
**Crisis counselling:
Psychological support
for foreign students
危机辅导：对外国留学生的心理支持**

Online lecture, China

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Agenda

- Crisis: general aspects
 - 危机：概况
 - What is crisis counselling?
 - 什么是危机辅导？
 - Goals of crisis counselling
 - 危机辅导的目标
 - Introduction to communication
 - 关于沟通的入门
 - Basics of communication with foreigners
 - 关于沟通的基础
 - How to communicate?
 - 如何沟通
- XXX
 - XXX

Reliable professional information

- Very solid and competent information about the virus. Could be very helpful for everybody
- 以下是关于冠状病毒方面的一些知识，对每个人都很有用
- XXX

https://multimedia.scmp.com/infographics/news/china/article/3047038/wuhan-virus/index.html?fbclid=IwAR2v7Brqr7KOEIjPtD98b0OeEDe_ChdFqPJ8Tje7f5JUnJPBvAJKexpJaVs

- And about the official guidelines from the Chinese government
- 来自于中国政府的一些官方指南

<http://www.nhc.gov.cn/jkj/s3577/202001/6adc08b966594253b2b791be5c3b9467.shtml>

www.sollmann-online.de [7.shtml](http://www.sollmann-online.de/7.shtml)

Crisis: general aspects

危机：概况

危机的定义是……

~~Definition of crisis is....~~

将某一事件或情况视为超出个人现有资源和应对机制的难以忍受的困难。(James & Gilliland, 2001)

... a perception or experiencing of an event or situation as an intolerable difficulty that exceeds the person's current resources and coping mechanisms. (James & Gilliland, 2001)

危机：发生了什么？

Crisis: what happens?

- 过度暴露于死亡
Overwhelming exposure to death
- 关心外面的家庭生活
Concerns about family life outside
- 失去现实感
Loss of sense of reality
- 对生活的矛盾看法
Ambivalent views on life
- 失去心爱的人
Loss of beloved ones
- 耻辱 Stigma
- 抑郁和创伤后应激障碍的症状
Symptoms of Depression and PTSD
- 应对策略 Coping Strategies

危机中的正常反应(初始时)

Normal reaction in crisis (on first sight)

急性反应: Acute responses:

- 无助 Helplessness
- 混乱 Confusion
- 不良/哭 Distressed/crying
- 激动尖叫 Screaming / agitated
- 焦虑、愤怒 Anxiety, Anger
- 冲击/换气过度 Shock / Hyperventilation
- 头晕和呼吸急促 Dizzy/shortness of
- 分散/不稳定呼吸 Scattered/erratic hh breath
- 腹部疼痛头痛 Abdominal pain Headaches
- 健忘、头痛 Forgetfulness / Headaches
- 颤抖 Shaking / trembling

人们会对危机做出反应

People will react/respond to crisis 1/2

身体症状: **Physical symptoms like:**

颤抖, 头痛, 感觉很累, 没有食欲, 疼痛

休克、昏厥、出汗和疲劳。

Shaking, headaches, feeling very tired, loss of appetite, aches and pains
shock, fainting, sweating, and fatigue.

情绪症状: **Emotional symptoms like:**

哭泣, 悲伤, 沮丧的情绪, 悲伤 Crying, sadness, depressed mood, grief

焦虑、恐惧 Anxiety, fear

“警惕”或“神经质” Being ‘on guard’ or ‘jumpy’

担心会有非常糟糕的事情发生 Worry that something really bad is going to happen

失眠, 噩梦 Insomnia, nightmares

人们会对危机做出反应(续)

People will react/respond to crisis 2/2

- 烦躁,愤怒,否认, Irritability, anger, denial,
- 责备自己或他人的创伤。 blame themselves or others for the trauma.
- 内疚,羞愧(如。幸存下来的, 或者没有帮助或拯救他人的)
Guilt, shame (eg. having survived, or for not helping or saving others)
- 困惑、情感麻木、感觉不真实或发呆 Confused, emotionally numb, or feeling unreal or in a daze
- 高度敏感 hypersensitive
- 显得孤僻或非常安静(不动) Appearing withdrawn or very still (not moving)
- 不回应别人, 根本不说话 Not responding to others, not speaking at all
- 定向障碍(如。不知道他们的名字, 来自哪里, 发生了什么事)
Disorientation (eg. not knowing their name, where they are from or what happened)
- 不能照顾自己和孩子 Not being able to care for themselves or their children
- 远离社交场合, 对社交活动缺乏兴趣。 withdrawal from social situations, and lack of interest in social activities.

什么是危机辅导？

What is crisis counselling?

危机辅导

Crisis counselling

- 不是心理治疗
not psychotherapy
- 专注于将事件的压力最小化
focused on minimizing stress of the event
- 提供情感支持和改善应对策略
providing emotional support and improving coping strategies
- 此时此地更具体
more specific in the here and now
- 支持个人对情况的反应
to support an individual's response to the situation
- 帮助恢复一些控制和掌控的感觉
to help to restore some sense of control and mastery
- 一般会持续几个星期
is generally lasting for a few weeks

危机辅导（续）

Crisis counselling

- 危机咨询：重点是危机的情感后果。

Crisis counseling: focus is the emotional consequences of a crisis.

- 危机干预：一种即时和短期的心理护理，目标是在危机情况下帮助个人。

Crisis Intervention : an immediate and short-term psychological care aimed at assisting individuals in a crisis situation.

- 时长:15分钟- 2小时，频率1 - 3次。

Duration : from 15 minutes to 2 hours, frequency ranges from 1 to 3 times.

我们为什么要做危机咨询?

Why we do crisis counselling?

- 确保安全，促进整体稳定 To ensure safety and promote overall stability
- 为个人提供情感支持 To provide emotional support for the individual.
- 解决问题并帮助个人获得可用的资源 To solve problem and assists individuals in obtaining available resources
- 恢复平衡 To restore equilibrium

咨询师的角色

Counsellor's role

1. 倾听问题 Listen to concerns
2. 评估安全需求 Assess safety needs
3. 保护来访者的权利和责任 Protect rights and responsibilities of client .
4. 建立良好的关系 Build a good relationship.
5. 一步一步地设定目标 Putting objectives, step by step
6. 在当下把问题说清楚 Speak clearly, in the present, about the problem.
7. 立即采取直接行动，恢复流动性和平衡 Take immediate, direct action to restore mobility and equilibrium.

危机辅导的要素

Elements of crisis counselling

1/3

1. 评估现状 Assessing the present situation

- 倾听来访者的需求，提问，确定个人需要什么来有效应对
listening to the client, asking questions and determining what the individual needs to cope effectively
- 定义问题，并将其作为共情、接受和支持的源泉。确保来访者的身体和心理安全。
define the problem and acting as a source of empathy, acceptance and support. Ensure client safety, both physically and psychologically.

危机辅导的要素

Elements of crisis counselling

2/3

2. 提问 Questioning

- 封闭式的问题 Closed-ended questions
- 拥有感觉-否认声明 Owning feelings - Disowned statements
- 传达理解 Conveying understanding
- 价值判断 Value judgments
- 正强化 Positive reinforcement
- 共情、真诚、接受 Empathy, genuineness, acceptance

3. 教育 Education

- 提供有关他们目前的情况和他们可以采取的措施，以尽量减少损害give information about their current condition and the steps they can take for minimize the damage

危机辅导的要素

Elements of crisis counselling

3/3

4. 提供支持 Offering Support

- 提供支持、稳定和资源 providing support, stabilization and resources.
- 积极倾听 Active listening.
- 非评判性支持, 减少压力, 改善应对 Nonjudgmental support, reduce stress, improve coping.
- 对支持你的人产生短暂的依赖 Develop a brief dependency on supportive people.

5. 发展应对策略 Developing Coping Skills

- 发展应对技能 develop coping skills.
- 探索解决问题的不同方法 explore different solutions to the problem.
- 练习减压技巧 Practicing stress reduction techniques.
- 鼓励积极思考 Encouraging positive thinking

危机辅导的目标

Goals of crisis counselling

目标：更具体的

Goals: more specific

- 危机在多大程度上扰乱了一个人的生活？

How much the crisis has interrupted the person's life?

- 减少对家里其他人的干扰。

To reduce the disruption on others in the family.

- 为了稳定家庭状况，恢复到危机前的功能水平

is to stabilize the family situation and restore to their pre-crisis level of functioning.

- 有机会发展新的方式来理解、应对和解决问题

Opportunity to develop new ways of perceiving, coping, and problem-solving.

- 干预是有时间限制的

The intervention is time limited

评估问题

Assessment questions

- 发生了什么?(识别问题) What has happened? (Identification of problem)
- 涉及到哪些人? Who is involved?
- 原因是什么? What is the cause?
- 问题有多严重? How serious is the problem?
- 来访者如何受苦? How does the client suffer?
- 他觉察到了吗? Is he aware of this?
- 来访者需要什么? What is the client`s need?

沟通目标

Communication goals 1 / 3

准备 Prepare

- 了解危机事件 Learn about the crisis event.
- 了解可用的服务和支持 Learn about available services and supports.
- 了解安全问题 Learn about safety and security concerns.

