EXPLORING EXPERIENCED SOCIAL WORKERS' PRACTICE KNOWLEDGE IN THE EARLY STAGE OF GAMBLING COUNSELING

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Exploring Experienced Social Workers' Practice Knowledge In The Early Stage Of Gambling Counseling

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(Signed)

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Abstract

This study aimed to explore the practice knowledge of experienced social workers in the early stage of gambling counseling.

This study situated its paradigm in Social Constructionism and adopted qualitative research methodology for inquiry. The Interpersonal Process Recall (IPR) method was used. In the study, four experienced social workers in a Gambling Counseling Centre were recruited on a voluntary basis. The second and third interviews involved these social workers and their clients were video-taped with clients' consent. In the review sessions on these interviews, these experienced social workers articulated their experience, emotion, feelings and cognitions. These review sessions were analyzed based on two research questions: (1) What kinds of practice knowledge were being used? And (2) How were different kinds of practice knowledge used?

This study found that formal knowledge, case experience, service specific knowledge and principles of motivational work and therapeutic alliance were used by these experienced social workers. Among these, case experience, service specific knowledge and principles of motivational work and therapeutic alliance were more commonly used and relevant to their practice.

In sum, this study found that the process of IPR could help social workers develop new practice knowledge, improve their practice competence and enhance their sensitivity in the interviews with clients.

Key words: Practice Knowledge, Gambling Counseling, Interpersonal Process Recall

Table of Contents

Appendix

List of Tables

Chapter One: Introduction

Introduction

My study is concerned with the practice knowledge that has been applied by experienced social workers. More specifically, this study aims to explore the practice knowledge that experienced social workers will apply in the early stage of gambling counseling.

In addressing professional knowledge, Eraut (1994: 29) argues that 'The interpretative mode of knowledge use necessarily implies an interplay between theory and practice.' Thus, when public knowledge, including related theories and concepts, is used by a person, the knowledge that person brings into use through application will no longer remain in its original form. Each person goes through personalization in using the knowledge and attaches some personal meaning to it. Therefore, 'an individual's understanding of a concept is expanded, perhaps even altered by each new example of its use' (Eraut, 1994: 29). In other words, all knowledge used is personal in some sense.

Taking Eraut's position, I am not going to solely review the literature on this subject. Instead, I will share my personal journey in learning, applying and researching practice knowledge in the context of social work, while also maintaining a dialogue with the existing literature on the related issues. This chapter is not written in a way that strictly follows the style of a traditional academic paper. I hope that by sharing my observations I can set the stage for further exploration of the practice

knowledge of experienced social workers, which will be discussed in Chapter Two in further detail.

As a Social Work Student

When I studied social work in the University of Hong Kong (HKU) in the 80's, I was fascinated and attracted by the university's knowledge base on the subject. It appeared to me that I could apply this social work knowledge base systematically in practice. The theories and concepts were presented in a neat and tidy way. According to my understanding at that time, there were clear rules and steps for a social worker to follow so as to help our clients effectively and make social work a 'profession'. After many years of practice, I came to the realization that I had taken a positivist paradigm with regard to knowledge without being aware of it at that time.

The dominant positivist paradigm in social work education during my time of study, which remains dominant to this day, asserts that knowledge is developed and empirically tested by research. The concepts, principles, procedures and techniques that result can be applied systematically to real-world problems (Gambrill, 1999; Gambrill, 2001; Sheldon & Macdonald, 2008; Thyer & Myers, 1999). The evidence-based practice comes from this positivist paradigm which emphasizes what sort of interventions can be applied to what sort of problems under what circumstances and with what degree of certainty (Gibbs, 2002; Machonald, 2001; Moyers & Finch-Guthrie, 2016; Sheldon, Ellis, Mosseley, & Tierney, 2004; Vaughn, Howard, & Thyer, 2009). However, the basic assumption of this positivist paradigm, particularly when it is applied to the social world, has been heavily challenged (Evans & Hardy, 2010;

Gergen, 1994; Harre & Secord, 1972; Polkinghorne, 2004), and it is very misleading to guide our use of practice knowledge with this paradigm. This will be discussed further in the next Chapter.

Being a Novice Social Work Practitioner

The formal training in social work at HKU was important in preparing me to become a social worker. It taught me the basic values, principles and missions of social work, but I did not find this training very helpful in equipping me with adequate knowledge to become a 'professional' social worker. I have worked as a front-line social worker in the services for family, children and youth for about fifteen years. Though I was eager to apply what I had learned in my formal social work education, I spent most of my time and effort on simply coping with the practical demands of social service. Applying the 'theories' and 'formal knowledge' I had learned in my practice was a difficult task to me. I have always found there is a huge gap between social work practice and knowledge / theories as learned. I still remember my early work in the family service which required me to make an appropriate assessment of a distressed family in order to provide them with the tangible service they had requested, and at the same time, I had to soothe their grievances and motivate them to change. Of course, this challenging task had not been part of my social work education.

Fook, Ryan, and Hawkin (1997) remind us that social workers are practicing in a complex, changing, 'messy' and less controlled context. Thus, coping with job demands in social work practice requires a mastery of procedures in specific service settings and other kinds of knowledge. Besides coping with the above, competent

social workers should be flexible and able to use knowledge from various sources. Other authors point out that the direct application of these formal knowledge and theories to complex social work practice situations is very difficult, if not impossible (Dean & Fenby, 1989; Imre, 1984; Nugent, 1987; Trevithick, 2008; Whan, 1986). It is further argued that applying different kinds of knowledge is more complicated than the direct application of formal knowledge and theories to practice (Kondrat, 1992; O'Sullivan, 2005; Trevithick, 2008).

Becoming a Competent Social Work Practitioner

After graduation, I felt very frustrated with my poor competence in many areas, like managing cases to ensure a clear direction and desirable outcome, or planning and conducting groups with sound justification. Later, I met some social workers with similar concerns. Then we formed several study groups on parenting skills training and Solution-focused Therapy. In these study groups, we discussed the theories and related concepts, and examined how to apply them to our groups and case work. We even video-taped or audio-taped our case interviews and group work. Then we reviewed our practice vigorously. With the accumulation of practice experience and through learning together in these study groups, my sensitivity during practice was much enhanced. I gradually developed a clearer sense of direction in my intervention through the feedback in these study groups. Besides the above, I also became more flexible in applying theories and related concepts to these narrow problem areas. In these experiences, I found that a lot of practice wisdom and knowledge could be generated through examining our work in sufficient detail.

4

Practice experience in social work is surely important for enhancing a social worker's practice competence. It has been found in previous studies that social workers rely tremendously on their practice experience (Stevenson & Parsloe, 1978; Carew, 1979). Therefore, their practice experience is one of the major sources of their practice knowledge. Eraut (2009: 5) proposes a typology of Early Career Learning for professionals (Table 1.1). First, we have to classify the learning processes according to whether their principal object is working (left column) or learning (middle and right column). If the principal object is learning, we have to distinguish further between process (the right column, the Learning Process which is clearly bounded and relatively time consuming) and activities (the middle column, the Learning Activities which are comparatively short).

Work Processes with learning as a by-product	Learning Activities located within work or learning processes	Learning Processes at or near the workplace
Participation in group processes	Asking questions	Being supervised
Working alongside others	Getting information	Being coached
Tackling challenging tasks and roles	Locating resource people	Being mentored
Problem solving	Listening and observing	Shadowing
Trying things out	Reflecting	Visiting other sites
Consolidating, extending and refining skills	Learning from mistakes	Conferences
Working with clients	Giving and receiving feedback	Short courses
	Use of mediating artefacts	Working for a qualification
		Independent study

Table 1.1: Typology of Early Career Learning

Reflecting on my personal experience as shared before, I think that working with a client (case experience) as listed in 'Work Processes with learning as a by-product' in Table 1.1 helped to enhance my practice competence tremendously, but other tasks in this column did not have much impact on my professional development. Quite interestingly, I found the learning activities that were most important to me, like asking questions, getting information, listening and observing, reflecting, learning from mistakes and giving and receiving feedback, happened in my study groups, not in my work setting. Maybe I have missed valuable learning opportunities in these learning tasks while at work.

I agree with Eraut's view that these are important learning activities complementing our professional development in the workplace. If, however, these learning activities are not feasible for various reasons, a study group with peer support and counstructive feedback can be a good substitute for them.

Being a Social Work Trainer / Teacher

Later, when I had become more competent in my practice, I was invited by non-government agencies, the Social Welfare Department and the Education Department to offer training workshops on various topics[1] to front-line social workers and other professionals. I found these training experiences to be very fruitful for me too. I was given a good opportunity to reflect on my practice and organize my work more systematically and vigorously.

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[1] These topics included parenting skills training, crisis management in school, group work, Motivational Interviewing, Solution-focused Therapy, Cognitive-behavioral Therapies and Strategies and Skills Learning and Development (SSLD), etc.

I subsequently took up the job of field work supervisor. In supervising placement students, I carefully observed how social work students integrated their classroom learning with field practice. I found it was important for students to incorporate different kinds of knowledge appropriately. In fact, this selection of appropriate knowledge reflects a critical stand to understand the context and master the different kinds of practice knowledge.

Furthermore, I have offered practice workshops to Master of Social Work (MSW) students of the Hong Kong Polytechnic University for ten years now, since 2006. This was also a very challenging experience for me. The aims of the workshop were to equip MSW students with the basic competences needed for social work practice and to adequately prepare them for placement. Besides, I found that therapeutic alliance, engagement and motivational work should be basic competences for social work students. I also believed that these are important and fundamental to social work practice.

As an experienced social worker, I gradually developed certain types of practice knowledge that I have found very difficult to articulate. Sometimes, I felt that I could show you a piece of knowledge in practice, but that I was unable to simply communicate it verbally. It appears to me that practice knowledge has both implicit and tacit dimensions, but the task and my role as a social work teacher pushed me further. I had to present these pieces of practice knowledge as clearly as possible in my workshops and under my supervision. Through critically reviewing social workers' and social work students' practices during their training and supervision, I could master this practice knowledge even better.

How could this knowledge be related to previous literature and research? First, by reviewing past related research on common factors in counseling and psychotherapy, Hubble, Duncan and Miller (2010) identified therapeutic relationship as one of the four key factors in therapy. Lambert and Barley (2002) also estimated that therapeutic relationship can explain up to 30% of the successful outcome variance. These provide strong empirical support for the conclusion that social workers should pay great attention to the work of maintaining their therapeutic alliances with their clients.

Secondly, the term practice knowledge as used here is a general term describing the knowledge being used in direct practice, which includes formal knowledge and theories learned in the social work curriculum, practice wisdom and personal knowledge. Surely this practice knowledge has significantly affected our understanding of client and practice scenarios and guided our practice. Chu and Tsui (2008: 51) further argue that '(Social work) Practitioners need opportunities to reflect on their experiences in the process of intervention, particularly on the effects of using certain theories, intervention concepts, working principles or practice skills. Reflection is the prerequisite for the articulation of practice wisdom……' From my personal experience, these training workshops and supervision provided me with a good opportunity to conduct rigorous reviews of my own and other's practice and to critically reflect on it. This became an effective way for me to re-conceptualize and articulate the practice knowledge.

