

# 網上輔導技巧

## Some Advantages for Online Counseling :

1. Shame and the most inhibiting emotions is overcome
  2. Immediacy of expression of feelings
  3. Develop relationship that otherwise would not have started in the first place
  4. Greater degree of control
  5. Client active participation in their own healing
- Source: Cohern & Kerr, 1998; Lange, 1994; McKenna, 2007; Pennebaker, 1995; While & Epston, 1990)
- More honest representation of the client's situation
  - Facilitate self disclosure (online disinhibition effect)  
(Suler, 2001)
  - Greater self acceptance
  - Greater self reflection (cognitive processes) (Pennebaker, 2003)

## Text Talk/ Speech Words

How to establish online presence and relationship with the absence of visual or auditory cues ?

Presence techniques (Murphy & Mitchell, 1998)

- "We are together."
- Convey quality and intensity of emotion, as well as to broaden levels of meaning
- Bring a level of contextualization and meaning enhancement.

## Emotional bracketing

- Include relevant emotional material in brackets and this allows the client to hear the intended vocal tone in the words.

W: 你其實用緊自己既方法去生活  
唔好咁講自己，(我好心痛...)>.<"

W: 你有無事呀? (我真係好擔心你呀).....  
會唔會痛到行唔到呀?

## Descriptive immediacy

- Provide the client with images that will give them a context for understanding our words.

*"If you are standing beside me as I write this. Tanya, you would notice me stopping often, falling back against the back of my chair saying "that's incredible" to myself. Your recent successes against guilt are so wonderful that even now I find myself (right now!) stopping in the middle of the sentence, my hands towards the computer screen, my mouth wide open as if to say "this is amazing". How did she defeat guilt?" (Murphy & Mitchell, 1998)*

## Use the terms to convey your understanding (reflecting)

- "I think I can hear", "I have a sense", "It sounds as if..", and so on

W : 嗯，得一個面對，好辛苦，**我聽你講既野，我感受到你由細到大都好似一個人**，身邊既人好似無真正走入你既世界

W : : 咁你一定好辛苦.....一個人如果不能接受過去自己，心裏面一定覺得好難過，好辛苦....  
**見到你咁辛苦**，我都好難過，雖然我未必能完全明白你既感受，但**我都睇到你**而家好似係被自己既過去所煎熬緊.....

## Creative keyboarding techniques

- Lend a vocal and kinesthetic quality of messages  
e.g. Fonts, colors, spacing, exclamation points, emoticons and acronyms (shorthand expressions)
- Attention to how a client presents themselves in text format

W : 唔唔^^明白的,好似自己好想去過番一D正常既生活,  
但彷彿又好似無能為力咁,如果我係你,  
我都會感到好無奈 >.<“

C : 我所經歷既唔係每個人都能經歷.....

## Metaphorical language for meaning enhancement

- Add richness to your writing using metaphorical language

W : Coral, 我聽你講時其實一方面好心痛,  
真係好心痛,但我另一方面好感動,  
因為你其實好叻,好堅強!  
**好似一隻大鳥,一直高飛,就算痛,  
就算遇到人傷害你,但你都能夠自醫,  
然後再飛**

## Other techniques for online counseling

### Holding the information content of sessions

- Store information and recall it later to assist in an exploration of subsequent materials presented by a client.

W : **我仲記得你**上次話過其實其實你想脫離cc好耐

W : **記得上次你話**媽媽嫌棄你，而落bb後，你用污糟來形容自己，其實每論家中，感情中，你面既只係支持

### Share of internal thoughts processes of your intervention

- Using "I" to own your feedback.
- Check with the client how they have received the intervention

W : 你同佢有咩相處的深刻片段?

C : 我唔想講, OK?