沟通目标

Communication goals 2 / 3

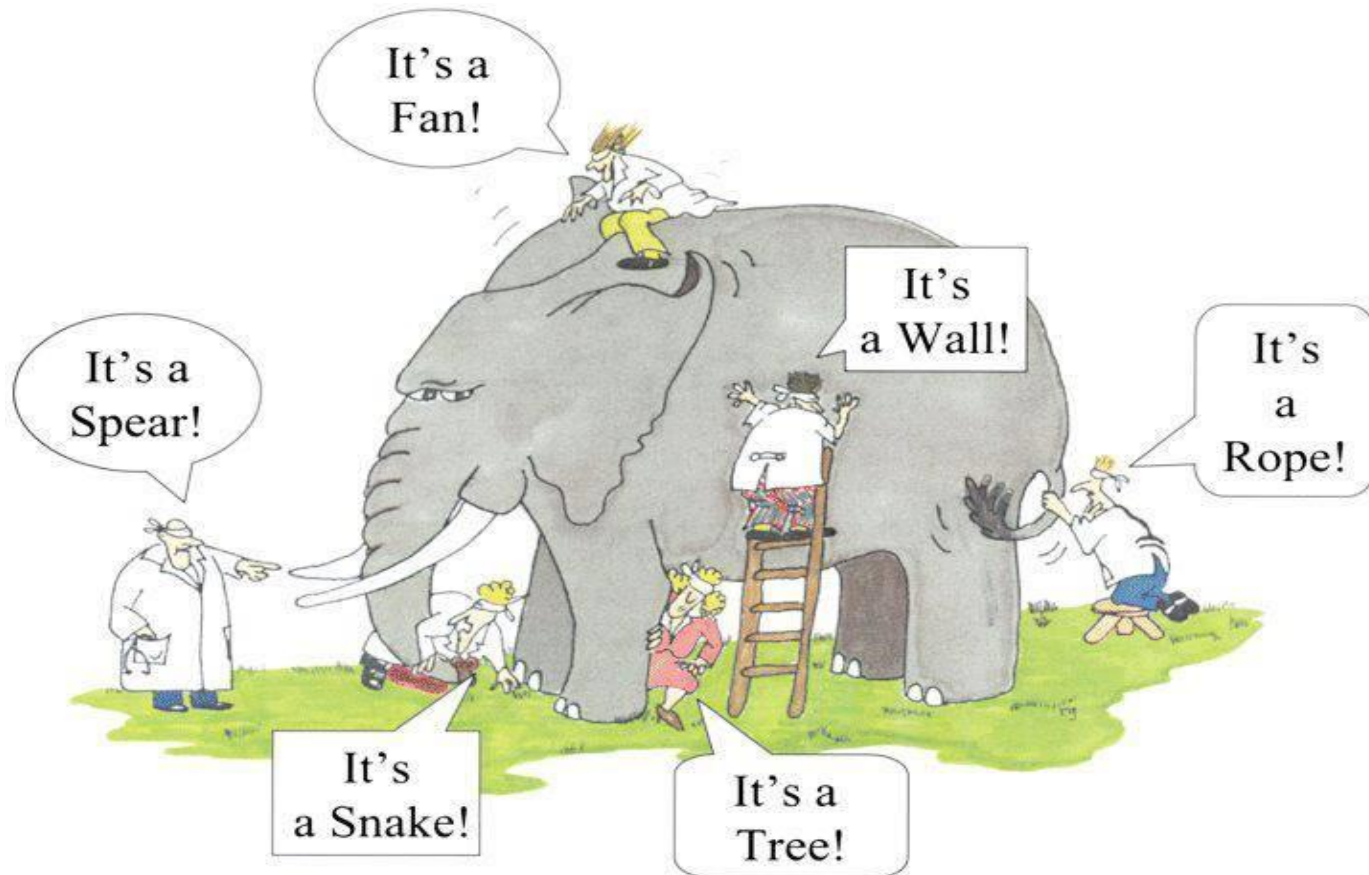
观察和倾听 **Look and listen**

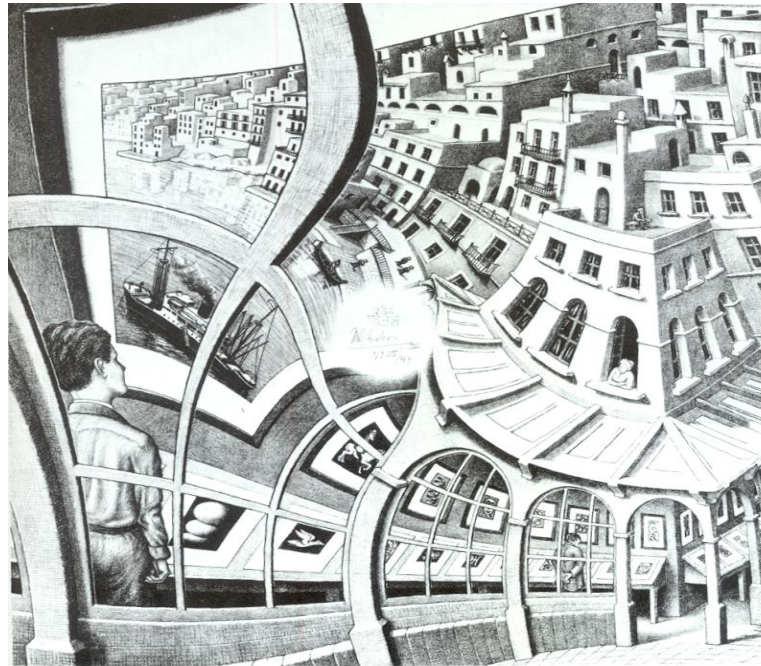
- 观察安全 Observe for safety.
- 观察有明显迫切基本需要的人 Observe for people with obvious urgent basic needs.
- 观察有严重痛苦反应的人，倾听 Observe for people with serious distress reactions. Listen
- 与需要帮助的人联系 Make contact with people who may need support.
- 询问人们的需求和担心 Ask about people' s needs and concerns.
- 帮助人们解决基本需求和获取服务 Help people address basic needs and access services.
- 帮助人们解决问题，再次感到平静 Help people cope with problems., to feel calm again
- 提供信息 Give information
- 将人们与他们所爱的人和社会支持联系起来 Connect people with loved ones and social support