As a Researcher of Social Work Practice Knowledge

Later, I participated in some practice research to explore and consolidate the practice knowledge of social workers in the gambling counseling service (游達裕, 朱志強, 2015) and House Parents in the Small Group Home service (游達裕, 2014). Through these experiences, I found that focus group is an effective means to organize and articulate the practice knowledge, but this method also has tremendous limitations as much practice knowledge has been found to be site-specific and can only be understood in the context of social workers' direct practice. I believe that this articulation of practice knowledge can be much enhanced through careful examination of the moment-by-moment interactions of these experienced social workers in direct practice.

It appears to me that useful practice knowledge can be articulated better by examining, reviewing and reflecting on our own direct practice systematically. This idea will be further explored and discussed in Chapter Two and Three.

The Way Ahead

In brief, I find that there is a huge gap between social work as it is practiced and knowledge as it is learned in the formal social work curriculum. The practice scenario is much more complicated than the text books describe. I believe that experienced social workers develop their practice knowledge through different means in order to cope with their work demands effectively. Secondly, the implicit and tacit dimensions, embodied reasoning and intuitive nature of practice knowledge make its articulation very difficult. This practice knowledge can only be understood and

articulated through careful examination of our direct practice. Finally, I found that engagement and therapeutic alliance should be the core competencies of all social workers.

My study focused on the practice knowledge of experienced social workers in the early stage of gambling counseling through a systematic examination of their practice. The above reflection is obviously inadequate to address these complicated issues fully. Further details will be discussed in Chapter Two.

Chapter Two: Literature Review

Introduction

This study is concerned with bringing practice knowledge to light in social work direct practice. More specifically, this will focus on the direct encounters of experienced social workers with gamblers, especially on how these social workers make use of various kinds of knowledge when they act. In fact, directly working with clients constitutes the most significant part of practice (one of the most important tasks) for social workers.

Social Work Practice

Social work is a discipline concerned with the knowledge of care in action in working with clients and their systems to meet the needs of the deprived and actualize social work's desired values. Thus, social work education is to prepare social work students to acquire such knowledge bases, to identify needs, and to orient them to these value systems and to help them make planned actions within social work value system. However, the way in which social workers use, develop and integrate their knowledge in making sense of practice scenarios and hence deriving their actions is a complex process. This complex process is the focus of my study.

My study is concerned with the practice knowledge of social work direct practice in a specific context – working with gamblers in the initial stage. Thus, a focus on the minute aspects and details of micro-scenarios of social workers taking action provides the inquirer with an opportunity for closed observation, instantaneous

examination and the immediate mining of data – the utilization of practice knowledge manifested richly in the actions of social workers. One domain of practice knowledge is practice wisdom which is implicit, tacit as well as embodied in nature. Collaboration with the actors – practitioners in action – is indispensable for providing an account of their actions taken during the helping process. So it is better to begin with discussing some of the pertinent issues related to practice knowledge in the social work context.

Social work practice usually involves a wide range of activities, like engaging with and motivating clients and their families to change, offering case, group and community services, liaising with community leaders and organizations, working with referrers and different related parties, handling administrative procedures as required (like referrals, applications for funding and monitoring), supervising and supporting the team to work together, etc. However, I shall confine the meaning of practice in my study to 'what social workers are doing when they deliver services of care in a face-to-face manner to their clients'. Knowledge is mobilized, utilized and developed to guide their actions, interactions and the moment-by-moment process of change. This kind of practice knowledge, when unraveled, would improve practice effectiveness because our understanding of how practitioners (be they fully aware or not) develop, articulate and utilize practice knowledge, and become less obscured and more transparent. Inevitably, this will have a direct bearing on practice teaching and transfer of learning.

It is argued that this kind of knowledge mobilization should be more complicated than the direct application of theory into practice (Kondrat, 1991;

O'Sullivan, 2005; Trevithick 2008). First, it is found that most social workers seldom read or utilize clinical research to guide their actions and thus find research findings of little relevance to their practice (Rosen, 1994). Some studies have also showed that social workers do not consciously draw on formal knowledge when conducting practice (Carew, 1979; Corby, 1982; Stevenson and Parsloe, 1978). Tsang (2000) argued that the research on evaluating outcome is usually not practice-oriented. Thus, this outcome evaluation does not provide social workers with useful information for improving their direct practice, which explains the lack of relevance of this kind of research to practice.

The complexity of the process of integration of theory with practice can be showed by the limited connection between what social workers have learned in their courses and their actual practice (Blyth, 1979; Goldstein, 1990; Syson & Baginsky, 1981). However, this does not suggest that these social work theories, as a form of knowledge, are useless to social work practice. In fact, some researchers have showed in their studies (Barbour, 1984; Carew, 1979; Hardiker, 1981) that social workers do not use formal theories in the way they are depicted in the 'applied science mode', i.e. theories are not applied deductively in their work.

Influence of Technical Rationality on Practice Knowledge and Its Critique

Let's begin with an exploration of Techne, the root of 'technology', which is the Greek term used to describe the collection of skills human used to exert control over nature. Techne also means the use of reason in deriving our actions and practice (Nussbaum, 2001). Technology has long been used for the purpose of controlling and

reshaping nature. For example, the recent developments in engineering, medicine and communication are results of the advancement in science and technology which have significantly shaped our everyday life today (Taylor, 1999). The use of technology helps us manipulate the physical world by letting us discover the regularity and laws of objects. When technology is applied to the physical world, regularities, rules and order are discovered so that objects can be manipulated and produced in a definite manner. With the advancements in technology, Techne has become a dominant mode of thinking, i.e. technical rationality, which in our modern society has a profound impact on our everyday practice. This kind of technical rationality has dominated our culture (Parton, 1996; Sheppard, 1995).

However, Techne, the reasoning used to create and produce objects and arts, is quite different from Phronesis, the deliberate reasoning about good actions, particularly where practice in the human realm is concerned. There are several significant differences between these two modes of reasoning in which Techne is not appropriate for developing practice knowledge in the human realm.

First, objects in the physical realm are being monitored and manipulated by external forces, which are subject to absolute rules and principles. In the human realm, human beings are not objects, but are active agents instead. They make good sense of their environment and respond to intervention based on a shared understanding with their own will. There are always uncertainties in these responses. Thus, no absolute response under any specific intervention can be derived. Secondly, as a practice in the human realm, negotiation is always involved in meaning untill a shared understanding, no matter how tentative, is arrived at between the people involved. The shared

meaning in the negotiation process is important to our ongoing interaction. Information is exchanged in this process, which is believed to be vital in affecting changes in the self-organizing system of human beings (Chorpra, 1989; Wheatley, 1994). Thirdly, our everyday practice, particularly social work practice, is concerned with bringing about desirable outcomes in our human and social realms, in which Phronesis seems more appropriate, as this is the 'knowledge about actions that in and of themselves are expression of the good life; it is not the knowledge about how to produce things that stand alone' (Pokinghorne, 2004: 116). Techne, the making of artifacts, is the reason used for pulling materials together to produce objects. However, it does not concern the 'good living' of human beings. Thus Phronesis, 'the kind of reasoning used in knowing how to live well' (Pokinghorne, 2004: 115), is more relevant to practice in the human realm.

Further, technical rationality has influenced social work practice adversely over the past decades. For example, Parton (2000: 450) observes that 'social work has become legalized and proceduralised and there have been increasing efforts to scientize and rationalize practice and emphasize empiricism, outcomes and the "evidence-based" approach.' Sheppard (1995) shares similar views and argues that with the growth of the ideology of the New Right and the growing desire of managers to exercise greater control over practitioners, there is a growing emphasis on the practice of the notion of 'managing cases' in care management. Therefore, it is argued that social work practice should not be guided by the reasoning of technical rationality – a reasoning in which practice knowledge is strictly developed from randomized controlled experiments and in which social workers should follow such formal

knowledge in a deductive way in their practice.

Evidence-based Social Work Practice and Its Critique

Evidence-based practice by various professionals is heavily influenced by the ideology of technical rationality. Evans and Hardy (2010) further trace the historical account of the development of evidence-based social work practice (EBSWP). They state that 'in talking about evidence-based practice here, we will be distinguishing its original form, in medicine (evidence-based medicine, EBM) from its translation into social work. This distinction is important because it enables us to consider not only what EBM has to offer social work, but also to compare and contrast its approach with that of EBSWP.' (Evans & Hardy, 2010: 41).

In short, 'EBM has sought to help medical practice incorporate external evidence with the existing skills of medical practice, and enable practitioners to use rules of evidence to assess the quality of research.' (Evans & Hardy, 2010: 41). In this sense, the use of clinical experience, intuition and theory are enhanced in EBM. Therefore, the clinical experience plays a central role in understanding a patient's problem, identifying relevant research and making decisions on how to employ research in treatment.

In this regard, clinical judgment based on experience is highly valued in EBM, along with research evidence in the treatment of patients. Unfortunately, Sheldon and Macdonald 'play down the role of professional judgment in terms of practice knowledge and intuition, as can be seen when they expand on and explain their definition of EBSWP' (Evans & Hardy, 2010: 45) as in the following:

Evidence-based social care is the conscientious, explicit and judicious use of current best evidence in making decisions regarding the welfare of individuals, groups and community. (Sheldon & Macdonald, 2008: 68)

In their view, only evidence developed in experiments with randomized control trials (RCT) is regarded as best evidence (Macdonald, 2001; Sheldon & Macdonald, 2008). Sheldon and Macdonald put it straightly:

When studying the effects of intervention we must learn to live with a hierarchy of research methods and attributive confidence, for only experimental, or at a push, comparative approaches, have the bias-reduction properties to encourage us to head off in one direction rather another with any sense of security. (Sheldon & Macdonald, 1999: 3)

In fact, they borrow the metaphors of drug treatment in medicine and put emphasis on what sort of problems should be sorted to what sort of interventions, in what circumstances, and with what degree of certainty (Macdonald, 2001). Given this narrow sense of evidence-based social work practice, the practice should first be evaluated through experimental research to prove whether or not it has a significant impact. After the efficacy of the intervention has been established in experiemental research, this evidence-based social work practice will then be accepted. Following this logic, this 'sort of problem and sort of intervention' must be controlled for rigorous scrutiny in order to establish its status as claimed. However, social work practice is characterized by its uncertainty, indeterminacy and ambiguity (Parton, 1998, 2000),

which is very different from the knowledge generated in a strictly controlled practice scenario of experiential design. Broadly speaking, 'uncertainty experienced by individuals involves the interplay between breakdowns in taken-for-granted social institutions and people's need to make a meaningful sense of themselves in charting a successful life course in this context' (Fook, 2007: 31). As a result of this, context and meaning making should be given high consideration in social work practice. This suggests that the evidence-based social work practice, as claimed by Macdonald and Sheldon, is neither appropriate nor desirable. They only look for some 'sorts of interventions' for some 'sorts of problems' without giving proper attention to the context and the client's meaning making. In social work practice, clinical judgment, intuition and the inter-subjective making sense of practice scenarios are all important for successful interventions and outcomes, and these can hardly be investigated in the language of the positivist research paradigm.

