

平衡模型在社会工作中的运用

一. 深圳市南山区惠民综合服务社运用平衡模型的历史 (150字)

大家好，我来自深圳市南山区惠民综合服务社，这是一个社工组织，我们从事精神康复社会工作，当社会工作与平衡模型相遇，魔法发生了。我很乐意分享积极心理治疗特别是其中的平衡模型给我的工作带来的奇妙改变。首先我想感谢阿诺瑞莫斯教授、感谢邓洁女士，因为是他们将这个完美的技术带给深圳的社会工作者。

Hello everyone, my name is Li Jiying. I'm from Shenzhen Nanshan District Huimin integrated service center. It is a Nonprofit social organization in China. The main service we provide is mental health recovery. When Balance Model is involved into our social work, it becomes a magic. It's my pleasure today, to share with everyone how this magical model impacts my work. Before I start, I would like to take this great opportunity to thank Professor Arno Remmers and Ms. Deng Jie who introduced this wonderful skill to the social workers in Shenzhen China.

我将分享三个精神康复社工们运用平衡模型的实例。

I'll share three cases of mental health recovery work which Balance Model practically involved.

二. 应用举例 examples

一. 社会工作者的职业倦怠 (250) social worker's job burnout

首先，是一个社会工作者的故事，她叫小明。她从事这份工作已经有五年了，是一个非常优秀的社工。三个月以来，她常常感觉非常非常累、非常烦躁，她常常说为什么我在工作上投入这么多精力却毫无进展。作为她的督导我运用平衡模型与小明交流，应用精力分配图之后发现，小明以为自己工作非常努力，但其实她把大量的精力用来计划和担心工作，而没有付诸行动，她的身体感觉累没法工作，发现这种不平衡之后小明做出改变，更关注成就领域的行动，同时注意关注身体。一段时间之后，小明重新恢复工作状态，感觉非常好。

The first case is about job burnout. This is a story from a social worker. Her name is Xiao Ming and she is one of my team members. She has been in this job for five years, and she is always a good social worker. However, she had been feeling exhausted and frustrated for 3 months. She often complained as, "I have already put so much effort into my work, how come, it is still not moving on."

As her supervisor, I used Balance Model to discuss with her how she distributed energy in her everyday life. We found that Xiao Ming thought she put so much effort into the work, in fact, she spent too much time and resources on planing and worrying, instead of taking any action. Her body kept telling her she is tired, and it is not able to support any action. After she realized this unbalance, she started making changes. She paid more attention to action, in the meantime, she also tried to stay in good health. After a while, Xiao Ming began to feel much better, and now she is working with passion again.

二. 精神康复者小组工作 (190) group work in mental health recovery

第二，是一个关于精神康复者小组工作的例子。

在精神康复工作中，小组工作是很重要的一种形式。以前了解精神康复人士的生活现状，我们多从身体、心理、社会层面来进行小组工作，长时间以来会发现评估不准、资源浪费的现象。在接触平衡模型之后，我发现用平衡模型的四个领域去规划小组工作既系统又清晰，不仅可以了解到精神康复者们各个领域的现状，还可以通过四个领域的平衡情况来设计规划后续的方向。

通过平衡模型我发现相对于其他三个领域，精神康复者常在成就领域投注很少的精力，而康复的目标之一就是能生活自理回归社会，由此我们设计开发了针对提升成就领域的服务，如帮助精神康复者们运营一个小店，让精神康复者自己当老板，体验成就感。小店目

前已经正常运行一年。除了实体店之外还开设了网络的店铺进行销售，康复者们通过这个小店他们的成就领域获得了很好的发展。

The second one is about group work for mental health recovery.

Group work is an important way in mental health recovery. In the past, we usually had group-work based on physical, psychological, societal levels to understand their living actuality. For a long time, we were having problems like inaccurate assessment and resource wastage. After I was introduced to Balance Model, I found it is more clear and systematic to organize group work by using four areas. We are not only able to understand all area living actuality of mental disease patients, we are also able to plan their future from their balance situation. I noticed that the patients usually pays less attention to Achievement area compare to the other 3. However, for mental health recovery, one of the goals is to return to normal life with life-independence. To achieve this goal, we designed some services to improve their achievement area. For example, we helped them to run a shop, let them to be the bosses, so that they could feel a sense of accomplishment. The shop has been running over a year now, and it also sells online. The convalescents improved their achievement area through running this shop.

三.项目管理的督导 (200) supervision in program management

作为社工，我们需要不断开发服务项目，并形成项目计划书，项目成效非常重要。我在督导的过程中常常发现社工们往往重视游戏的设计，这个部分非常的有意思好玩，但是他们常常忽略了目标、经费以及利益相关方等方面的策划。在不了解平衡模型前，督导们觉得这个问题现象非常难以解决；而现在，这个问题已经用平衡模型很好的解决了。

我们把平衡模型想象成一个摩天轮，只有平衡的时候摩天轮才会正常转动。作为督导我要求社工们在策划项目时这样做：1、从未来领域开始转：确定活动的目的；2、转到身体领域：活动需要的经费、技术、场地等；3、转到成就领域：活动的流程、步骤，成效评估；4、转到关系领域：利益相关方、合作方、参与者。最后要回到未来领域，看看所有设计是否符合目标要求。用这种方式，项目设计变得清晰简单全面，只有当四个领域均衡规划的时候，计划书才会通过审批。我们称这个叫平衡的摩天轮。

The third case is about supervision in program management.

As social workers, we need to keep developing new services and come up with project proposals. The effectiveness of the project is very important. While I was supervising, I noticed that the social workers usually focus more on the game designing because this is more interesting. They easily lose track of goals, budget or stakeholders' interest. It was difficult to solve the problem until we were introduced to Balance Model.

Let's think of Balance Model as a Ferris wheel. It only spins when it is balanced. The social workers in my team are required to design projects in this way:

1. from the beginning of the future field: the purpose of project.
2. Body area: funds, technology, place needed of the project.
3. To achievement area: the process, the effectiveness of the project.
4. To contact area: the stakeholders, partners and participants. The final step is always back to Future area to see if it fits the goal. In this way, project designing becomes simple, clear and complete. A project will only be approved when the four areas are covered and balanced. It is named "Balance Ferris wheel".

我们在2012年通过邓洁女士接触到平衡模型，之后我就爱上了它，因为它是在是太棒了！以上是我们在平衡模型运用在精神康复社会工作方面的初步尝试，希望各位老师多多指导！我们也希望将来可以和各位老师有更多交流机会，欢迎大家来中国交流指导。欢迎来中国，欢迎来深圳。谢谢大家！

I was introduced to Balance Model by MS. Deng Jie in 2012. I fell in love with it right after. It is such a wonderful model! In general, we only had our initial try to use Balance Model in Mental health recovery. We are still learning. We are looking forward

to any chances to learn and exchange experiences with everyone here. Last but not least, Welcome to China, Welcome to Shenzhen. Thank you!