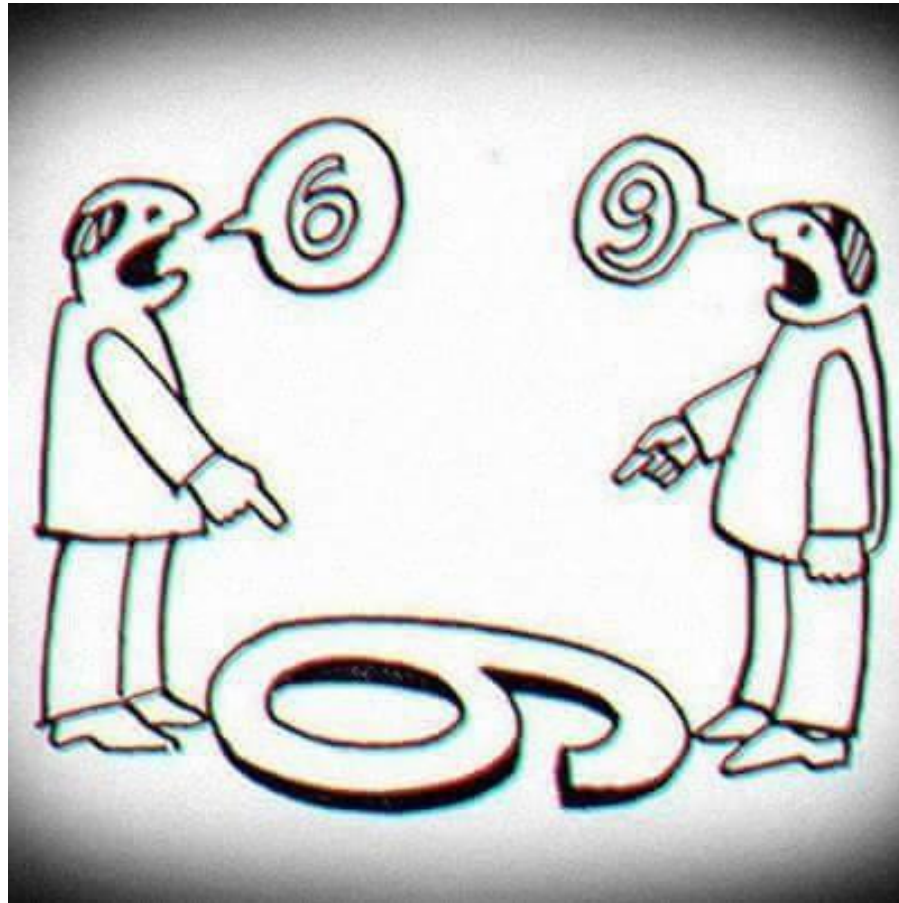
Introduction

To working with foreign students

与外国留学生工作的入门







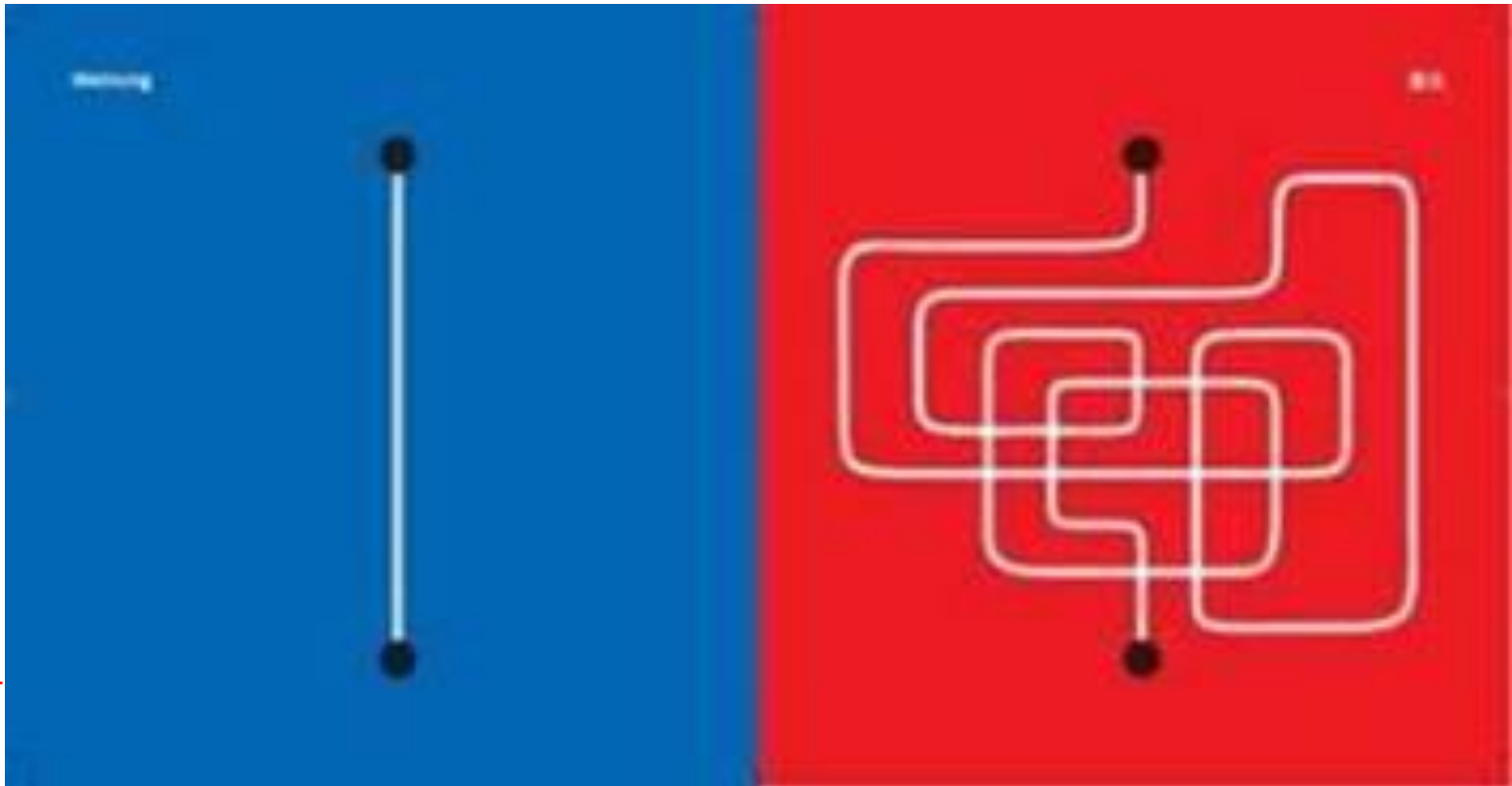
Basics of communication with foreigners

与外国留学生工作的基础知识

Opinion 1

Westerners: Talk to the point
西方文化：开门见山

Asians: Talk around the circle,
especially if opinions are different
东方文化：迂回婉转



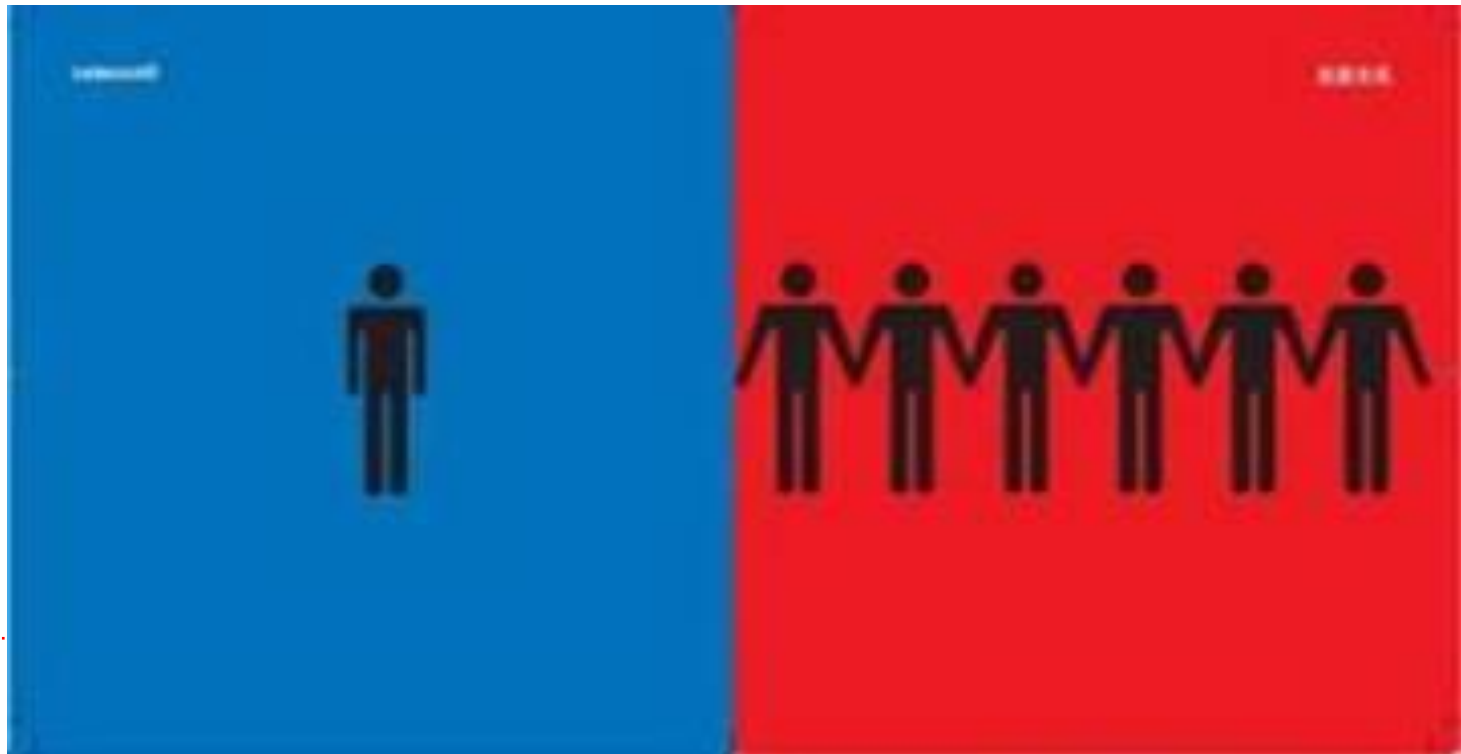
Way of Life 2

Westerners: individualism, think of himself or herself.

西方文化：个人主义

Asians: enjoy gathering with family and friends, solving their problems, and know each other's business.

东方文化：集体主义



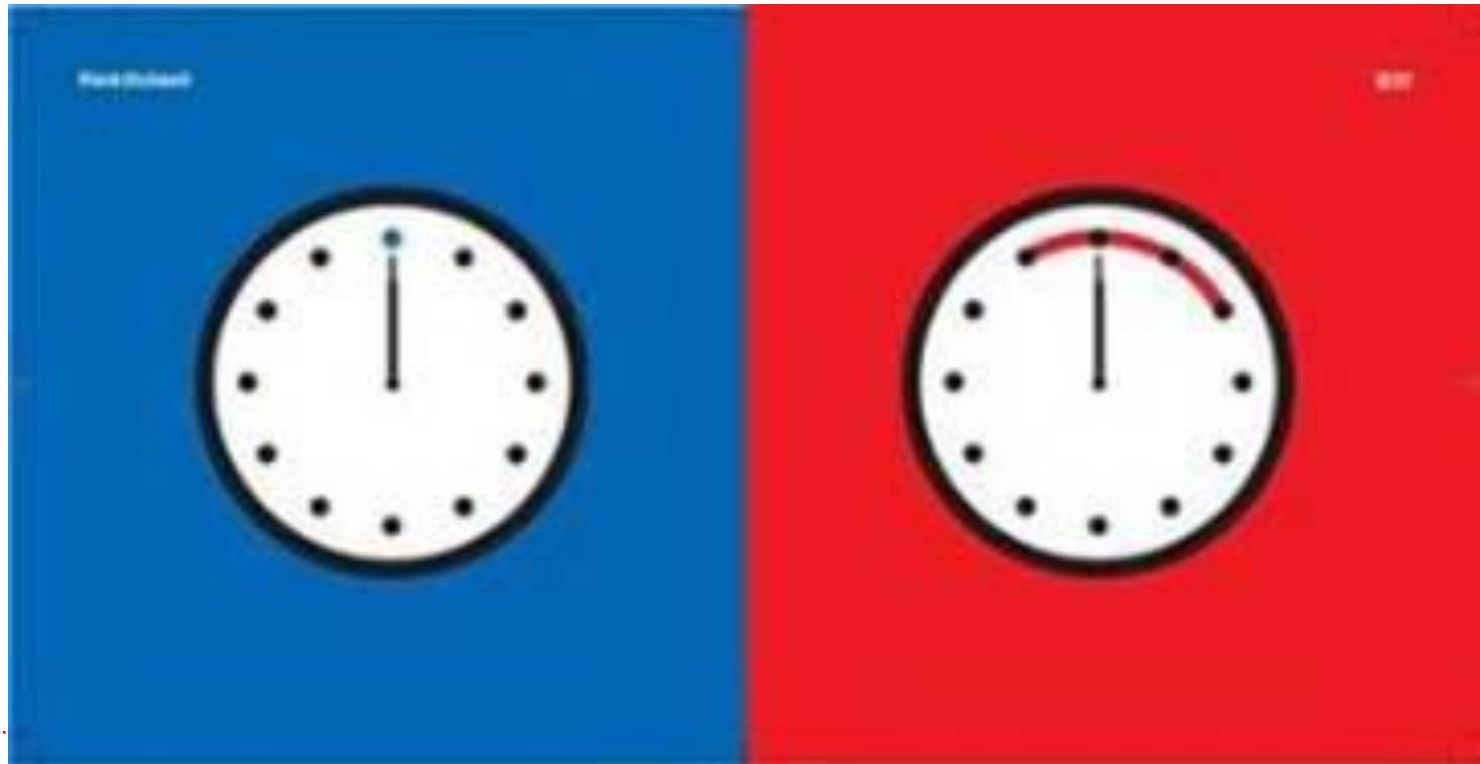
Punctuality 3

Westerners: on time.

西方文化：准时准点

Asians: in time.

东方文化：某一区域内准时



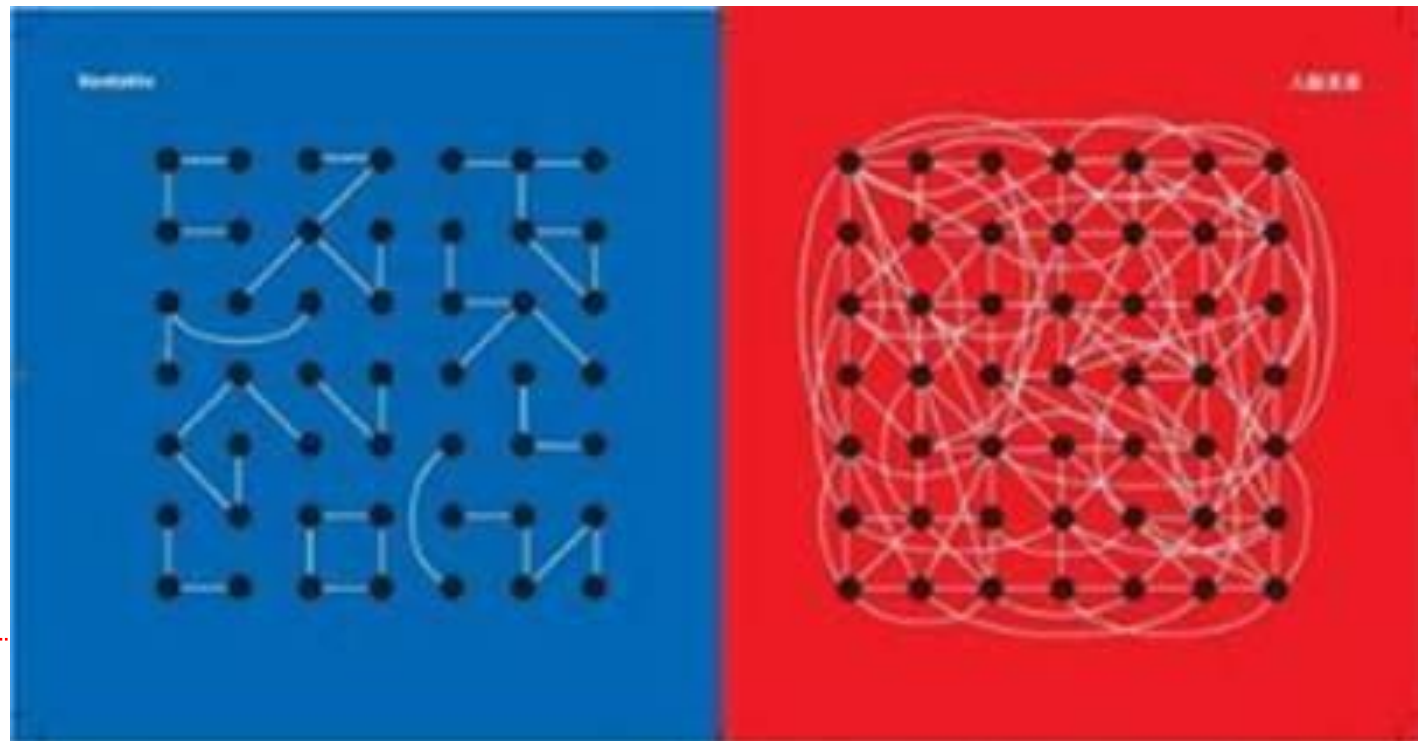
Contacts 4

Westerners: Contact to related person only.