Here, I would offer a personal experience to challenge the assumption of 'controlled intervention' in this so-called evidence-based social work practice. In 2008, three experienced practitioners (游達裕、區結蓮、朱志強) developed an elderly group manual for Solution-focused Therapy. Then, they offered training to front line social workers so that they could deliver this group intervention. After the training, these trained social workers conducted six groups under closed and live supervision. Finally, it was shown that these groups had a significant impact as measured by some reliable and valid scales before and after the intervention. The group members also shared their positive changes in post-group interviews (游達裕、區結蓮、朱志強, 2010).

However, when we observed the group development of these social workers, there were significant deviations from the original plan. Even with supervision and careful monitoring of the group process and the groups proceeding fairly within the framework of Solution-focused Therapy, the variations among the groups were tremendous. In this project, there was no 'controlled group' for comparison. After analyzing the process of these six groups in detail, we concluded that the impact on the group was attributable to the social workers' flexibility in addressing the group issues and directing the group process within the Solution-focused framework. Thus, we would argue that these contingent responses to group issues and careful monitoring are crucial elements to success. On the contrary, when social workers follow these standardized group procedures strictly, they will usually fail to respond to the unique circumstances of the group members and the group development.

Our experience does not stand alone. The literature stresses that a positive alliance is strongly associated with positive outcomes in psychotherapy and counseling (Horvath & Symond, 1991; Johnson, Wright, & Ketring, 2002). After reviewing the outcome effectiveness of psychotherapy over the past 30 years, Asay and Lambert (1999) conclude that therapeutic relationship contributes about 30% of the variance explained for successful outcomes, while technique and therapeutic approaches only account for 15%. Further to this, the client is regarded as an important self-healer in psychotherapy and counseling (Bohart & Tallen, 1999). In other words, experienced and competent therapists will flexibly tune into the client's situation and respond sensitively to his / her concerns and problems with good clinical judgment suited to the context. They work collaboratively with clients to create a

space in which clients can contribute to changes. The sensitivity and flexibility in managing therapeutic relationship with good clinical judgment accounts more for the effective outcomes in psychotherapy than do standardized intervention procedures. In reality, practitioners seldom stick to specific intervention approaches rigidly and dogmatically. Thus, the evidence-based social work practice puts too much emphasis on standardized intervention procedures which have been derived from experimental research. However, the importance of the therapeutic alliance and the client's contribution to change is greatly neglected in this evidence-based social work practice, even though these two factors account for variance of positive outcome in counseling and psychotherapy much more than any intervention procedure (Bohart & Tallen, 2010; Lambert & Barley, 2002; Norcross, 2010).

To summarize, the evidence-based social work practice as advocated by Macdonald and Sheldon (Macdonald, 2001; Sheldon & Macdonald, 1999; Sheldon, et al., 2004), as developed from randomized controlled trials, fails to address the uncertainty experienced by the individual in our social and global context. Furthermore, this kind of evidence-based social work practice plays down the role of professional judgment and practice wisdom in guiding our practice. A tremendous amout of psychotherapy outcome research (Bohart & Karen, 2010; Horvath & Symond, 1991; Johnson, Wright, & Ketring, 2002; Norcross, 2010) has shown the importance of the therapeutic alliance and the client's contribution to change, but this kind of evidence-based social work practice does not address these therapeutic factors adequately.

Practice Knowledge in Social Work Practice

Following the above critique of the technical rationality and evidence-based social work practice in the above paragraphs, we now come to explore practice knowledge in social work practice further in-depth.

In her study to develop a theory of social work expertise, Fook found that in real social work direct practice, there is:

…the lack of formal theory in demonstrated use. Few workers actually articulated a systematic theoretical framework, as taught in social work textbook, although their talk about their practice did demonstrate the use of isolated concepts, such as 'power'. It was clear though that workers had developed their own framework for making sense of what they did and recourse to isolated concepts when these appeared meaningful to them. They had clear rationales for their practice – these rationales simply did not fit textbook conceptualisation. This was in direct contrast to students, who tended to apply textbook theories in deductive fashion. (Fook, 2002: 112)

In other words, social workers consciously develop their own framework for organizing their knowledge for use in a meaningful way. Of course, the concepts these experienced social workers adapt also come from various sources, including formal knowledge and theories, their practice wisdom and personal knowledge.

Dyrefus and Dreyfus's (1986) model of skill acquisition having five stages progressing from novice, through advanced beginner, competent, proficient and

coming finally to expert is relevant to this study. In their argument, the features of expert human reasoning, most notably the use of intuition, are largely inaccessible to computer mimicry. The learner progresses from detached, abstract and consciously analytic behavior in any given situation, to involved, skilled behavior at different stages. This is based on the unconscious and intuitive recognition of similarities in past experience. As the learner progresses, he / she modifies the early context-free rules and develops new 'situational' rules, taking a more consciously 'chosen' perspective, and developing specific plans to deal with the situation.

This theory of expertise development has gained significant support from a study of novice and expert nurses (Benner, 2001). With reference to Dreyfus's five-stage model, Fook and her research team studied social work expertise and found that it more accurately describes a model of experienced practice rather than expertise. In their study, Dreyfus's model is modified in three important ways: by 'inclusion of an earlier, pre-study stage; by differentiating experienced and expertise practice in the final stage; and by adding extra more contextually-oriented and valued-based dimension' (Fook, et al, 2000, p.177). In social work practice, theorizing may be more about using some underlying assumptions and particular concepts, and developing practice wisdom in a seemingly intuitive way (Carew, 1979), than about using articulated integrated theoretical frameworks deductively. This view has also received some empirical support in the study of knowledge in use by experienced social workers and new students of social work (Fook, et. al., 1997).

In a similar account, Kondrat (1992) argues that practical rationality is seldom derived from the translation of general rules into the needs of specific instances:

Indeed, the case may be made simple, linear application of theory to the concrete case are more frequently mark not of the expert but of the novice professional, one who is either unaware of the complexities or unable to systematically take them into account. (Kondrat, 1992: 242).

Trevithick (2008) proposes a conceptual map for organizing different types of knowledge in social work, which includes theoretical knowledge, factual knowledge and practice knowledge. Among these, the practice knowledge is the knowledge that can be applied directly right on the spot to social work practice. Some other authors have used different terms for it, like process knowledge (Eraut, 1992), knowing-in-action (Schon, 1987), and procedural knowledge (Gambrill, 1997). Kennedy (1983) describes it as 'working knowledge' which includes the entire array of beliefs, assumptions, interests and experiences that influence the behavior of individuals at work.

Obviously, this practice knowledge goes beyond formal knowledge and theories since no formal theory or knowledge can provide a social worker with concrete responses in every moment-by-moment interaction with his / her client. In direct practice, social worker would combine the formal knowledge and theories with prior knowledge gained from his / her experience, including personal knowledge and practice wisdom, while personal knowledge and practice wisdom overlap a bit with each other. It seems that in order to put these different kinds of knowledge into use better, when a social worker actively reviews his / her practice, the social worker should keep asking himself / herself how the problem could be understood (framing),

what intervention / response could be developed, what is the rationale for the intervention and how his / her previous knowledge relates to his / her work.

Other than formal knowledge and theories learned in the social work curriculum, experienced social workers develop their own personal knowledge base through various experiences like interacting with other people in their daily lives, direct practice, and participating in events and activities and by making observations (Eraut, 1992). This 'personal knowledge' can help a practitioner to derive meanings from interacting with clients and can guide his / her subsequent actions (Trevithick, 2008). Practice wisdom is a kind of intuition, a sensitivity to a particular context, which will guide a social worker's immediate response in some critical and complicated moments in the face of uncertainty and it is developed through ample practice experience (Fook, 2002; Klein & Bloom, 1995; O'Sullivan, 2005; Scott, 1990; Sheppard, 1998). The nature of practice wisdom is found to be practice led rather than theory driven, tacit, intuitive, embodied, context / domain specific and recognized in use (Chu & Tsui, 2008; Dybicz, 2004; Fook, 2002; O'Sullivan, 2005; Sheppard, 1998; Zeira & Rosen, 2000).

Most newly graduated social workers were found to be 'beginning to develop their own knowledge in the form of their situational rules' (Fook, Ryan, & Hawkins, 2000: 79). As one important source of practice knowledge is direct practice, only experienced social workers will be invited to join this study for the exploration of practice knowledge.

Practice Knowledge
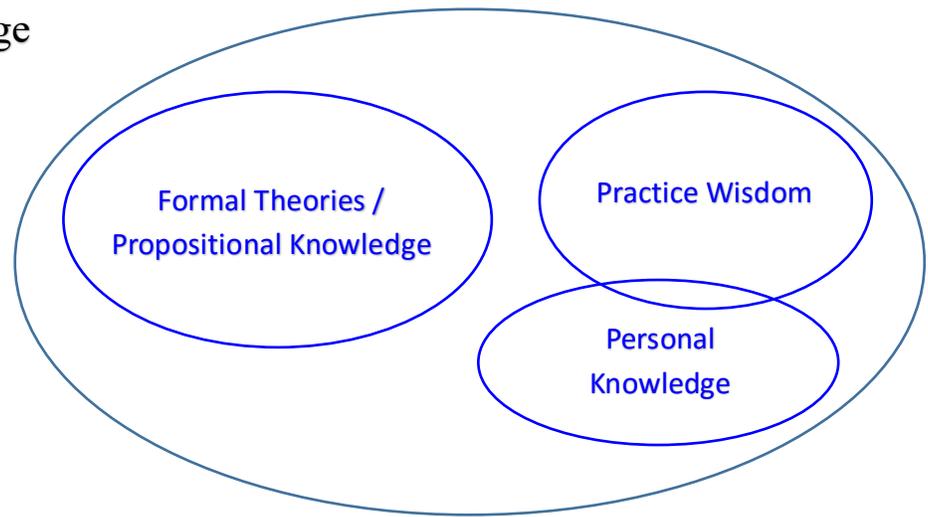
O'Sullivan (2005) further states that social workers base their judgments and decisions on tacit knowledge and emotion without deliberation. The process can 'involve sensitivity to relevant clues and the making of connections and associations with an empathic sensitivity to what people are feeling, which is a kind of implicit knowledge learnt through experience' (O'Sullivan, 2005, p.229). Eraut (1995) had similar views and developed his model of professional knowledge based on the work of Schon. According to Eraut, reflection-in-action is used by Schon inconsistently which leads to confusion. It's better treated as a meta-cognition (Eraut, 1995). With insights from Schwartz's philosophical work, Eraut (1994) points out that we are embedded in a continuous flow of experience, which becomes meaningful when it is accorded attention and reflected upon. The 'act of attention' brings experience into areas of conscious thought, which would otherwise simply be lived through without being noticed. Eraut further argues that "time" is an important variable that affects our mode of cognition, which can be further classified as Instant, Intuitive (Rapid) and

Deliberative.

