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# 經驗分享－諮商輔導人員 幫助個案的過程與責任

## Experience sharing – the process and responsibility how consulting counselors render help to relevant cases

雖然輔導工作是心輔人員的職責，但有時自己也可能會成為別人幫助的對象。因為當一個輔導者在輔導過程中常遇到挫折，有時也會因為過重的負擔導致心力枯竭，輔導人員其實也是需要被關懷、被幫助的。在單位服務也曾接受輔導個案及來自其他弟兄的關懷，他們不但會祝福我的工作、生活，也對我講一些鼓勵、安慰的正面話語。在我感受到活泉注入般的關懷時，也能將這澎湃的生命活泉，回饋、澆灌在其他需要的弟兄身上。在諮商輔導的過程中，我將它分成前、中、後三個階段：開始階段，過程階段，結束階段。每一個階段都包含幾個

Though professional counselors carry out the responsibility of helping others, the counselors themselves could sometimes become the subject receiving help from others. With common setbacks throughout a counseling process, a counselor could at times feel exhausted, therefore a counselor also needs feel that he is cared and helped. As a recipient of care and concern coming from case subjects and comrades, they not only bless my work and life as a general, but also feed me with positive encouragement and consolation. Feeling the agility injected into me, I can better return and devote this agility to other comrades that need care and help. At a counseling process, I tend to divide it into pre, during and after stages, which are the pre-counseling stage, in-process counseling and post-counseling stage. As there are incremental missions to be completed in every stage, it is the intention of the author to wish to share his own counseling experience and reflection as references and mirroring for the reader and associates alike.

In pre-counseling, it is essential to instill a mutual confidence and security with the consulting subject, and a caution during this stage is to avoid giving too many thoughts and recommendations in this relative short counseling session. For even the problems encountered might be similar, the questions in point and the varied subjects do call for distinctly differed remedial means. And given that there seems little interception among the elements of people, event, time, place and object, this does complete the counseling work. Yet when trying to resolve oth-

待完成的階段性任務，這是作者在諮商輔導工作過程的經歷、體驗，相信藉由輔導案例的分享，可以提供讀者或同業人員參考借鏡之用。

在輔導前首先要建立與被輔導者彼此信任的關係跟安全感，這個階段最應該小心並且特別注意，避免在短時間的輔導過程中給予對方太多的建議和想法，因為即便所面臨的問題特徵類似，也會因為面對問題與牽涉問題的人有所不同，而有南轅北轍的處理模式。既然人、事、時、地、物中幾乎沒有交集的部分，輔導工作便顯得複雜許多。然而在處理他人問題的過程當中，切記主體是他，不是你自己，一旦模糊問題的主體、焦點，受輔導者的問題便無法根除；相反的，如果諮商輔導人員向對方表示出一種無條件的關愛、接納、尊重，一切以同理心、誠實對待，讓對方感受到我們對他是真實的關心，而不是義務或是工作，這便是好的開始。

其次在諮商輔導過程中應該注意的事項。當與個案接觸時，我們一方面要觀察自己跟他的溝通、互動與關係，一方面也要觀察我們所做的，是對他有幫助，還是有溝通障礙？有時候在諮商輔導的過程中，會碰到一些障礙，是由於輔導人員本身不純熟的輔導技巧，所以要一面做一面觀察。另外，在整個過程裡，個人比較重視與個案晤談時，必須真誠，而不是矯飾。有時候我們很容易戴一些不同的面具，例如：我是某某教授、某某醫師、某某心輔官、某某幹部…，我們要讓他感覺到你是真誠的，是關心他的。

最後在結束時要特別注意，有時輔導一段時間後，輔導者會逐漸產生厭煩的心情，然後就跟被輔導者說：「你好了！我們可以停止了」。事實上，輔導工作的結束，必須要尊重對方的感覺，這個時候持續地交流、互動，讓他自己覺得可以停止接受輔導；或是給予被輔導者一些鼓勵和信心，表達出一種尊重跟肯定的態度予以結束，如此諮商輔導歷程才算結束。（本文作者任職於第81岸巡大隊）

ers' problems, it is imperative to remember that the subject is him and not you, for any blurring of the subject and focus would render the problems of the counseling recipient unsolvable. On the contrary, it is definitely a sign of a good beginning when the counselor is able to reassure the counseling recipient of an unconditioned care, acceptance and respect, assimilating and caring for the person with genuine care, and making the recipient feel that we truly care about them, rather than just being obligated or working.

What comes next are some of the cautions that need to be observed during a counseling session. When coming in contact with the case subject, we not only need to observe our own communication, interaction and relationship with the subject, but also need to keep watch what we have done is truly helpful to him or whether there will be any communication barrier. Sometimes barriers arise during a counseling session, which might be the result of a counselor's inexperience, hence making it crucial to keep observing and perfecting your own conducts along the way. In addition, throughout a counseling session, I do tend to emphasize my genuine sincerity when talking to a case subject rather than taking to a trying attitude. Sometimes we tend to put on different masks; for instance, I am such and such professor, such and such doctor, such and such counseling officer, such and such management staff and so forth. What remains most crucial is that we need to show the recipients that we truly and genuinely care about them.

Lastly what needs to be cautioned at the end after an extended period of counseling, the counselor might grow tired and begin to tell the recipient that you are cured and we could stop now. In fact, the suspension of a counseling session rests on respecting the feeling of the other's, and it is crucial at this point of time to reassured the recipient through interaction and exchange to let him know that it is time to conclude the counseling program. Rather that, counselors may simply provide the recipients with encourage and faith by showing a respectful and reassuring attitude to wrap up the program, brining a counseling program to a successful close.

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