西方文化：人际关系相对简单

Asians: Contact everyone everywhere, business very successful.

东方文化：人际关系复杂



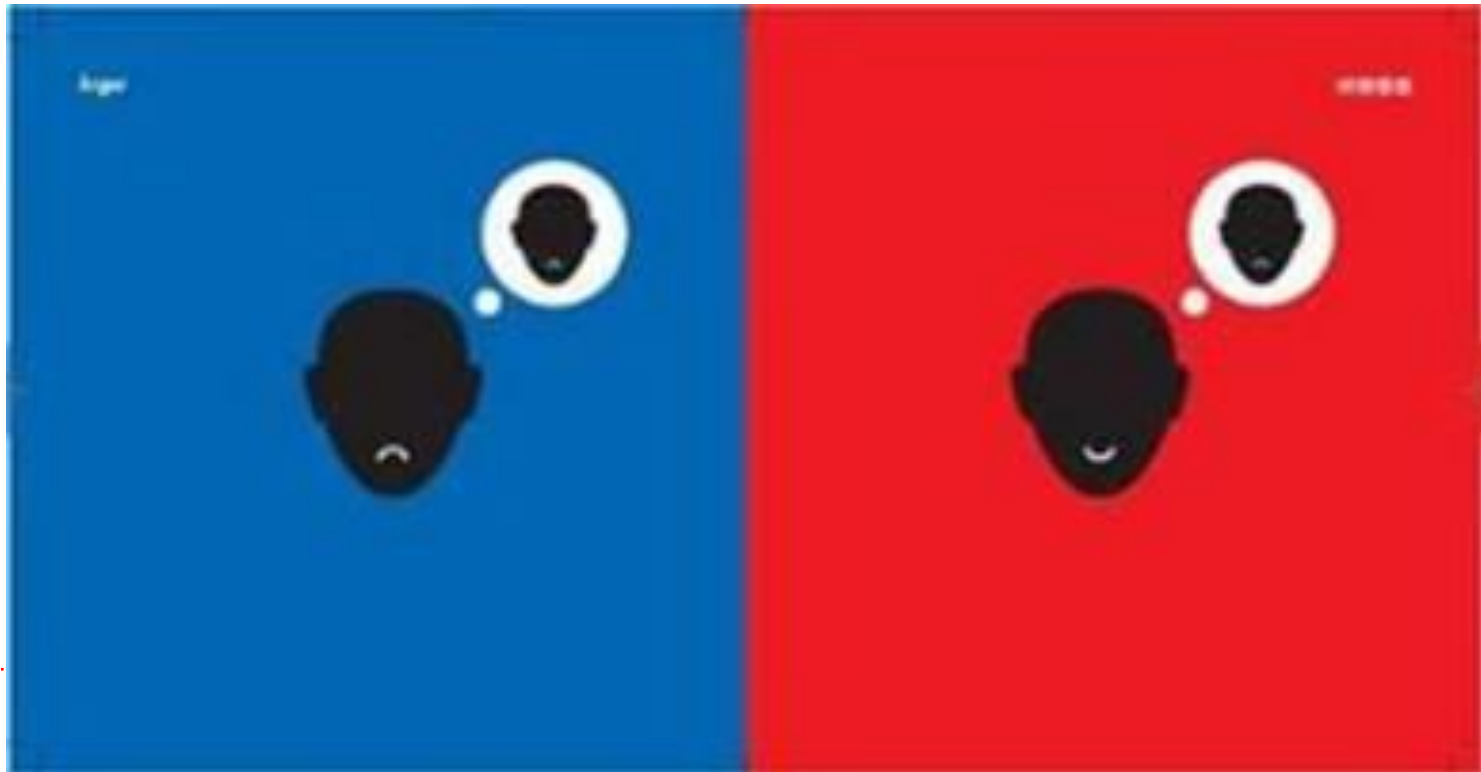
Anger 5

Westerners: Show that I am angry.

西方文化：负面情绪直接表达

Asians: I am angry, but still smiling...
(Beware!)

东方文化：负面情绪反向表达（小心！）



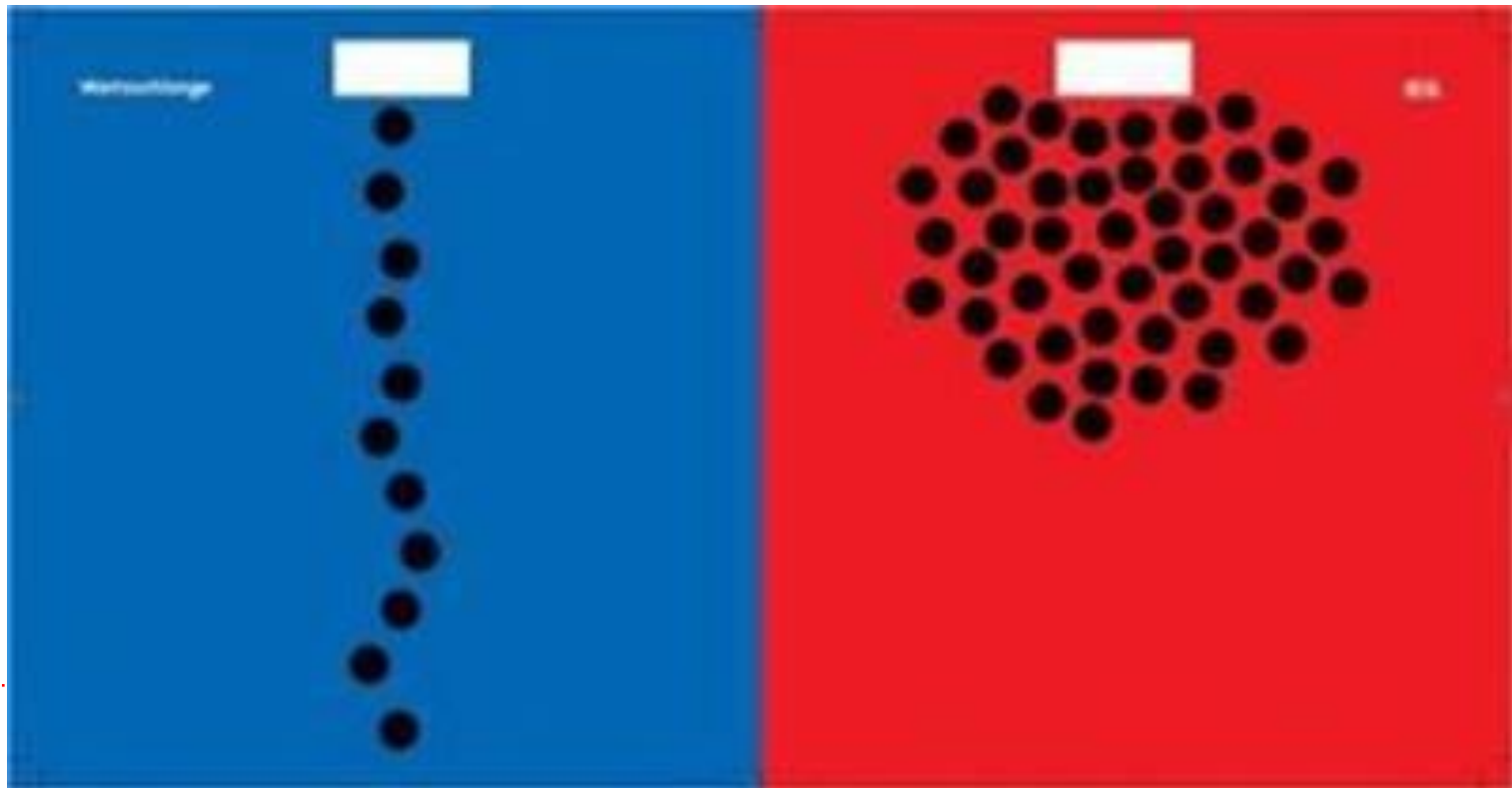
Queue when Waiting 6

Westerners: Queuing in an orderly manner.

西方文化：秩序观念深入

Asians: Queuing?! What's that?

» 东方文化：秩序观念相对淡漠



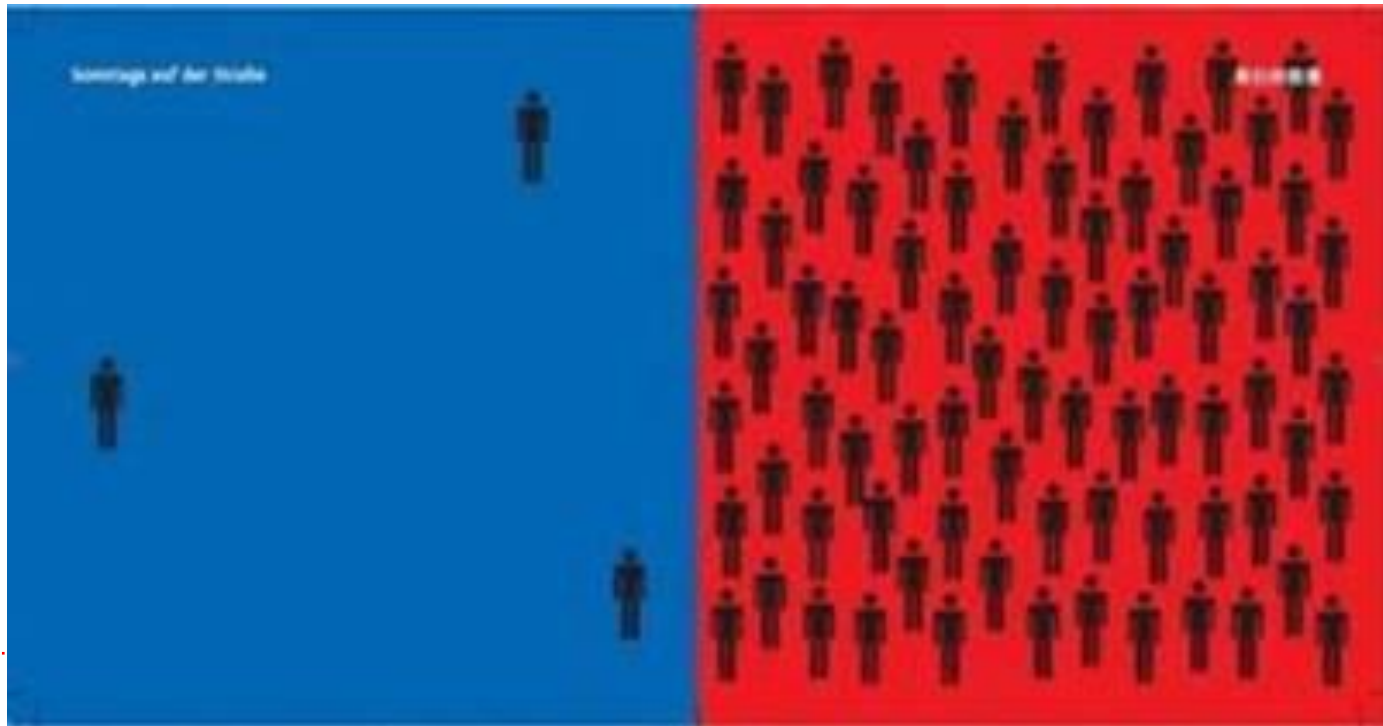
(7) Sundays on the Road

Westerners: Enjoy weekend relaxing peacefully.