	Speed		
	Instant / reflex	Rapid / intuitive	Deliberative / analytic
Analysis	Instant / Pattern Recognition	Rapid / intuitive interpretation	Deliberative analysis
Decision	Instant Response	Rapid decision	Deliberative decisions
Action	Routinized Unreflective action	Action monitored by reflection	Action following a period of deliberation

(Table 2.1: Eraut's View on Modes of Cognition: Reflection-in-Action)

In Eraut's view:

....shortage of time forces people to adopt a more intuitive approach, while the intuitive routines developed by experience enable people to do things more quickly. Crowded context also force people to be more selective with their attention and to process their incoming information more rapidly. Under conditions of rapid interpretation and decision making, meta-processes are limited to implicit monitoring and short, reactive reflections. However, as more time become available, the role of meta-processes become more complex, expanding beyond self awareness and monitoring to include the framing of problems, thinking about the deliberative process itself

and how it is being handled, searching for relevant knowledge, introducing value considerations and so on. (Eraut, 1994: 24)

Eraut's work sheds some insight on this study. The social worker is engaging in a continuous flow of interactions with the client. In this process, there is inadequate time for deliberative analysis in this moment-by-moment interaction. Thus, instant recognition and intuitive interpretation are probably two dominant modes of cognition in direct practice.

To summarize, the practice knowledge is not the stock of knowledge that the social worker possesses. It is the knowledge that the social worker puts into practice when he / she works with the client in a direct encounter. The social worker will not apply formal knowledge, concepts and theories in a linear and deductive way. For many practitioners, the prescription of theory has appeared 'distant, esoteric and hardly relevant for the complex and pressured world of practice' (Sheppard, 1995; 265). Instead, the social worker will amalgamate formal knowledge and theories with their practice wisdom and personal knowledge. Moreover, the social worker will reflect on their actions throughout the process. With different times of reflection, the social worker will respond to his / her client with deliberated action, action monitored by reflection or routinized unreflective action. In such a way, practice wisdom will probably develop with accumulation of practice experience from routinized unreflective action. Thus, it is highly probable that the experienced social worker, in the process of accumulating practice experience and becoming competent in practice, will develop his / her own practice knowledge by amalgamating formal knowledge and theories learnt in his / her professional training in classrooms with the personal

knowledge derived from his / her case or live experience and practice wisdom in a complicated way. Therefore, when we explore practice knowledge, the nature of practice wisdom should be taken into account as it is one important domain of practice knowledge.

O'Suvillvan (2005) further proposes the distinctive knowledge production process for practice wisdom, which includes the framing, application and learning processes. Making reference to O'Suvillvan's idea (2005: 227-228), I propose a basic framework for exploring the practice knowledge of the experienced social worker:

1. Framing – How does the social worker understand the client? What significant information is used to formulate this understanding (e.g. context, essential information, significant non-verbal and bodily cues, etc)? How may the social worker's knowledge or psychological / emotional state be helpful in this understanding?

2. Conceptualizing the therapeutic response – What is the reasoning / logic behind the social worker's response? What are the intentions of these responses?

3. Monitoring the process – Will there be any new understanding of the client based on the client's response? Does it confirm, disconfirm or amend the social worker's previous understanding of the client? Does it lead to a new response / direction for the interview? Any comments on the social worker-client interaction?

Concerns on Exploring Practice Knowledge

The methods and research used to understand human behavior under positivism have been heavily criticized (Harre & Secord, 1972; Gergen, 1994; Polkinghorne, 2004). For example, these pieces of research ignore the significant fact that human beings are active agents who make meaning out of their contexts. There is no universal rule governing human behavior absolutely. Instead, a personal account for one's own behavior in its context given by the actor is a more accurate way to understand and hence to grasp the meanings of social behavior (Harre & Secord, 1972).

This view is definitely valid when practice knowledge in social work practice is being investigated. As argued before, experienced social workers draw on different kinds of knowledge in their direct practice, like formal knowledge and theories, practice wisdom and personal knowledge, to help them understand their interaction with the client and guide their subsequent actions.

How to explore and understand this practice knowledge will be further discussed in Chapter Three.

Gambling and Its Impact in Hong Kong

There have been some studies done on the prevalence of gamblers in Hong Kong over the past ten years. According to a study conducted by the Centre for Social Policy Studies of the Department of Applied Social Sciences and the General Education Centre of the Hong Kong Polytechnic University (2002), gambling activities were very common in Hong Kong, with Mark Six (64.2%), social gambling (45.9%) and horse racing (30.4%) being the most popular gambling activities. The study estimated the prevalence of 'probable pathological gamblers' (displaying 5 or

more symptoms in DSM-IV criteria for assessing pathological gambling) as 1.85% of the 2,004 respondents. Thus the number of 'probable pathological gamblers' would be estimated to a range from 65,171 to 116,523 residents in Hong Kong (confidence interval of 2.2% to -2.2%) (Wong & So, 2003). A more recent prevalence study conducted by the University of Hong Kong in 2005 found that the prevalence rate for 'probable pathological gamblers' in Hong Kong had increased to 2.2% (N=2093) of the population (Social Science Research Centre, 2005). In another study involving telephone interviews with 499 respondents, it was found that 2% were pathological gamblers and 12.9% were problem gamblers (香港中華基督教青年會, 2004).

In June 2004, the Jockey Club had 1.1 million, which had resulted from telephone betting. This figure increased by 200,000 after the introduction of soccer betting in 2003 (Jockey Club, 19, June 2004). Meanwhile, the prevalence rate for pathological gambling for Chinese varies from 1.78% in a sample of Macao residents (Fong & Ozorio, 2005), 2.9% (N=508) in an Australian Chinese speaking sample in a school (Blaszczynski, et al., 1998) to 10. 5%. (N =159) in a telephone survey of Chinese immigrants in Australia (Cultural Partners Australia Consortium, 2000. cited in Wong & Tse, 2003).

In a survey of gamblers in Hong Kong (明愛展晴中心及香港中文大學心理學系, 2004), it was found that pathological gamblers suffered from emotional disturbance and insomnia more seriously and had more suicidal ideations than did general gamblers. The Caritas' study on addictive behavior showed that more than half of the respondents expressed these negative consequences: adversely affecting health, losing or impairing one's significant relationships, and losing or influencing

one's job or studies (Caritas, 2008). Choi, Park and Hong (2007) also reported mood disorders in 29.8% of pathological gamblers during the process of admission for receiving gambling treatment. Shek's study further confirmed that 'pathological gamblers with psychiatric comorbidities displayed more severe gambling problems than those without psychiatric disorders in general' (Shek, et al., 2006; p.46).

In another survey of the effects on the families of gamblers, the most frequent adverse impacts on family members of gamblers included emotional disturbances, feelings of anxiety and insecurity, and a decline in quality of the family life (明愛展晴中心, 2007b). In another survey by Caritas Gambling Center, it was found that over 60% of respondents (who were spouses of gamblers) had one or more problems, such as sleeping difficulties, stomach pain and headaches. Over 90% of respondents (the gamblers) were moody, and suffered particularly from feelings of anxiety, loneliness and helplessness (明愛展晴中心, 2005b).

In brief, mental health problems are strongly associated with pathological gamblers and gambling has a wide-spreading adverse impact on the family members of gamblers in Hong Kong.

Gambling Counseling in Hong Kong

The result of the public consultation on gambling in Hong Kong in 2002 showed that there was great support for taking appropriate educational, preventive and remedial measures in this regard (Hong Kong Government, 2002). After considering this view seriously, in 2003 the Government set up a charitable fund, the Ping Wo Fund to finance preventive and remedial measures for gambling-related problems.

Subsequently in that year, two Gambling Counseling Centers supported by Ping Wo Fund, Caritas Addicted Gambler Counselling Centre and Even Centre of The Tung Wah Group of Hospitals, were set up to provide a hotline service, gambling counseling and other supportive and educational services for the community.

In the study evaluating the services of these two Centers, the gambling counseling services were found to be satisfactory in general (Cheng, et al., 2006). For example, over 60% of Level II cases, i.e. cases that were screened as problem and / or pathological gamblers, were closed as their goals were attained and over 90% of the gamblers and their family members were satisfied with the service provided. However, high drop-out rates were found in the service. These ranged from 25% to 33% and the reasons were lost contact, missed appointments and lack of motivation (Cheng, et al., 2006). In a recent exploratory study, the experienced social workers of Caritas Addicted Gambler Counseling Center also acknowledged that working with gamblers is particularly challenging in the early stage because clients' expectations of the service and their motivations to seek help are varied. The study also found that these social workers' conceptualizations in working with the gamblers in the early stage are strikingly similar to each other, despite their different theoretical orientations (游達裕 & 朱志強, 2009).

In Hong Kong, social workers' working with gamblers in the first few sessions involves many difficult tasks, such as negotiating with the gamblers about their expectations of the service, assessing their motivation and hence responding appropriately, mobilizing suitable services to handle their immediate financial crisis in urgent cases, assessing the risk of and adverse impacts on their families, and even

considering reaching out to protect other family members if necessary (游達裕 & 朱志強, 2009). These tasks are important for engagement and developing therapeutic alliances with the gamblers, but are more complicated than those of psychotherapy and pure counseling in working with gamblers. Though gambling counseling has received attention from practitioners in past years in Hong Kong, the complicated issues of engagement and developing therapeutic alliances with gamblers in the context of direct social work practice have not been properly addressed (李焯仁 & 陳志華, 2005; 明愛展晴中心, 2007a; 明愛展晴中心, 2005a; 莫玉蘭 & 何秉光, 1007; 梁國香 & 周兆鎏, 2005; 鄧耀祖 & 游達裕, 2015; 謝永齡, 2007).

As the gambling counseling services have been subsidized by the Government since 2003, there will have been a significant accumulation of practice knowledge, particularly in the initial stage of developing therapeutic alliances with the target group. Such kinds of practice knowledge are grounded in direct practice in working with the gamblers, but it is very difficult to articulate this practice knowledge in a retrospective way, such as sharing it in a focus group. To explore and understand this practice knowledge is the focal concern of this study.

Conclusion

This chapter argues that practice knowledge in social work practice is context-specific and value-driven. Furthermore, practice knowledge includes formal knowledge and theories learned during professional training together with personal knowledge and practice wisdom gained from direct practice. More importantly, this knowledge is not the stock of knowledge that the social worker possesses. This is the

knowledge that the social worker puts into practice. Thus, practice knowledge should be investigated through social worker's reflection on his / her practice.

In this study, the direct practice of experienced social workers involved with gamblers in the early stage will be examined. It is hoped that the practice knowledge developed in this study can shed some insight into future work with gamblers in the early stage of gambling counseling, and contribute to development of theory for treating addictive clients.

