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的倾诉,对其陈述作出回应,传递关心及对其所说内容感兴趣,把握每句话背后深层次的意义,仔细捕捉“来电者”的言语信息,努力建立良好的信任关系。笔者体会在接听来电时关闭个人手机,用心倾听,排除一切干扰十分重要。对反复来电者要区别来电意图,给他情感宣泄的机会,了解其感受。酌情给予稳定情绪处理。

运用心理学的理论作为支撑,评估、确定问题,寻找解决的方法。一旦建立了心理上的接纳关系,咨询师就应该通过交流,明确其问题所在,并评估求助者当前的心理状态。特别是对有自杀意念者,从认知(思维)、情感、行为三方面来对他的危险性加以评估。缓和求助者的情绪状态,确保得到其安全保证的承诺,立即动员可资利用的资源进行危机干预,将自杀危险性降到最低,应是咨询师的首要任务^[7]。但是,有时求助者可有多个问题存在,这就要围绕核心问题,明确迫切需要解决的首要问题着手。例如有个“人格障碍”的来电者突然问咨询师“我发现所有的女人都很爱我这只狗,你也是吗?”“你喜欢我吗?”这样的问题,作为咨询师就可明确告诉他:“这不是我们现在所讨论的问题”,不就有关自己的想法和态度等

非主要问题展开讨论。可适时中止谈话。对一些骚扰电话和无咨询意义的来电,可用婉转、灵活、但又坚定、不失客气的口气拒绝。这也是热线电话中应掌握的技巧。

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