西方文化：享受周末的方式是一个人安静的放松

东方文化：享受周末的方式是去拥挤的地方，比如逛街

Asians: Enjoy weekend in crowded places, like going to the mall.



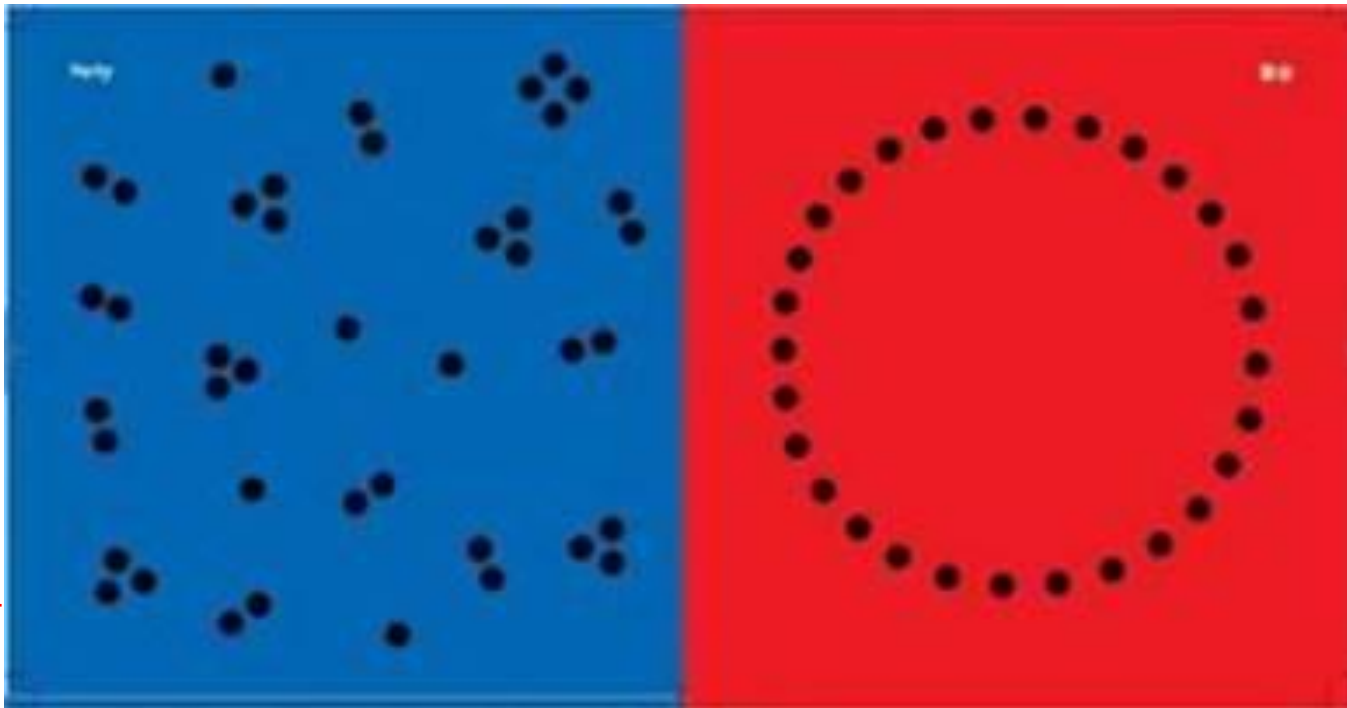
Party 8

Westerners: Only gather with their own group.

西方文化：在派对上小圈子三三两两

» 东方文化：在派对上所有人都听领导一个人的安排

Asians: All focus on the one activity that is hosted by the CEO.



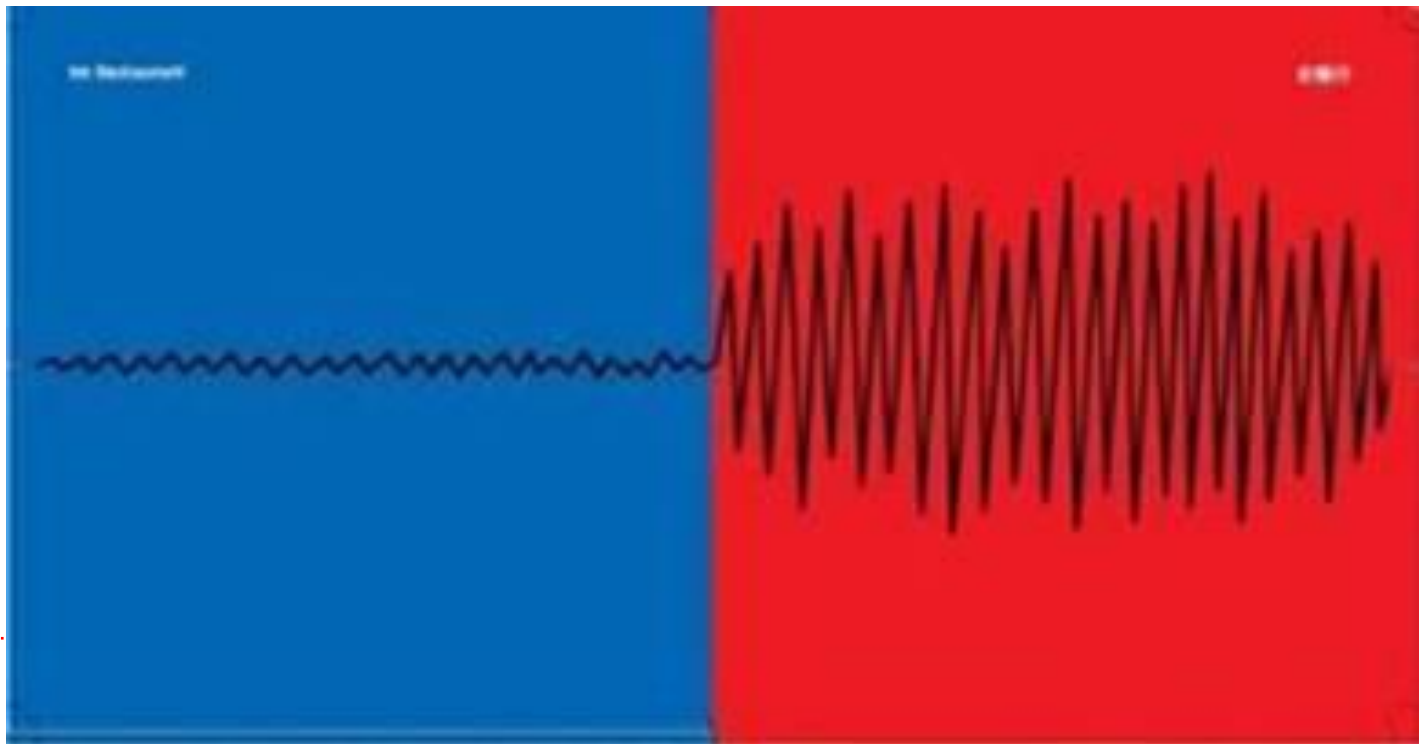
In the restaurant 9

Westerners: Talk softly and gently in the restaurant.

西方文化：在餐厅小声的窃窃私语的交谈

Asians: Talk and laugh loudly like they own the restaurant

东方文化：在餐厅大声的交谈和大笑



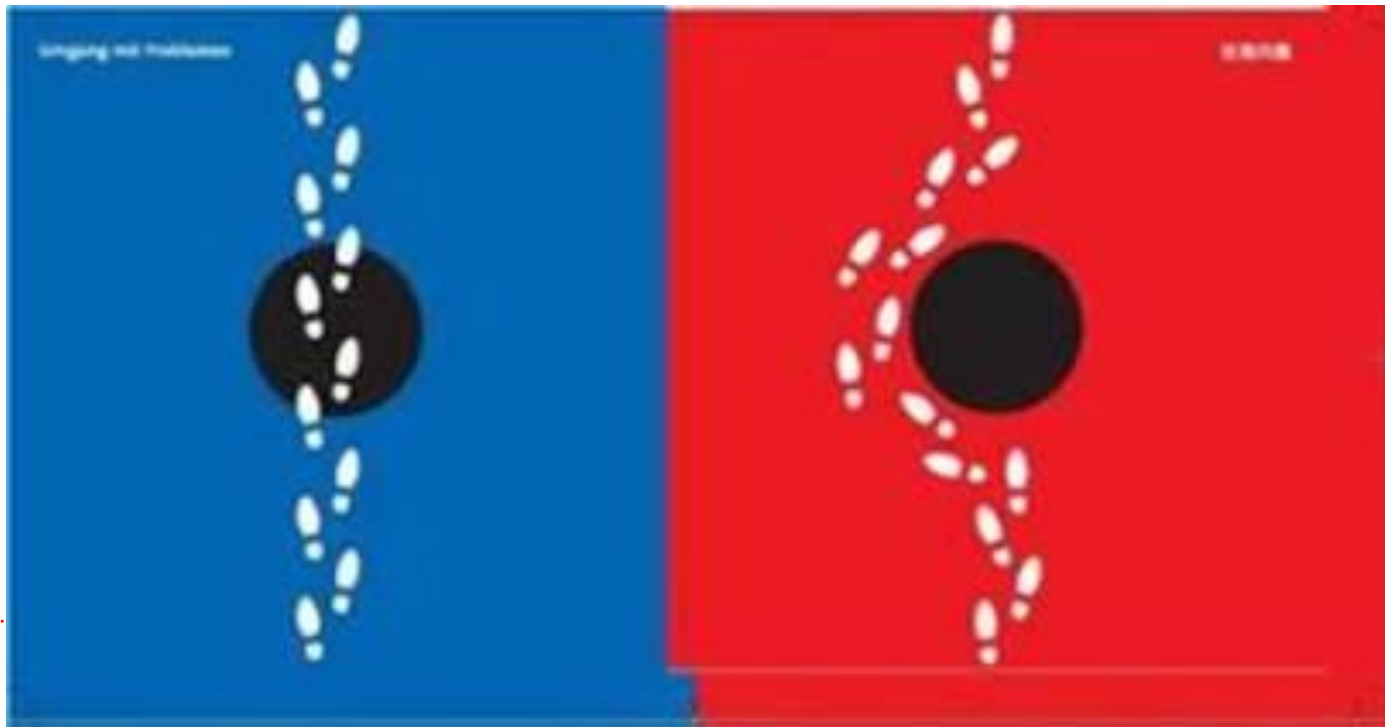
Handling of Problems 11

Westerners: Take any steps to solve the problems.

西方文化：一步步解决问题

» 东方文化：试图避免冲突，并不留下痕迹

Asians: Try to avoid conflicts, and if can, don't leave any trail.