Chapter Three: Methodology and Method

Introduction

      This chapter will first outline the basic ideas of Social Constructionism. After I have discussed the basic features and purposes of qualitative research, I will introduce the method of Interpersonal Process Recall (IPR) and how this relates to my study on exploring experienced social workers' practice knowledge regarding the early stage of gambling counselling. Finally, the detailed procedure of the study will be described.

Epistemology: Social Constructionism

      It seems so obvious that the world is simply out there for us to observe and understand, but Social Constructionism challenges this basic world view. According to Gergen and Gergen (2001: 8), 'we construct the world' and 'Everything we consider real is socially constructed.' The meaning of our world is created through our use of language and the language is not used alone. The language we use acquires meaning only when we communicate with others. Gergen and Gergen (2001: 11) provide a good example to illustrate this. If one person says, 'His father is dead', then the event is constructed from a biological standpoint. This view can be easily shared and understood by many of us, but we can talk about the same event from many different perspectives, like we might say: 'He has gone to heaven.', 'He will live forever in her heart.', 'This is the beginning of a new cycle of his reincarnation.', or 'His burden has been eased.' Thus the meaning of the event depends on our understanding of it as shared through our communication. In other words, it is the shared understanding

acquired through our communication process that makes sense to us.

'It is through communication that we construct our worlds.' (Gergen, Schrader, & Gergen, 2009: 2). For example, we learn to differentiate between cats and dogs, teachers and students, good and evil, and beauty and ugliness, through our communication with others in our living world. However, we also tend to live within the limits of our constructions, which are socially constructed and usually taken-for-granted. For example, we usually learn to distinguish between heterosexuals and gay / lesbian people without a second thought. 'If male and female have sex it doesn't necessarily make them heterosexual. Is a woman who has only one sexual encounter with another woman a lesbian? How do we decide who "is" heterosexual, homosexual or bisexual?' (Gergen, Schrader, & Gergen, 2009: 9).

Therefore, in a broad sense, we communicate with each other so that we construct the world in which we live. Gergen and Gergen (2001: 19) further assert that 'truth is only found within community. Beyond community there is silence.'

In brief, meanings are constructed by human beings as they engage with the world they are interpreting and communicate with each other. It is through that dialogue and interaction that the meaning of reality and knowledge are constructed.

Methodology: Qualitative Research

As argued before, in the outside world, truth and good are constructed through our communication with others in the community until we come to have a shared understanding of them. These shared concepts and ideas are not discovered, but are constructed in the process of interaction. Therefore, the way of constructing these

concepts and ideas is through communicating with others so as to arrive shared understanding of them. This is connected to the interpretative approach used in qualitative research to explore and construct the rich and deep understanding of the subject being investigated in the community (Ritchie & Lewis, 2003).

In the views of Rubin and Babbie (2016), qualitative research methods aim at exploring the depth of understanding, that is, the deeper meanings of particular human experiences and generating richer theoretical observations that are not easily reduced to numbers. According to Berg (2004), qualitative research is more concerned with the exploration of meanings, concepts, definitions, characteristics, metaphors, symbols, and the descriptions of things. In other words, qualitative research is a means to understand and explore the subjective experiences of study participants related to particular issues. Hennink, Hutter and Bailey (2011: 9) further identify the main distinctive feature of qualitative research as 'the approach [that] allows you to identify issues from the perspective of your study participants, and understand the meanings and interpretations that they give to behavior, events or objects'.

This study explores the experienced social workers' practice knowledge in the early stage of gambling counseling and how this practice knowledge is used. As I have put my focus on understanding practice knowledge, Harre and Secord's view is very relevant. They argue that the action of social behavior is better understood from the account of the actor in relation to the context of the social interaction (Harre and Secord, 1972). This further requires the researcher and social worker to arrive at a deep and shared understanding of the practice knowledge being investigated. This can only be achieved through continuous communication until a consensus is reached.

Therefore, the qualitative research method is adopted for this purpose.

Research Method: Interpersonal Process Recall (IPR)

In fact, investigation by asking an informant to retrieve and describe the momentary experiences associated with particular events in the conversation has been used in much research under different names, like the 'method of simulated recall' (Bloom, 1954), 'Playback' (Fanshel & Moss, 1971); videotape 'inquiry' (Knudosn, Sommers, & Golding, 1980) and 'Retrospective Thinking Aloud' (Wagner & Weidle, 1982; Kommer & Bastine, 1982). However, reviews based on retrospective recall may lead to greater distortion of the real process (Wagner & Weidle, 1982; Kommer & Bastine, 1982). Furthermore, the simulated recall (Bloom, 1954) or review of a recent simulated marital conflict (Knudosn, Sommers, & Golding, 1980) has the disadvantage that the interaction process can be very different from the real one. Finally, the method of reviewing the audio-tape of the interaction process can hardly reveal the complexity of the counseling process (Fanshel & Moss, 1971).

Interpersonal Process Recall (IPR), one of these recall strategies, is used in this study. In IPR, a conversation, usually occurring in therapy session, is video or audio-taped. Then the experience of the process will be retrieved when the conversation or interview is played back for the participants (Elliott, 1988; Kagan, 1980a). This research method has been frequently used for practice research to assess and explore 'the therapist response quality, therapist action or intention, therapist or client state or content and significant event from both therapist's and client's perspectives' (Elliott, 1988: 509). While Elliot put more emphasis on developing measures for IPR, its

exploratory-oriented nature regarding practice knowledge has not been fully developed (see the summary in Elliott, 1988: 510). IPR has been used commonly to investigate counseling processes in past years, but a focus on investigating a practitioner's practice knowledge has not been found (Crews et al., 2005; Griffith, 2000; Levitt, 2001; Lokken & Twohey, 2004; McLeod, 2001; Timulak & Lietaer, 2001; West & Clark, 2004).

To be consistent with the research question of this study, only experienced social workers will be asked to articulate their practice knowledge of their previous interviews with gamblers (that have been video-taped) in the early stage of gambling counseling. In addition, an exploratory-oriented interview with open response format will be adopted.

The social worker and the client work together towards a shared understanding and common purpose to build a therapeutic relationship. Therefore, IPR takes this context into account to allow the social worker to observe and explore the interview with the client in gambling counseling from his / her own perspective on the process. Larsen and others (Larsen et al., 2008) suggest several advantages of using the IPR that will fit well with the purposes of this study. First, the researcher will put more emphasis on the process rather than on its content, i.e. the researcher will attempt to understand the implicit practice knowledge in guiding the social worker's response and making sense of the on-going interaction with the client. This can hardly be known through the common recall strategies used in previous interviews with the client. Secondly the complexity of an interview with a client in any single session is so extensive, that any detailed recollection of the entire session will be incomplete and

unfeasible. In addition, research has found that conscious awareness of past memories is qualitatively different from current awareness of the environment / interaction with others (Tulving, 2002). However, the IPR can provide a platform for the social worker to tune into here-and-now interactions with the client and thus a vivid awareness of that particular moment becomes more likely possible. Furthermore, emotional or somatic experiences are often more challenging to verbalize than cognitive material. In IPR, the researcher can keep pace with the social worker during the verbalization thus making these kinds of articulation more feasible and reliable.

Larsen and others summarize several important steps for conducting the IPR interviews (Larsen et al., 2008):

1. Interviewees as investigator partners – IPR participants (the social workers in this study) are invited to be integral partners in the process and have the opportunity to share in the work and the excitement of meaning making.

2. Preparing participants to focus on the process – the researcher will intentionally focus on the experience of the social workers as they engage at various points in the session.

3. Pacing the interview – slowing down the interview pace and offering silence are important for providing space for the social worker to recognize, process and verbalize the complex internal experiences being investigated.

4. Uniqueness of the observer role – in stepping back from his / her in-the-moment experience, i.e. entering the observer role and detaching from the session, the social worker is requested to recall any thoughts, feelings,

sensations, meanings or experiences that might have occurred at the time
of the session itself.

5. Framing the IPR question – the researcher will not use leading
questions, but focus on the aspects of the experience that are the focus of
the investigation.

Research Questions

As discussed previously, this study focuses on two questions concerning the
practice knowledge of gambling counseling in its early stage:

1.   What kinds of practice knowledge are being used?

2.   How are different kinds of practice knowledge used?

Exploring Practice Knowledge in this Study

As argued in Chapter Two, experienced social workers do not apply the formal
knowledge and theories as learned in the social work curriculum in a linear way.
Instead, they will draw on different kinds of knowledge, like practice wisdom and
personal knowledge, as well as formal knowledge and theories, to cope with the
moment-by-moment challenges in their practice scenario.

In this study, the IPR is used to explore the practice knowledge of experienced
social workers in the early stage of their gambling counseling, and how this practice
knowledge is used, synthesized and put into practice. After video-taping the interview,
the social worker and the researcher will then review it. During the review process,
once a significant moment in the interview has been identified by the social worker or

the researcher, the video will be stopped temporarily and the social worker will articulate his / her experience at that moment. Based on the previous discussion, a tentative framework is developed to guide this exploration process as follows:

1. Framing – How does the social worker understand the client? What significant information is used to formulate this understanding (e.g. context, essential information, significant non-verbal and bodily cues, etc)? How is the social worker's knowledge or psychological / emotional state helpful in this understanding?

2. Conceptualizing a therapeutic response – What is the reasoning / logics behind the social worker's response? What are the intentions of these responses? How do their values influence the development of these responses and what are they?

3. Monitoring the process – Will there be any new understanding of the client based on the client's responses? Does it confirm, disconfirm or amend the social worker's previous understanding of the client? Does it lead to a new response / direction for the interview? Are there any comments on the social worker-client interaction?

After reviewing the interview of the social worker and the client, the social worker will be further asked what insight he / she has gained from this process, particularly those related to the understanding of the client and practice knowledge.

Data Analysis

Marshall and Rossman (1995: 111) explain that 'data analysis is the process of

bringing order, structure and meaning to the mass of collected data'. After the review session is audio-taped and later transcribed verbatim, this will become the 'raw data' for the analysis. Thematic analysis of these transcripts of the review sessions will be adopted.

According to Grbich (2013: 61), thematic analysis should involve the following stages:

1. Read and re-read the data

2. Recall the research questions, the theoretical framework, the methodology, and the literature reviewed and then decide what is the most appropriate course of action for handling the data

3. Underline / add colour key segments and / or write descriptive comments alongside in the margins where further insight will be useful

4. Group like segments

5. Attach overarching labels and identify subgroupings

6. Conceptualize these groupings and link them with the literature and the theory

Of course, the above stages do not proceed in a linear sequence. Probably this is a spiral process. For example, reading and re-reading the data will help me have some insight into the research questions, and the later analysis, like the way attaching overarching labels and identifying sub-groupings would encourage me to re-read the data.