W : sorry, 唔好意思，你想stop可隨時告訴我

W : **我係度諗，好多時濫藥都好似你咁講因為d唔開心既野，如果呢d唔開心我地處理唔到，個問題就可能繼續困住自己**

W : 不過你已經好叻，憑自己的努力，可以黎到呢一步

C : 多謝你~

W : 希望我既說話唔會傷害到你

C : 我相信你冇心~

C : 我日日都訓得唔好.  
 W : 點解既?因為發夢定訓唔著?  
 C : 吾知  
 W : 你覺得伏冰同你訓得唔好,有無關係?  
 C : 吾知.  
 W : **因為其實伏左冰係會令人訓唔著,情緒會差D...**  
**其實你想過正常生活既第一步,**  
**係要有充足既精神去工作或者讀書.....**  
**如果你被冰所困擾,好難訓得好同有充足既精神去工作架...**  
**Coral,我關心你,想你可以一步一步過番屬於你既正常生活呀**  
 C : 工都有份 工咩作?  
 總之我需要一份工作  
 我吾要番飲食行  
 -----  
 W : 其實..你都諗唔到自己想做咩...點解你要咁急於搵份工既?  
**我都好想幫你搵份工,不過同時地我都擔心你**  
**而家既情況能唔能夠應付到工作...**  
 C : 咁我可以點.??

## Text-based externalization

- Use to externalize problems and give them a voice

C : 就算我幾好; **我知我內心已經係好污糟.自尊....**  
 尊嚴..1早就無晒;  
 W : 你既**內心好污糟**係因為你覺得自尊,尊嚴唔響度?  
**(repeat the words and phrases that the client uses)**  
**「內心好污糟」會點樣影響你?佢一直打擊你?**  
 C : 我自己1早已經係; 死乞難乞都乞吾到..愛..  
 吾得人中意吾抵錫; 就算有人對我幾好都好;  
 我都吾會想佢地入我個心到..吾想佢地見到我呢1面;  
 W : **「內心好污糟」-->佢話比你聽你唔得人中意?**  
 C : 係;  
 W : **「內心好污糟」-->趕走曬所有想愛你既人?**  
 C : 係;

W : **Cindy** 有無試過打贏「內心好污糟」  
 C : 好多朋友都比我趕走晒; 我明明知佢地係真心對我好嫁;  
 佢地問多d想知多d;由其係男性;  
 W : 有無一些時候「**Cindy** 內心其實好善良, 仍然寶貴」  
 幫你打走「內心好污糟」.....  
 W : 你比你心入面既「內心好污糟」呃佢呃你喔!  
 「內心好污糟」呃你, 話你無人愛但原來身邊既朋友,  
 仍然愛你! 假架, 「內心好污糟」--> 趕走曬所有想愛你既人?  
 C : 我知嫁;  
 W : 你講得岩  
 C : 但係我控制吾到....自我保護程式  
 W : 有無一些時候你可以控制「**內心好糟?**」  
 C : 佢成日自己開左  
 W : 嗯嗯  
 嗯嗯!

## Points for consideration

### i. Agreeing a contract for the working arrangements (*goals, time to talk, alternate ways of communication...*)

- provides clarity on the nature of support and the worker's role

W : 會唔會日日都食?  
 C : 一個月食一兩次架咋  
 W : 咁你真係有好多進步啫!  
 C : 其實應~咩都唔食就最好~  
 W : 你最終目標係想唔食, 係咪  
 C : 當然喇~

## ii. Online paraphrasing

- Check accuracy
- Allow the client to “hear” the content of their dialogue
- Develop the skill of processing and storing written information and narrative, holding it in mind prior to presenting it back to a client in a written format

C : 我會努力..  
因為行錯好多..

W : 你過往既路其實一方面行得好辛苦，  
但另一方面，使你變得更堅強，  
你現在希望創出屬於你自己既一片天空！！

C : 我會試下堅持...

## iii. Online summarizing

- A summary at the ending of the session to consolidate any important elements that have been discussed or explored
- Highlight the main focus
- As an aid to clarify where misunderstandings may have occurred

W : 我返工時間好浮動.....

C : 好呀，再約喇，不如約定你27號朝早，  
咁你再話俾我聽得唔得我依家要出去做野，再傾

W : ok



Client invited worker for chat

W : 咁我新年後約你呀  
你呢排索K情況點呀?

C : +.+  
=.=  
危殆.....  
唉.....

W : 點危殆?

C : 一匹布咁長.....

W : 慢慢講

C : ><  
呢個case.....  
好難搞.....  
又一啦.....


W : 食得嚴重左?

W : 其實諗番都幾心酸  
一下子話戒, 其實仲快  
戒唔到... 你女朋友依家有  
冇男朋友

C : 有

W : 咁都好難會追得番  
你自己點睇呀?

C : 而家返工  
下次傾



**Thank You !**