Elderly in day-to-day life 14

Westerners: When old, there is snoopery for companionship.

西方文化：老的时候有小狗陪伴

» 东方文化：老的时候有孙子陪伴

Asians: When old, guarantee will not be lonely, as long as willing to babysit grandkids.



Moods and Weather 15

Westerners: The logic is: rain is pain.

西方文化：雨天是不好的

Asians: More rain, more prosperity

东方文化：雨天意味着生命滋养



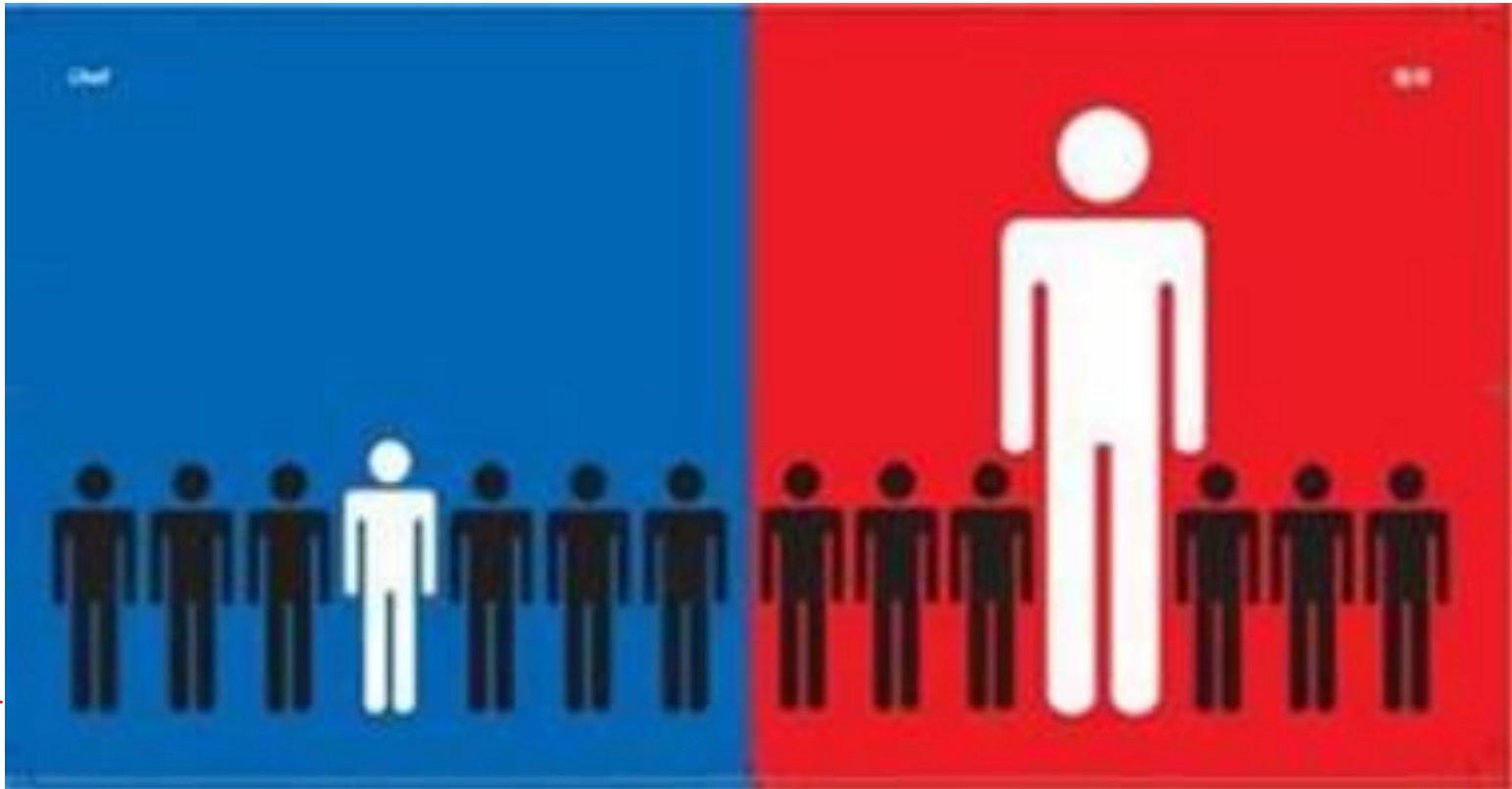
(16) The Boss

Westerners: The boss is part of the team.

西方文化：领导是团队的平等一员

Asians: The boss is a fierce god.

东方文化：领导是神



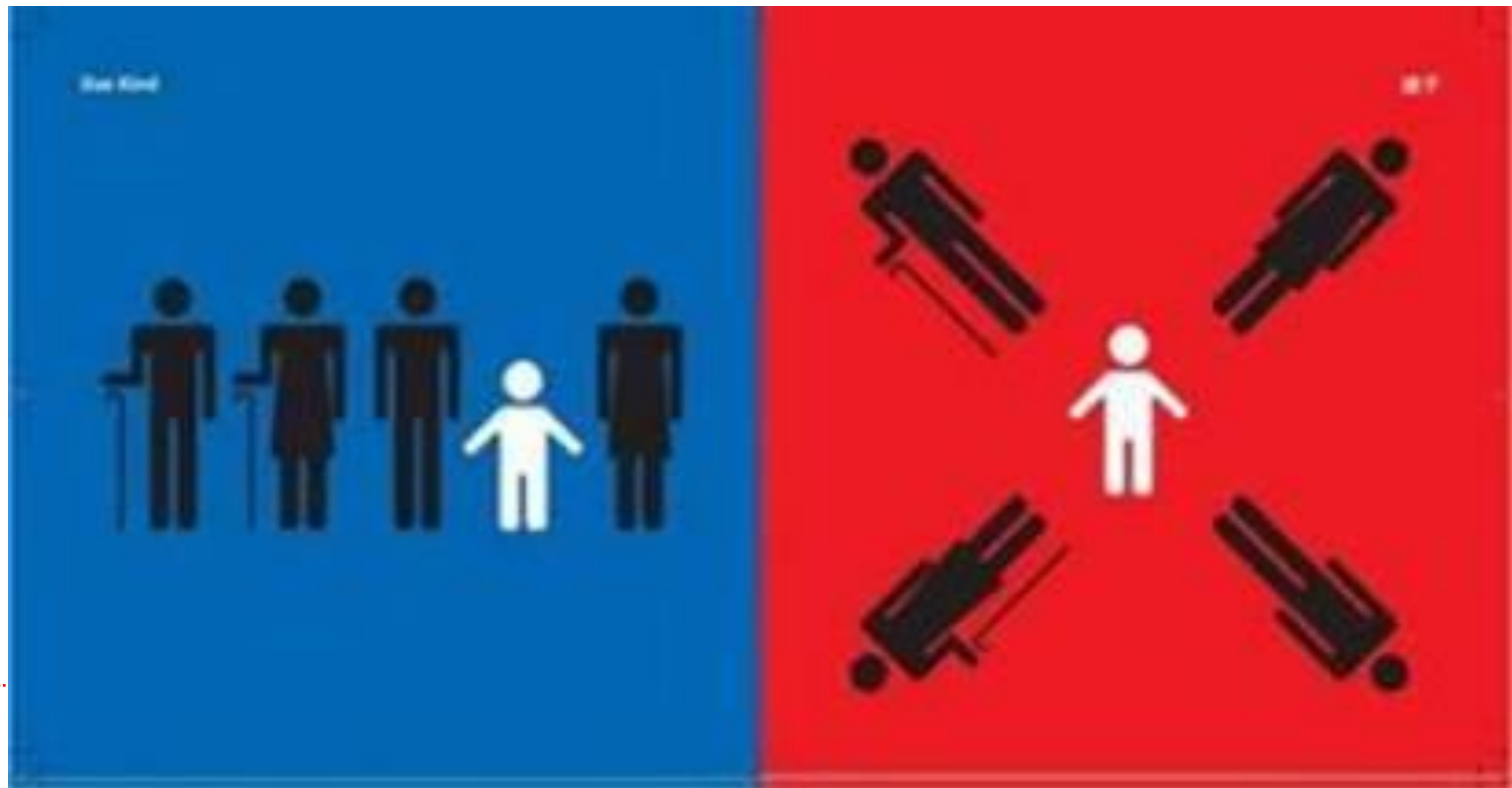
The Child 18

Westerners: The kid is going to be independent and make his/her own living.

西方文化：孩子是独立的，即将有自己的人生。

Asians: Slog whole life for the kids, the centre of your life.

东方文化：孩子是自己的重心，一辈子为孩子活



3 Approaches for Working with Cultures*

Perspectives	Intercultural	Multicultural	Transcultural
Culture appears as...	Challenge for intercultural learning	Part-system, interference in the expectations	Undetected prerequisites for interaction and identity
Culture concept	Essentialist: Countries, nation states	Systemic: Game rules, patterns	Cohesive: Differences and diversity
Methods	Teaching, advising, training ► Apply and adapt	Use of models for the reflection and detection of values ► Reflect and test	Deconstruction of all preconceptions, images of normality and power asymmetries ► Consider cultural and diversity factors on all levels of activity
Intercultural competence encompasses	Knowledge and techniques	Ability to reflect and flexibility	Competences and personality development
Advantages	Recognition of cultural factors	Multiple perspectives	Essentially difference and equality oriented
Role and particular competences of the expert	Promotes intercultural competence as cultural expert; trains and recommends	Broadens perspectives, choices and options for actions, provokes and intervenes	Assesses collaboratively which identity factors and boundaries are relevant
Challenges	Overestimation of cultural factors	Lack of (inter) cultural expertise	Limited reach of individual influence

How to communicate?

如何沟通?

Specific questions 几个特别的疑问

- When does the problem occur?
- 问题出在什么时候?
- Are there special times or occasions?
- 是否有特殊的时间或场合
- Where does the problem occur?
- 问题发生在哪里?
- Who is involved?
- 问题都和谁有关?
- Are there other people present or are you alone?
- 是否有别人在场还是你是独自一人?
- What happens?
- 发生了什么?
- What is said or done?
- 当时有说什么或者做什么?
- How do I react in the situation?
- 我做出了什么样的反应?
- What do or say I do?
- 我有说什么或者做什么?

- Xxx

- XXXX

- What do I think?

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- What do I feel physically?

- 我身体上有什么感受?

Coping questions 关于应对的一些问题

- How did you manage to cope with all these things?
 - 你是如何努力应对这些的?
 - Where did you get the strength for this from?
 - 你从哪里获得的力量?
 - What enabled you to hold on to your desire for change for so long?
 - 什么使你能坚持自己想努力去改变的愿望?
 - How did you manage that it did not get worse?
 - 你是如何使事情没有变得更糟糕的?
 - Others would have given up hope long ago. Where do you always get hope from?
 - 别人也许已经放弃希望了, 你的希望从哪里来?
 - It is hard to believe that you have achieved this?
 - 很难相信你获得了今天的这些成就吗?
-

Training of emotional awareness 情绪意识的训练

What can cause anxiety? 引起焦虑因素有哪些?