Detailed Procedures

Negotiation with Agencies and Social Workers

Two Gambling Counseling Centers (Caritas Addicted Gambler Counselling Centre and Even Centre of The Tung Wah Group of Hospitals) supported by Ping Wo Fund, have been providing gambling counseling since 2003. Therefore, these two Centres will first be approached and invited to participate in this study because experienced social workers in gambling counseling will be found in these two Centres. Once the agency's support has been obtained, the purposes and procedures of the study will be introduced to the Centre-in-charge. Then a briefing session will be arranged for experienced social workers with at least five years of gambling counseling experience. In this briefing session, the rationale, purposes and procedures will be explained to them and their concerns will be clarified and addressed. These social workers will be invited to join the study on a voluntary basis. They are given the opportunity to refuse to participate with no consequences.

Baseline Assessment of Working Alliance Inventory

There are several steps to ensure the 'high-quality' of the interviews regarding gambling counseling used for our investigation. First, the Centre-in-charge of gambling counseling service will nominate their experienced social workers for the study. In addition to this, some procedures have been followed to make sure that the case being interviewed reflects an acceptable level of therapeutic alliance.

The Working Alliance Inventory (WAI) will be used as a screening tool for

cases that have an acceptable level of therapeutic alliance. The WAI has long been used in practice researches, having good reliability and validity, and has been used to assess the quality of worker-client relationships (Bordin, 1994; Horvath & Greenberg, 1989; Horvath & Greenberg, 1994). In addition, the reliability and validity of the simplified version of WAI has been found to be satisfactory and more practical in use (Busseri & Tyler, 2003). Furthermore, this simplified version of the WAI has been used in Hong Kong to distinguish between the good and bad relationships of school social workers with students being referred for counseling (朱志強, 2005). To obtain the baseline for the scores in the WAI, the following procedure is taken. Clients of new cases of the Centre will be invited to join this baseline study on a voluntary basis at the end of their first session. If they agree to participate in it, they will fill in the WAI by the end of the third interview within three months' time following the briefing session. The anonymously filled in questionnaire will be sent to me directly for data entry and analysis. The score will be regarded as the average performance of the therapeutic alliances of the Centre.

Once the experienced social workers agree to join the study, they will invite their clients to participate on a voluntary basis. They will then fill in the WAI by the end of the third session. Only those cases with a WAI score above the average performance will be accepted for analysis and review.

Data Collection

These experienced social workers will invite their clients to join the study on a voluntary basis by the end of the first interview. If the client agrees to join, the

second and third interviews with the social workers will be video-taped. Then the social worker will make an arrangement with me for a review session, preferably not more than two days after the interview in question. By the end of the third interview, the client will fill in the WAI. The filled questionnaires will be sent to me directly for analysis.

Usually the review session will be held within 48 hours of the interview, if possible. Elliott (1986: 519) found that 'recall is easiest if done immediately after the session, and becomes increasingly difficult if delayed by more than two days'. Before the review session, I will first pre-view the interview of the social worker and the client in gambling counseling and mark down the critical moments for review. If the review session is arranged immediately after the social worker's interview, I will observe the interview of the social worker and the client in another room through a visual monitor during the video-taping of this interview.

During the review process, once a significant moment in the interview has been identified by the social worker or by me, the video will be stopped temporarily and the social worker will articulate his / her experience and understanding of that moment. The tentative framework as discussed above will guide the exploration. The review sessions between researcher and social worker will be audio-taped and transcribed verbatim for analysis later.

Ensuring the Credibility of the Study

There are several steps for ensuring the credibility of the study. The IPR interviews will first be transcribed verbatim. The tentative analysis of these interviews,

including some highlights and my memos on them, will be sent to two independent judges with rich experience in qualitative research. They will give comments on these memos and analysis to see if these are relevant and appropriate (peer scrutiny). Following Social Constructionism, it is important to develop a shared understanding between the researcher and the experienced social workers of the practice knowledge being investigated. Thus, the amended analysis of each interview will be sent to these social workers respectively. A feedback session with each social worker will be arranged individually to discuss the analysis of each IPR interview. Some further questions will also be clarified with them in these feedback sessions. Then, the final analysis of all IPR interviews will be sent, each to relevant individual social worker, for their endorsement (member check).

Finally, I will proceed with the overall analysis based on all these IPR interviews and feedback sessions. A tentative overall analysis of these IPR interviews will be shared with these social workers. In a further feedback session with all these social workers, their queries and concerns will be clarified and discussed. The amended overall analysis will be sent to them for their final endorsement (Chapter Four).

Getting Consent From and Protecting the Identity of the Clients

First, the client will be well informed of the purposes and procedures of the study when he / she is invited to participate in this study on a voluntary basis at the end of the first interview. He / She will sign the consent form once he / she agrees to join the study. The videos of the IPR sessions will be kept properly in the Centre. All

identifiable information regarding the clients in the IPR sessions (Appendix Three), if any, will be altered to protect the identity of the clients.

Its Significance and Value:

It is hoped that a better understanding of practice knowledge by experienced social workers in working with gamblers in the early stage of counseling can be generated in this study. This will facilitate the development of practice knowledge and help to make a great contribution to improving practice in this practice scenario, something that has been regarded as challenging and difficult even by experienced social workers.

Finally, from the insight of the social workers' reflections on the process, we hope to improve our teaching of social work practice knowledge and help front-line social workers make continuous improvements to their direct practice more effectively and efficiently. This may contribute to the theorization of practice knowledge in direct social work practice.

Chapter Four: Data Analysis and Discussions

Introduction

In this chapter, I shall first summarize the data collection process, the backgrounds of the social workers and the clients, and the data of the WAI (Working Alliance Inventory) of the study. I shall then introduce a common road map for the early stage of gambling counseling as revealed in this study. After that, I shall examine in great detail the four different kinds of practice knowledge and how these are used. Then, I shall summarize the learning of these experienced social workers in the research process. Finally, in the last paragraph I shall discuss the implications and insight of these findings.

Data Collection and Modification of the Procedures

After confirming the proposal for this study, I approached two Gambling Counseling Centres to explore if they would have any interest in joining this study in 2013. However, only one Centre showed interest in it. After getting formal support from the agency of this Centre, I explained the details of the study to the Centre-in-charge. The Centre-in-charge then nominated six experienced social workers each with more than five years involvement in gambling counseling to join the study.

A briefing session was conducted with these six experienced social workers so as to explain further the rationale, objectives and procedure of the study. Their queries were also clarified. In the briefing session, they raised the concern that it was not feasible to arrange all the review sessions just a few days after the interviews had taken

place because of their heavy work load. Finally, it was agreed that the review sessions would be arranged as soon as possible, but not more than one week after the interview. After the briefing session, these six social workers agreed to join the study on a voluntary basis. However, owing to the turnover of staff during this period, finally only four of them participated in the study.

In the first round of data collection, some social workers found that they were not able to recall effectively the thoughts, feelings, sensations, meanings or experience they had during the interviewing process when the review session was scheduled nearly one week after they interviewed the client. Thus, under this condition, the data from these IPR interviews was invalid for analysis. A further meeting was called to work on this problem. Finally, these social workers agreed to review the video-tape within two days after the interview with their clients, which they found they could afford to do. In the subsequent IPR interviews, the social workers' memories of their experiences in the interviews with their clients were checked and it was confirmed that they were able to recall these experiences satisfactorily within this time frame.

Background of the Social Workers and Clients in the Study

The four experienced social workers are referred to hereinafter as social workers A, D, P and S. There was a total of four clients belonging to social workers A and S (two clients each, i.e. A1, A2, S1 and S2 respectively) in the study. Three clients of social worker D agreed to join the study, but the sound quality of recording of the first client was too poor to be used for review. Thus only the second and third clients of social worker D (D2 and D3) were included for analysis. Three clients of

social worker P participated in the study, but the first and second clients of social worker P dropped out after the second interview. Thus there was only one client of social worker P (P3) in the study.

All clients were male with ages ranging from 40 to 65.

Case / Client	Worker
A1	A
A2	A
D2	D
D3	D
S1	S
S2	S
P3	P

(Table 4.1: Information of Clients and Social Workers)

Each of these four social workers had more than 10 years of working experience in counseling. In addition to that, they have had more than 5 years of experience in gambling counseling. Two of the social workers were male (social workers A and S) and the other two were female (social workers P and D). As assessed by the Centre-in-charge, they were the most experienced social workers in gambling counseling in the Centre during the period of the study.

Scores of the WAI

After the briefing session, the social workers of the Centre invited all clients

to fill in the WAI by the end of third session in three months' time. Totally 15 clients participated voluntarily in this baseline study. The anonymously completed questionnaires were mailed to me directly for data entry and analysis so as to ensure confidentiality.

The average score of the WAI for these cases is 65.6, which can be roughly treated as the average level of the therapeutic alliances established by the social workers of the Centre with their clients.

The WAI scores for these seven cases in this study are as follows:

Case / Client	WAI
A1	67
A2	75
D2	65
D3	70
S1	66
S2	70
P3	75

(Table 4.2: WAI Scores for These Seven Cases)

Thus, the scores of four cases (A2, D3, S2 and P3) are well above the average score of the Centre, and there are no great differences between the average scores and those of the other three cases (A1, D2 and S1). Initially, it was suggested that a case with a WAI score above that of the average score of the Centre would be acceptable for analysis. However, owing to the turnover of social workers during this period, the

dropping out of some of the clients and the high work load of the social workers, the data collection was not entirely going smoothly. Thus the case D2 was also included in this study even though the WAI score was slightly below the average.

Data Analysis

The 14 interviews of the IPR were transcribed verbatim. I first worked out a tentative analysis of these 14 interviews including some highlights and my memos on them. The tentative analysis of these IPR interviews was then sent to two independent judges with rich experience in qualitative research. They were Dr. Chu Chi-keung, my former supervisor, and Dr. Wong Mei-ching, assistant professor of The Chinese University of Hong Kong. They gave comments on the analysis of these interviews after reading them carefully. These 14 interviews with my amended memos and analysis were then sent to the respective social workers (social workers A, D, P and S). A feedback session was arranged with each social worker individually to see if he / she agreed with this tentative analysis. Some follow-up questions were also raised for clarification in these feedback sessions. After the feedback session, the analysis was further amended and sent to the respective social workers for endorsement (P3a, P3b, A1a, A1b, A2a, A2b, S1a, S1b, S2a, S2b, D2a, D2b, D3a and D3b in Appendix Three).

The overall analysis was based on the amended analysis of all IPR interviews and discussions in the feedback sessions on the themes of the practice knowledge used and how different kinds of practice knowledge were put into practice. This overall analysis was then sent to these four social workers to check if they had different views

on it. A further session was conducted with them to clarify their queries and collect their feedback on it. Then, the final version of this analysis (Different Types of Practice Knowledge Used, New Practice Insights Developed From the Study and Social Workers' Learning in the IPR of Chapter Four) was sent to them again for endorsement.

