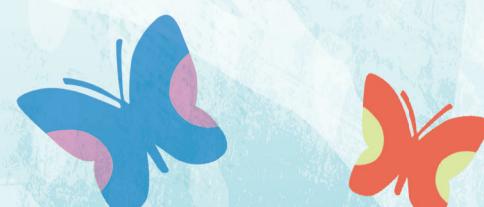
（I）Theory behind "One Session Counseling"

One Session Counseling can be considered as a short-term and multiple counseling method, and the concept leans towards the compromise between theories and techniques as inspired by related counseling theory and experiences from actual application. It is summarized below (excerpt from Wang Zhi-hong, Yang Chun-fei, 2004, 2006a):

1. Constructive counseling procedure

Talmon (1990) proposed a nice step constructive treatment procedure. Through constructive counseling procedure, the counseling can be preceded efficiently, and the procedure is outlined below:

(1.) Ask from recent changes: 'What has changed recently?'



- (2) 培養改變的準備度。
- (3) 激發當事人改變動力的開場白：說明一次或短期諮商的有效性。
- (4) 找出本次晤談的焦點：可以透過想像或隱喻來凸顯晤談的焦點。
- (5) 找出當事人的力量。
- (6) 演練可能的解決方案。
- (7) 在結束前允許當事人提出疑問。
- (8) 在結束前給予當事人最後的回饋。
- (9) 追蹤。

2. 焦點解決取向短期諮商法

焦點解決短期諮商強調正向的例外、問題的重新建構與改變的積少成多等概念與做法（許維素等，1998；張德聰，1999），運用於媒體中介諮商或次數受限之諮商中有其簡便性與高效率之優點，強調問題解決導向與改變的重要性，亦能與一次單元諮商模式所強調的結構性諮商程序的概念相契合。

3. 敘事治療法

敘事治療重視書寫的傳統、文件的運用與問題的外化等概念與作法（懷特、艾普斯頓，2001），對媒體中介諮商，特別是對以文本為主的傳統函件諮商、網路電子郵件諮商或即時線上交談式諮商具有極大的吸引力與可行性。

4. 個人中心治療法

一次單元諮商模式強調良好諮商關係的建立，諮商師在媒體中介的諮商服務透過良好的文字或口語互動，表達出個人中心治療法的真誠、接納與同理的態度以建立良好的諮商關係，便成為一次單元諮商模式是否能夠順利開展、朝向問題解決與達成效果的重要關鍵。

5. 意義治療法與阿德勒學派治療法

一次單元諮商模式強調當事人生命意義與力量的發現，此點深受由Frankl所創立的意義治療法與阿德勒學派治療法的啟發。諮商師以其

- (2.) Prepare the readiness to change
- (3.) An opening that would bring out the power to change from clients: Explain the effectiveness of one time or short-term counseling.
- (4.) Find out the focus of this session: Imagination or hints can be used to emphasize the focus of this session.
- (5.) Find out clients' power
- (6.) Rehearse possible solutions
- (7.) Allow clients to ask questions before the session ends
- (8.) Give final feedback to clients before the session ends
- (9.) Follow up

2. Solution Focused of short-term counseling method

Solution Focused of short-term counseling focuses on the concepts and approaches of positive exceptions, reconstructing problems and changes as a penny saved is a penny earned. (Xu Wei-xu etc, 1998; Chang De-cong, 1999) It could be easily and effectively applied to the session introduced by media or counseling sessions are limited. It stresses the direction towards problem solving and the importance of change, and it also corresponds to constructive counseling procedure that “One Session Counseling” emphasizes.

3. Narrative Therapy

Narrative Therapy focuses on concepts and ways like writing tradition, document usage, and externalization of problem and etc. (White, Epston, 2001) For counseling that uses media as a medium, especially document based traditional mail counseling, email counseling or counseling using instant messaging can have strong attraction and plausibility.

4. Person-centered approach

“One Session Counseling” stresses on creating a good counseling relationship. Counselors in counseling services provided could use media as a medium, or make it through proper words or linguistic interactions, and express truthful, accepting, and understanding attitudes from the Person-centered approach to build a good counseling relationship. It becomes the key as to whether “One Session Counseling” can start smoothly, and moves towards problem solving to obtain results.

5. Logotherapy and Adlerian Therapy

“One Session Counseling” stress on the discovery of meaning in life and power of clients, and the point is inspired by Logotherapy created by Frankl and Adlerian Therapy. Counselors who use their own faith and courage in life to set a good example for clients can encourage clients to find their own positive characteristics, inner



個人對自己生命的信心與勇氣作為當事人的良好示範，以「鼓勵」當事人覺察其個人的正向特質、內在力量與資源，由之萌發生命的希望與價值，以重新定向、採取行動、促成改變（Corey, 2005）。

6. 黃帝內經的三藥觀點

「黃帝內經」是我國最早的一部醫學經典，其將藥分為三等：下藥為針灸、百草；中藥為五穀雜糧；上藥為精、氣、神，意即下藥在養病；中藥在養生；上藥在養命。一次單元諮商模式在應用此等概念時，對於前來求助的當事人而言，諮商師協助其解決問題為下藥；協助其發展出健康的生活方式為中藥；協助其啟發生命意義為上藥，三藥並進。

三、結語

在王智弘老師等學者的研究發展與推廣下，對於一次單元諮商模式在實務上的運用，似是一種實用而有效率的諮商工作模式，能提供一個簡單、易學、可行而有效的諮商工作方式與程序，使諮商員與當事人能在有限的時間與資源的情況下，在一次諮商單元中，集中資源共同完成諮商的短期目標，並提供後續諮商單元的有利基礎。這種模式對於講求效率的公務機關或軍中而言，或許不失為一具有實用性的諮商工作策略。

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power, and resources to discover hopes and values in life so that they could redirect, take actions, and make changes (Corey, 2005)

6. HuangTi NaiJing's three levels of medicine

“HuangTi NaiJing” is one of the earliest medical books in our country. It divides medicine into three levels: level one includes acupuncture and herbs, level two includes different kinds of grains and level three includes energy, breaths, and spirit, which is, level one treats illness, level two preserves one's health, and level three treats life. When “One Session Counseling” uses the above-mentioned concepts, for clients who come for help, counselor help them to solve the problem (level one), find a healthy way of living (level two), and help them discover meanings in life (level three), that cover all three levels.

III. Conclusion

With research, development and promotions from Wang Zhi-hong and other scholars, the actual application of “One Session Counseling” seems to be a practical and efficient way for counseling. It can provide a simple, easy to learn, plausible and efficient counseling method and procedure so that counselors and clients, under limited time and resources, can pour resources together to achieve short-term goal in a counseling unit and provide a good foundation for future counseling sessions. This method, for efficiency-based public affairs institutions or military, might be a counseling strategy that provides practical usage.



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