→ *I'm in a new, unfamiliar situation.* 我是一个新的、不太熟悉的情况。

→ *I'm alone in the darkness.* 我独自在黑夜里

→ ...

What are thoughts associated with anxiety? 与焦虑相关的思想有哪些?

→ *I expect to fail.* 我可能会失败

→ *I expect to be not competent enough.* 我可能竞争力不够

→ ...

How do I experience anxiety? 我如何度过焦虑期?

→ *Muscle tension* 肌肉紧张

→ *Feeling of pressure in my stomach* 胃部不适

→ ...

How do I express anxiety? 我如何表达焦虑?

→ *low, shaking voice* 低且颤抖的声音

→ *avoid a situation* 逃避

→ ...

Questions: differentiating and connecting

Body 身体

Body perception: 身体感知

What happens in your body? 身体里发生了什么?

Where does it happen in your body? 发生在哪?

When does it happen? 什么时候发生的?

Breathing: 呼吸

When this happens how do you breathe? 发生的时候你如何呼吸的?

Tension/ pain – relaxation (neutral – unpleasant – pleasant):

紧张/疼痛 - 放松 (中立的-愉悦的-不快的):

Where do you experience tension/ pain in your body?

身体的哪个部位紧张/放松?

What happens when you experience this?

当时发生了什么?

if patients perceive too much tension, unpleasant sensations or pain

⇒ modify/ stop and try to gradually influence this sensations

如果病人觉得太紧张、不快或疼痛

⇒ 修正/停止然后试着调节情绪

Thoughts

思想

What kind of thoughts do you have when this or that happens in your body?

发生的时候你在想什么?

Emotions

情绪

What feelings are connected with this body experience?

发生的时候是什么感觉?

Behavior

行为

What do you want to do when you feel this in your body?

发生的时候你想做什么?

Effect/

changes

How does it change your body? 这如何改变你的身体?

What change of breathing do you experience? 呼吸有变化吗?

What other changes do you experience when this happens? 还发生了什么其他的吗?

Cycle of emotions (problem solving) 情绪的循环 (问题解决)

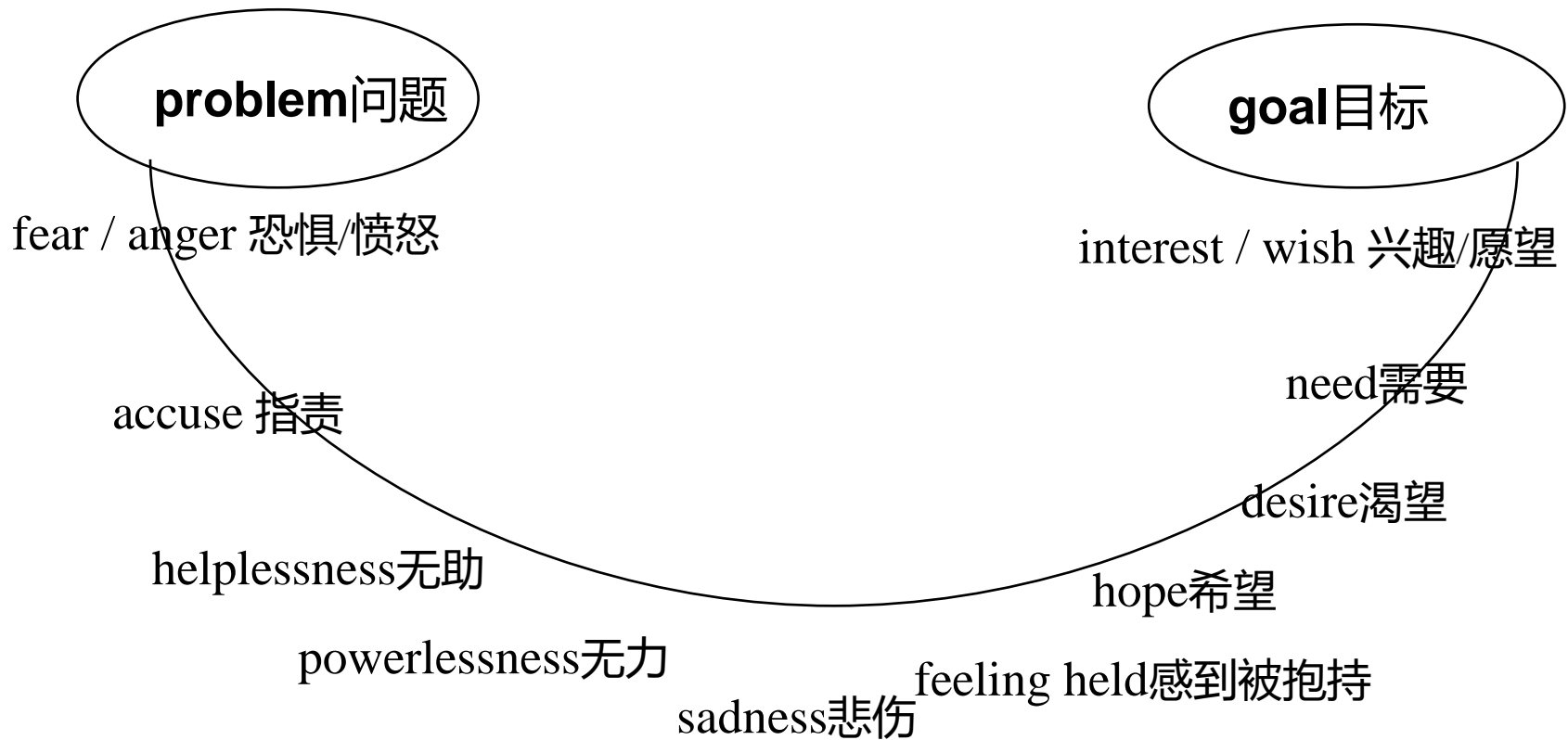
Crisis危机



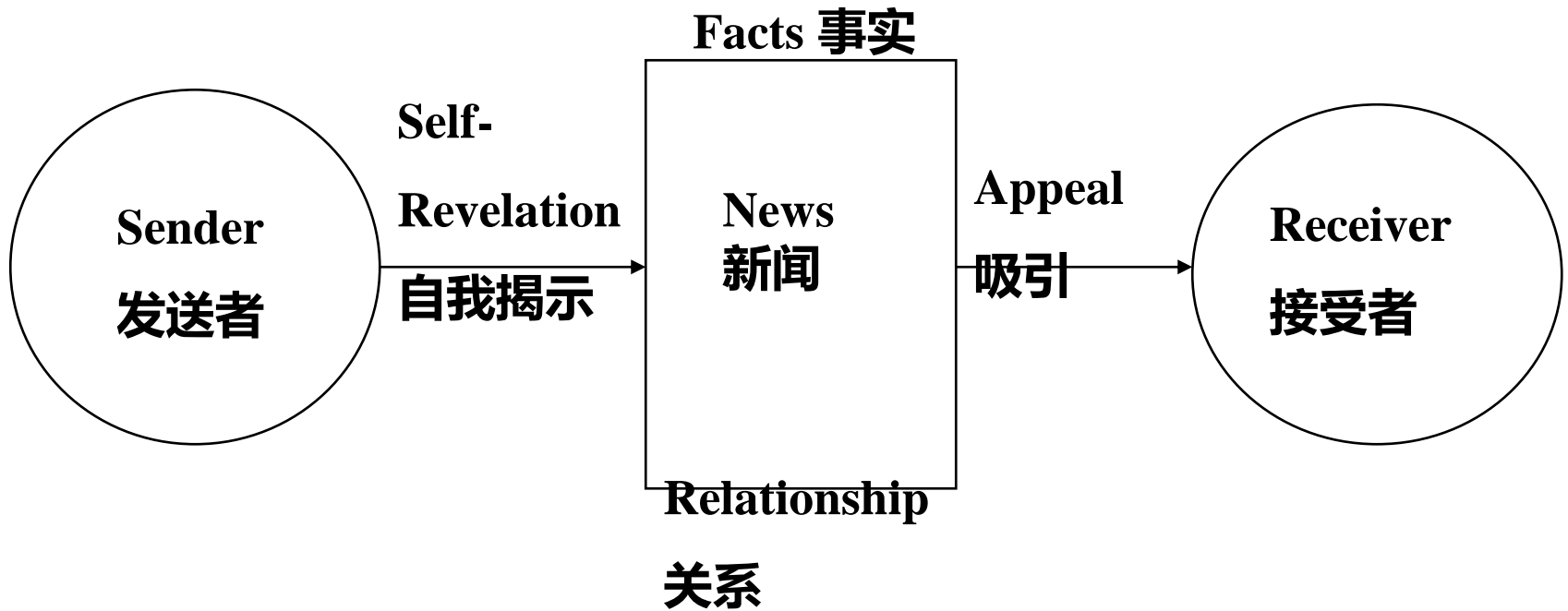
experience体验



acting行为



4 - ear - model of communication



Analysis

What is the problem?

问题是什么?

我的目标是什么?

What is my goal?

Helpful aspects

有帮助的方面

in me

阻挠的方面

obstructive aspects

With others

In the interaction

What can be done

我能做什么

Logbook 日志

Body	Feelings	Thoughts	Behaviour	Effect
身体	感觉	思想	行为	影响

Progressive muscle relaxation (PMR)

进阶放松肌肉

- » Sit on your chair comfortably.
 - » Feel the ground under your feet, and the chair under your body, bearing and sustaining you.
 - » You can close your eyes, or you can leave them open, as you like it.
 - » If you leave your eyes open, concentrate them on a fixed point in the room.
 - » Take a deep breath in, ... and breathe out.
 - » Feel your breathing going regularly in and out ... in and out.
 - » And with the next deep breath in, tighten both hands into fists, and hold the tension.
 - » Hold the tension, and feel it spread up the arms towards your elbows. ...
... hold the tension ...
 - » And with next breath out, relax and notice how relaxation feels. ...
... feel relaxation ... keep relaxed ...
 - » And now, slowly open your eyes, and turn back your awareness into this room, turn back your awareness into this group, into the here and now.
- 用舒服的姿势坐在椅子上，
 - 感受脚下的地板、身体下的椅子承受支撑着你。
 - 按照你的喜好，闭上或睁开双眼皆可。
 - 如果你选择睁着眼睛，请凝视房间内一个固定的点。
 - 深呼吸，吸气……呼气。
 - 感受自己的气息有规律地进、出……进、出。
 - 下一次深呼吸前，紧握双手成拳，用力握住。
 - 握住然后感受它的力量由手臂延伸到手肘。
... 握住...
 - 伴随着下次呼气，放松、体验一下放松的感觉……放松的感觉……继续放松……
 - 现在慢慢地张开你的双眼、把注意力重新放回房间、重新放回这个小组、放回这里、放到当下。