Road Map for the Initial Stage of Gambling Counseling

For a general counseling service, the counseling goals are usually negotiated between the social worker and the client during the first few sessions, but in the case of the gambling service, the process of evolving counseling goals is somehow different. These social workers (social workers A, D, P and S) were clear that the counseling goal, which was for the client to abstain from gambling, was prescribed by the service. In fact, the counseling goals had been negotiated and confirmed at intake. If a client explicitly asked for a service not related to a gambling problem (and thus the goal would surely not be to abstain from gambling), then the case would be referred to other services at intake. Thus when the case was opened, the client and social worker would have an explicit understanding that gambling was the issue to be dealt with and that at least abstaining from gambling was one of the counseling goals of the service.

However, this does not imply that the counseling process will generally start with the gambling problem. As showed in this study, usually the issue the client is most concerned about would be dealt with first, like debt (P3, A1, S1), debt and relationship problems (D2), relationship problems (D3), and employment and finance (A2). Of course, these issues were also caused by or related to the gambling problem.

Among these seven cases, only one case (S2) started with the gambling issue directly. For the other six cases (P3, A1, A2, D2, D3 and S1), the social workers moved to the agenda of working with the gambling problem after the issue the client was most concerned about settled down. These social workers then worked with the client to clarify his / her goals on gambling, i.e. total abstinence or controlled gambling. Generally speaking, the social workers (social workers A, D, P and S) regarded total abstinence as the most desired goal for gambling counseling, and treated controlled gambling as an intermediate goal, but they also accepted that controlled gambling will become the final goal for some clients.

The flow chart below summarizes this Road Map briefly:
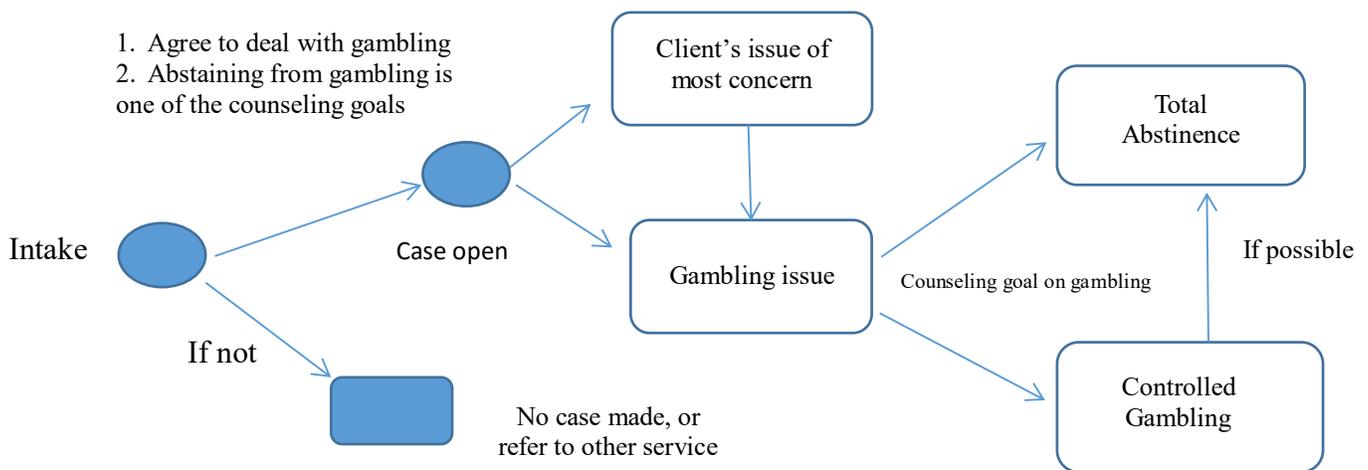
(Figure 4.1: Road Map for Initial Stage of Gambling Counseling)

Different Kinds of Practice Knowledge Used

As revealed in the IPR, I found social workers used different kinds of practice knowledge to guide their practice. These different kinds could be classified under the following four categories: formal knowledge and theories, service specific knowledge,

case experience, and practice principles in motivational work and therapeutic alliance. As observed, there were two common intervention foci in the early stage of gambling counselling: dealing with debt and motivational work regarding gambling.

Though these different kinds of knowledge were discussed separately, they were in fact interrelated. For example, social workers usually had to work with clients on their debt issue. Quite often, as clients presented their debts and loans in a messy way, social workers had to work out these issues concretely for assessment using service specific knowledge and case experience. This would help social workers to assess the feasibility of plans proposed by clients to clear the debt. In addition, in this process, social workers would make use of the practice principle on therapeutic alliance to maintain a good working relationship.

1. Formal Knowledge and Theories

This is the knowledge and theories taught in the formal social work curriculum. These four social workers used the formal knowledge and theories to guide their assessments and interventions respectively, though assessment and intervention usually go hand in hand.

1.1. Formal Knowledge and Theories Related to Assessment

As found in this study, these theories and formal knowledgerelated to assessment include gambling as an addiction, withdrawal symptoms and chasing behaviour as described in DSM-5, ambivalence (Motivational Interviewing), irrational beliefs (Rational Emotive Behavior Therapy) and the effects of mental health drugs as

following:

a. Characteristics of addiction based on DSW-5 – like chasing, tolerance and withdrawal symptoms:

According to DSM-5, previously known as DSM-IV, I am assessing a client's present situation to see if he has chasing behaviour, tolerance or withdrawal symptoms. (A1a: W8) (also found in P3, S1 and S2)

b. Irrational Beliefs (Rational Emotive Behaviour Therapy)

…… because I think it is not an appropriate time to clarify with the client's irrational beliefs with the client. (A1a: W28)

c. Ambivalence (Motivational Interviewing)

…… he does not express himself well. So I try various methods to check [the meaning] with him and at the same time I want to find out more about his ambivalence. (A1b: W22)

d. Effect of mental health drugs

…… from my understanding, the mental health drug does not have an immediate effect. Its effect usually appears after two or three weeks of medication. (A2b: W22)

1.2. Formal Knowledge and Theories Directly Related to Intervention

In this study, only interventions using the Motivational Interviewing as in the case of A1 were found. In the case of A1, social worker A amplified client A1's ambivalence (an intervention strategy used in Motivatinal Interviewing) to facilitate his making a decision for change (A1b: W9, A1b: W11).

……[I] Agree that he [client A1] repeated this. It was also my plan to discover his inconsistencies, i.e. disturbance arising [ambilavence] from the Motivational Interviewing…… (A1b: W9*) / Yes, I want to amplify his ambivalence [by my response].* (A1b: W11)

1.3. Use of Formal Knowledge and Theories

This study found that the articulated use of formal knowledge and theories seemed to be fragmented, restricted to particular concept or assumption, rather than organized in a broader framework or model. This result is quite consistent with the findings of a study on exploring the use of theory and knowledge by experienced social workers (Fook, Ryan, & Hawkins, 1997).

2. Service Specific Knowledge

Service specific knowledge in gambling counselling includes knowledge of different kinds of gambling, procedures of bankruptcy / Individual Voluntary Arrangement (IVA)[2], welfare rights after bankruptcy, characteristics of different loan companies and loan policies, common disturbance by loan companies and its handling, etc.

The case P1 could be used as a good illustration of this. Social worker P first worked with client P1 on his plan for his debt issue. After client P1 had confirmed he

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[2] An Individual Voluntary Arrangement (IVA) is a formal personal insolvency procedure that alleviates creditor pressure by setting out a clear and affordable repayment plan that both the debtor and the creditors find acceptable. Once agreed, this will halt any creditor action and allow the debtor to make affordable monthly contributions in order to repay what they can. (https://personal-debt.solutions/individual-voluntary-arrangement-iva/)

wanted to apply for bankruptcy by himself, in the second session social worker P provided the client with information regarding the procedure for applying for bankruptcy and encouraged him to proceed (P3a). Then social worker P spent nearly half an hour in the third interview to help the client complete the procedure for applying for bankruptcy (P3b). During this process, social worker P raised some important points for the client's consideration, clarified his concerns (like the welfare right after bankruptcy) and prepared him for developing a reasonable financial plan for his situation after bankruptcy. Obviously, this service specific knowledge played an important role in the process so that social worker P could guide, support and encourage the client to complete the whole process.

Here are another two examples of applying service specific knowledge: preparing a client to handle disturbance by a loan company and providing information regarding an IVA.

> *…… I am educating the client so that he will be prepared to see his information posted on streets when he is chased by a loan company……* (P3a: W47) (also found in P3a: W44)

> *…… Secondly, he enquired about how to deal with the debt. In my first interview, I have provided him with some advice and talked about IVA [Individual Voluntary Arrangement].* (S1a: W3)

The social workers (social workers A, D, P and S) all applied this service specific knowledge in their interviews quite frequently. In feedback sessions, they shared that this service specific knowledge was very important for their assessment and intervention. Upon further clarification, it was found that they had accumulated

this knowledge gradually in the service setting, by means such as consultations with the Centre-in-charge, enquiries made to colleagues with similar case experience and learning from their clients' experience. This service specific knowledge was fluid and changing. For example, I observed that client A1 mentioned his worry about being disturbed by a loan company. After some explorations, social worker A quickly provided some useful information about this particular loan company and their usual way of chasing debts. After the interview, social worker A shared that he had learned of the characteristics of some loan companies from other clients and this information proved very useful for preparing his clients to manage their debts. As expected, the characteristics of these loan companies and related loan polices would change with time. When I reviewed the interviews with these social workers, I always found it difficult to understand the different types of gambling, particularly those related to financial investment, but the social workers were able to proceed with their interviews very smoothly on these topics. Thus I found this updated service specific knowledge helped their work tremendously.

In brief, this service specific knowledge as learned in a service setting was not a fixed and tidy stock of knowledge, but quite fluid, dynamic and changing.

3. Case Experience

Case experience was very relevant to the direct practice of these experienced social workers, at least in the early stage of gambling counselling. This knowledge would help social workers be sensitive to the characteristics of their clients and guide their assessment and intervention accordingly.

The social workers (social workers A, D, P and S) would formulate their case conceptualizations based on their case experience, i.e. mapping out and making sense of the pattern of their cases so as to guide their responses and interventions. In this process, I found that case experience could be used on at least levels. One is to conceptualize the general characteristics of a gambler and the other is to consider the specific characteristic of a particular gambler. These will be discussed in the following paragraphs.

3.1. Use of Case Experience to Conceptualize the General Characteristics of a Gambler

Here I will use the following two examples to illustrate this level of the use of case experience.

…… In this process, many gamblers, once they are stuck clearing the debt, will gamble again. (A1a: W10)

…Many gamblers do not have a clear mind regarding their debt and do not know how to manage their finances. (P3a: W27)

In the first example of case A1, social worker A had formed the hypothesis that 'once gamblers become stuck while trying to solve the problem of clearing their debts, they are more likely to gamble again'. This was a general assumption about gamblers made by the social worker, and was based on the social worker's case experience. In the second example, social worker P formulated her general view of gamblers based on her own case experience which was that gamblers could not manage their finances probably (P3a: W27).

3.2. Use of Case Experience to Conceptualize the Specific Characteristics of a Particular Gambler

When a social worker conceptualizes the specific characteristics of a particular client, he / she has to map out several salient characteristics and the context of the client's problems and match these to his / her previous case experience. The case A2 could be used as an illustration of this.