Body exercise

- Stand comfortably and relaxed, with both feet shoulder width apart on the ground. Feel the ground under your feet, bearing and sustaining you.
- Feel yourself standing stably.
- Take a deep breath in, ... and breathe out.
- Feel your breathing going regularly in and out ... in and out.
And with each breathing out, relax yourself more and more.
- Now put your hands on your belly, and feel how the breathing lifts and dips your hands.
- Feel the centre of your body, between your head and your feet.
- Feel your energy flowing through this center.
- And now feel the borders of your body, delimiting you from the outer world.
- To feel your borders, slightly tap your front with your hands, beginning at your head, going down your neck, your chest, your belly, your pelvis, down your legs, to the feet.
- And then go back on your backside, beginning at your feet, going up your legs, your pelvis, your back, your shoulders, your neck, and your head.
- Stand relaxed, and feel your borders.
- Feel your breathing going regularly in and out.
- Then stretch your arms, and explore the room around yourself, turning slightly in your hips. moving your arms up, and down.
- Now look at the other people in the room,
- notice your position towards them,
- how near to them or how far from them do you stand?
- With whom would you like to be in contact?
- Finally, once more, feel the borders of your body.
- And then, turn back your awareness to your center, to yourself,
- Stand relaxed,
- Feel your breathing going regularly in and out.
- And now finish this exercise, in your own tempo,

Body exercise

- 采用舒服的姿势站立并放松，双脚打开站在地上与肩同宽
 - 感受脚下的地板承受支撑着你。
 - 感觉到自己站稳了
 - 深呼吸，吸气.....呼气.....
 - 感受自己的气息有规律地进、出.....进、出。
伴随着每次呼吸，逐渐放松自己。
 - 现在把手放在肚子上，感受呼吸带来的升降。
 - 找到头与脚之间，身体的中心点。
 - 感受从中心处传来的力量
 - 现在感受一下身体的界限，与外界画上界限。
 - 感受你的界限，用手轻敲身体前方，从头部开始，到脖子、胸、肚子、骨盆、腿、脚。
 - 回到身体后方，从脚开始，到脚、腿、骨盆、背、肩膀、脖子、头。
 - 站轻松，感受你的界限。
 - 感受自己的气息有规律地进、出
 - 伸展你的手臂，看看你周围的房间是怎样的，轻轻扭动臀部，手举高、再放下。
 - 现在看看房间里的其他人
 - 注意自己与其他人的位置
 - 看看自己与他人离得近还是远？
 - 愿意跟谁接触？
 - 最后再一次，感受一下身体的边界。
 - 然后把意识转到身体的中心点
 - 站轻松
 - 感受自己的气息有规律地进、出
 - 以自己的节奏结束这次练习
-

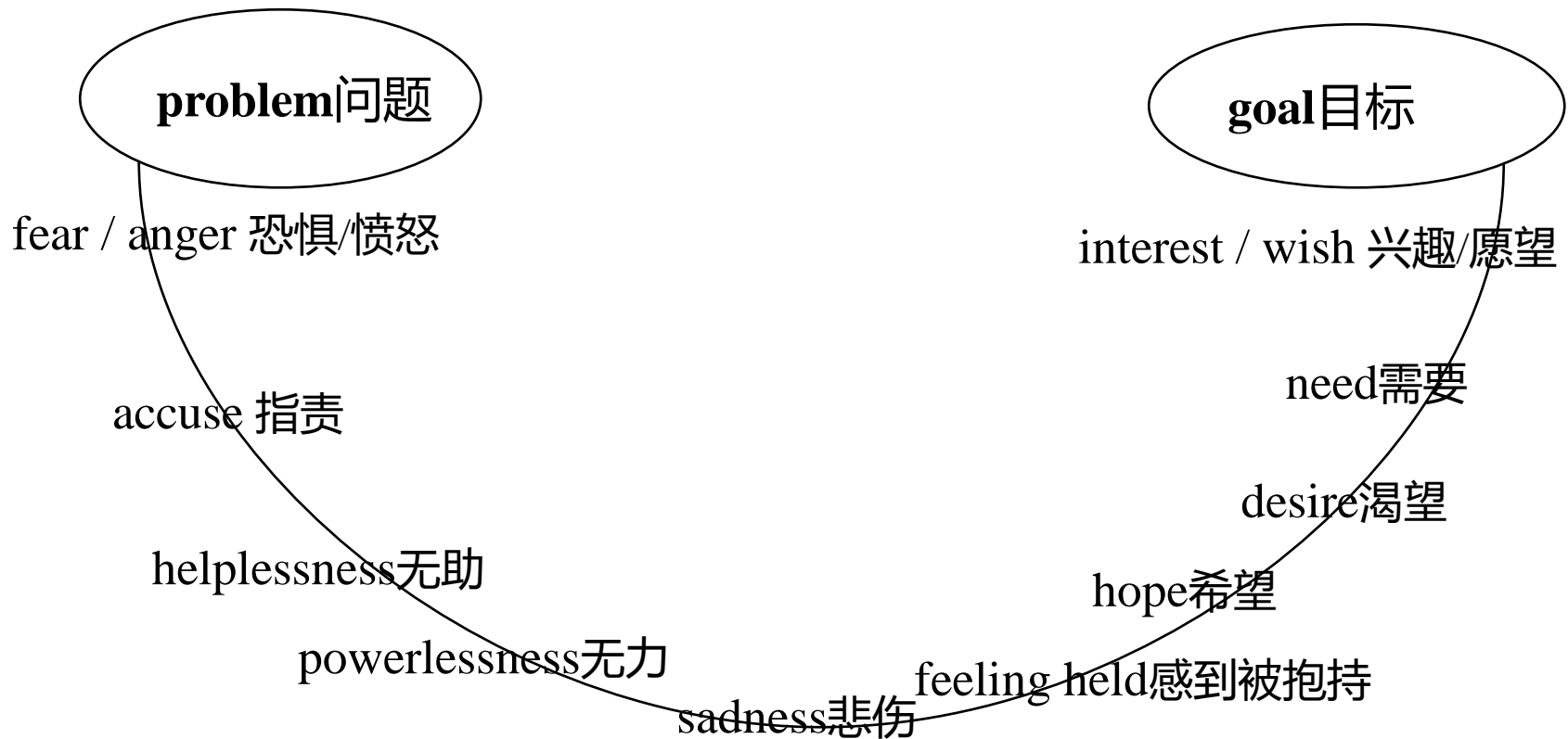
Cycle of emotions (problem solving)

情绪的循环 (问题解决)

Crisis危机 □

experience体验 □

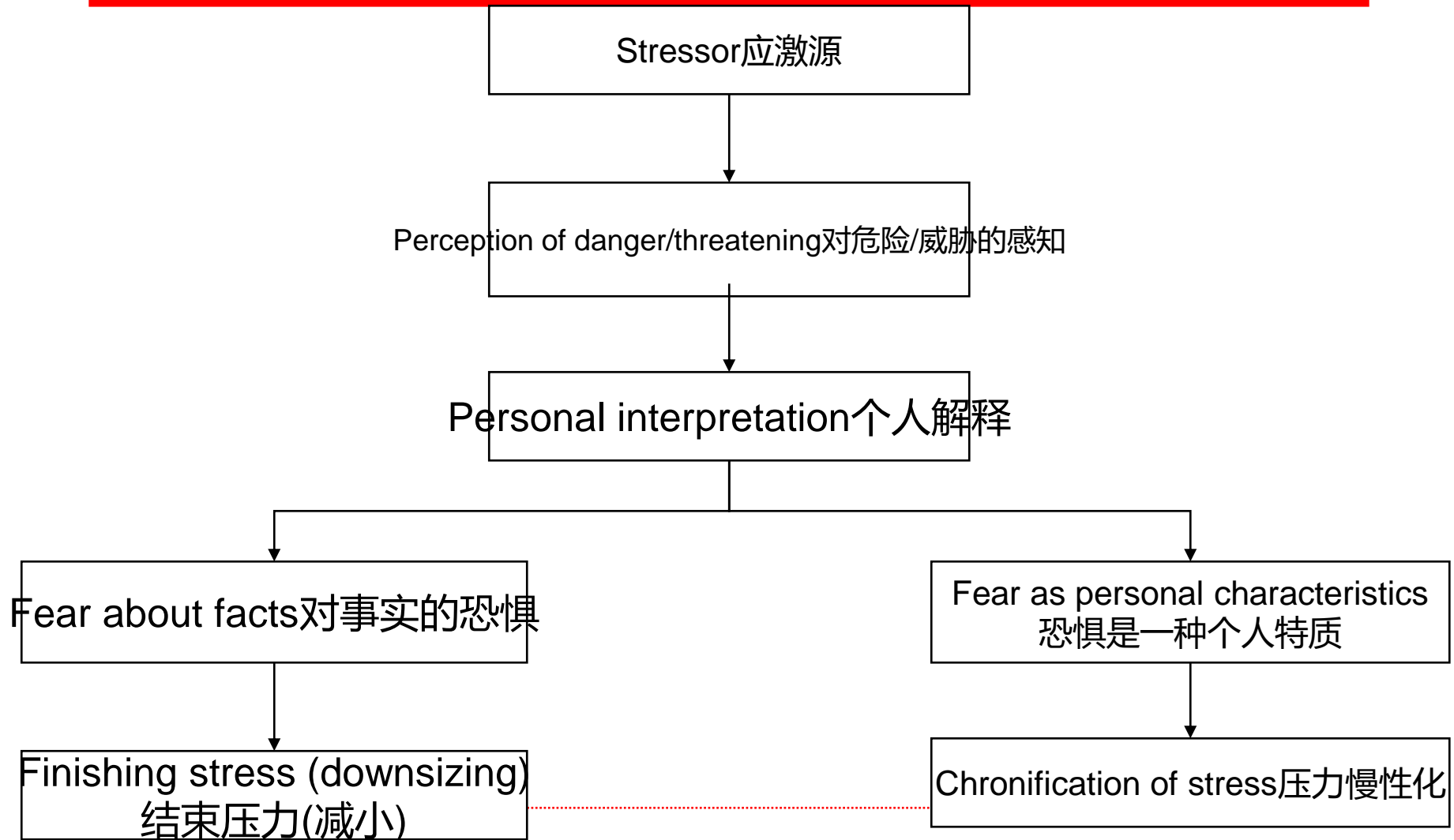
acting行为



干预 Interventions

- » 提供结构 Provide structure
 - » 保持冷静 Stay calm
 - » 加强安全措施 Reinforce safety and security
 - » 要有耐心 Be patient
 - » 根据需要减少类工作量 Reduce class workload as needed
 - » 做一个积极的倾听者 Be an active listener
 - » 对语言和文化需求敏感 Be sensitive to language and cultural needs
 - » 设定现实的视角 Set realistic perspectives
 - » 不评判 Be nonjudgemental
 - » 化解愤怒 Defuse anger
 - » 不容忍消极或残忍的行为 Do not tolerate negative or cruel behavior
 - » 减少直接的提醒 Reduce immediate reminders
-

Stressmodel 压力模型



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- Crisis:
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