Because…… I have worked with many similar clients before. They worked in restaurants and shared the same belief. Because their careers at that time were prosperous, the demand [for workers in this career] was more than supply and so they got high-paid jobs easily…… 'To be frank, I am still single and can earn money quite easily. Thus a part-time job is better than a full-time one'. So this would affect their getting involved in gambling [worker's assessment on client A2 bsaed on his case experience]…… (A2a: W15)

Based on his case experience regarding similar salient characteristics and contexts, social worker A speculated that client A might have the belief that 'I don't mind if I lose when gambling because I am still young and also earn money easily'. In such a way, social worker A had to actively examine and match the salient characteristics and context of the client to the hypothesis he was forming by comparing these details against his own rich case experience.

3.3. Implications of These Two Levels of the Use of Case Experience

There is an important implication for the transfer of learning among social workers regarding these two levels of case experience. Concerning the first level, social workers will rather easily document these assumptions about gamblers in order to facilitate the learning of other social workers more readily, but for the second level of case experience, the transfer of learning is not an easy task. Maybe this can happen during case sharing or during a conference. In a conference or case sharing, after examining the detailed information of the presented case, other experienced social workers can share their case conceptualizations, if any, based on their own case experience. When a social worker makes reference to another's case experience, it should be able to help him or her exercise better judgment through adapting it to his / her own practice scenario. This process is quite similar to the transferability proposed by Fook and her colleagues (Fook, Ryan, & Hawkins, 2000).

3.4. Functions of the Use of Case Experience

When I further analysed the use of case experience by these four social workers, I found it has several functions.

First, having case experience can help a social worker to make a quick assessment. In the case of P3, after an exploration of the client's debt problem, social worker P judged that, based on her previous case experience with people in debt, a gambler in a similar condition could make use of bankruptcy to deal with the debt effectively.

Yes. The worst case I have was able to do it [using bankruptcy to deal

with the debt successfully]. Thus I have confidence that he [client P3]

63

can follow this procedure to handle his debt…… (P3a: W23)

From her case experience, social worker P found that many gamblers always felt confused about their debts. For example, they did not know exactly the total amount of debt from different loans, the instalments needed for clearing the debts and the interest involved, and they did not know how to manage their finances. Based on this experience, she quickly assessed that client P3 might have a similar problem as shown in the following.

First, this is my assumption [client P3 is confused about his debt]

because many gamblers I have handled before were also very confused

about their debts…… (P3a: W37)

Secondly, case experience could help the social worker have deeper understanding of the client's situation. Using the case P3 as an example, we can see that social worker P, based on her previous case experience, found that most clients did not know their rights regarding obtaining welfare after bankruptcy and they were very stressed about that. This helped social worker P to have a deeper understanding of client P3's situation and emotions.

Yes [the client was anxious because he was uncertain whether he could

receive the Old Aged Allowance from the Comprehensive Social

Security Assistance (CSSA) scheme after declaring bankruptcy, like

many other clients], he did not know this information. (P3a: W55)

To be frank, this client has not applied for bankruptcy before, like most

people and gamblers…… So they do not know if they are eligible for

Old Aged Allowance of CSSA and others [other forms of assistance]

after bankruptcy. This and other concerns [concerns for other forms

of assistance] will block him from processing the procedure [applying

for bankruptcy]. (P3a: W59)

Thirdly, case experience not only helps social workers make a quick

assessment and have a deeper understanding of a case, but also provides them with a

sense of direction. For example, social worker A knew that he would have to refocus

what client A1 had told him in order to check if he had the belief of 'I don't mind if I

lose when gambling' after assessing that the client would get involved in gambling in

future based on hisprevious case experience.

So this would affect their getting involved in gambling [worker's

assessment of client A1 based on his case experience] …… At that

moment, I just wanted to refocus what he had told me, which was

similar to this, 'I am young, and I earn money easily'. Thus I wanted

to understand more if he has a belief which reinforced his gambling 'I

don't mind if I lose when gambling, because I am still young [and also

can earn money easily]'. (A2a: W15)

Here is another example. Once social worker A, using his case experience,

assessed that his client A1 might get stuck clearing his debt, social worker A knew that

he would then show his client A1 of his own pattern of gambling and social worker A

wanted to help his client realise that he might get similar stuck.

…… yes. Because when he expressed he would keep $4500 for family

maintenance, … [while exploring the financial plan and how to clear

the debt]. In this process, many gamblers, once they get stuck clearing

the debt, will gamble again. I wanted to show this pattern to the client and help him to realize this. (A1a: W10) / *Yes [from the client's pattern in the past, the social worker suspected that the client would not be able to clear the debt, like many gamblers]* (A1a: W11) / *Yes [the social worker wanted to show the client that once he gets stuck, he will gamble again. This provides the social worker with a sense of direction]* (A1a: W14)

As observed in the IPR, it was quite common that all of the other social workers (social worker A, S and D) had assessed their cases based on their previous case experiences. During this process, they would always remain open to their case conceptualizations. In other words, these were regarded as tentative hypotheses. Here is an example of this.

This client [A2] **may** *have the belief that 'I don't mind if I lose when gambling, because I am still young [and also can earn money easily]'*
(A2a: W15)

Once further information was collected from a client that did not match previous case patterns, the social workers would then have to form a new conceptualization. The direction for intervention would be amended accordingly. For example, when client S1 was in doubt about whether or not he should frankly discuss the debt issue with his wife, social worker S encouraged him to discuss the debt issue openly with his wife, based on his previous case experience that gamblers usually suffered lots of pressure if they tried to deal with the debt alone. When social worker S later learned, however, that there were some risks in the couple's relationship and

he was not sure whether or not such disclosure and sharing of the debt would jeopardize the already fragile marital relationship, he did not push this further.

Yes, I have this hidden agenda and hope the client can do so [talk to his wife about his debt problem]. (S1b: W21) / As I have just explained, he was facing tremendous stress, for he could not talk to his wife [about the debt issue] and…… This is a common pattern of many gamblers. So it is important that the client can share this with his wife frankly. It will be helpful for the client's gambling problem because then he can gain more support from her…… But after listening to the client's story more, I learned that his wife might get a divorce. Thus I would not mention this again because I did not want to push him in this direction. (S1b: W22) / He has mentioned that his relationship with his wife was OK before…… So when he asked me if he should talk to his wife about this debt issue, I suggested he be frank with her. But when I listened to him more, I knew that he worried about divorce very much. So I would not recommend him to do so [talk to his wife about his debt issue]. (S1a: W23)

In brief, the social workers (social workers A, D, P and S) conceptualized each case based on their previous case experience with similar patterns, sometimes mixed with other kinds of practice knowledge. This helped the social workers to have more in-depth understanding on client's situation and a rapid judgment and case conceptualization. This also helped the social workers have a sense of direction for exploration and intervention. However, these preliminary ideas would be tentatively

treated as hypotheses by these social workers. Once new contradictory information emerged, the social workers would of course amend their understanding and interventions accordingly.

The following table (Table 4.3) summarizes the functions of the use of case experience.

Functions	Example
Making a quick assessment	Social worker has confidence that the client can use this procedure to handle his debt. (P3a: W23)
Deeper understanding	Yes, the client was anxious because he was uncertain whether or not he could receive the Old Aged Allowance from the Comprehensive Social Security Assistance. (P3a: W55)
Providing direction	Yes, from the client's pattern of behaviour in the past, social worker suspected that he was not able to clear his debt, as in the case with many gamblers. Thus social worker wanted to show the client that once he was stuck in the habit, he would gamble again. (A1a: W11, A1a: W12)

(Table 4.3: Functions of the Use of Case Experience)

4. Practice Principles of Motivational Work and Therapeutic Alliance

As revealed in this study, some practice principles of motivational work and therapeutic alliance were found. Though the principles of motivational work and

therapeutic alliance were discussed separately, they overlapped with each other to some extent. For example, developing a shared goal can both enhance a client's motivation for change and ensure a strong therapeutic alliance.

In brief, the social workers (social worker A, S, D and P) used these practice principles to guide their assessments and responses in the areas of motivational work and therapeutic alliance. These social workers were not using any one of practice theory solely in this process.

4.1 Motivational Work

The social workers (social workers A, D, P and S) were aware that their clients had different agendas to work on at the beginning. As discussed before, abstaining from gambling was not necessarily the first agenda in counseling. In other words, a social worker might start with the client's issue of greatest concern, which was usually related to the gambling issue.

Social workers A, D, P and S agreed that in gambling counseling it was common to find that many clients were in a state of ambivalence. Working through this ambivalence was an important step toward enhancing their motivation for change. Upon further analysis, two types of ambivalence were found in these cases.

4.1.1. Ambivalence Towards Two Plans of Action

In the first type, a client would feel ambivalent towards two plans, even though he / she had made a decision about one of them before. The case P3 could be used as an illustration of this. Client P3 was struggling between the plans of having an

Individual Voluntary Arrangement or applying for bankruptcy to clear the debt throughout the interview. After exploring the details of the client's debt, the social worker discussed on the worker's proposed plan for an Individual Voluntary Arrangement. As they found that an Individual Voluntary Arrangement was not feasible, they worked on the plan for bankruptcy. However, during the process of preparing the client to apply for bankruptcy, client P3 showed ambivalence. He changed his decision several times and hoped to apply for an Individual Voluntary Arrangement again. Social worker P was sensitive and detected changes in the client's mind throughout the session. Furthermore, social worker P accepted her client's anxiety and worries. She went with the client's ambivalence and found that she had to be patient with it. She then worked out concrete steps to solve the problem and clarified client P3's worries. Social Worker P also emphasized to client P3 that he had a choice regarding his decision so as to help him accept responsibility for it (P3a: W9-W18, W31-W35, W47-W54, W59-W62, W63-W67, W70-W74).

4.1.2. Ambivalence Towards Change

In the second type, the client was in a state of ambivalence with respect to both the urge to gamble and to abstain from it. This seemed more important and common in gambling counseling. Social workers A, D, P and S described these two forces as representing being pushed away from, and being pulled towards, gambling. Or these could be viewed as two sides of one coin, i.e. a weak urge to change may reflect a strong resistance to change.

On analyzing these clients A1, S1 and D3, it was interesting to find that the

urge and resistance to the urge are situated in different domains, i.e. cognition, behavior and emotion.

Case	Urge to change			Resistance to change			Remarks
	Cognition	Behavior	Emotion	Cognition	Behavior	Emotion	
A1	✓		✓	✓			A1a: W22
A1	✓			✓			A1b: W5
A1			✓	✓			A1b: W6
A1	✓					✓	A1b: W8
A1	✓		✓	✓		✓	
S1	✓				✓	✓	S1a: W14, W33
S1	✓				✓	✓	S1a: W35
S1	✓				✓		S1b: W5
S1	✓				✓	✓	S1b: W8-W10
S1	✓				✓	✓	
D3				✓	✓	✓	D3a: W30
D3	✓						D3a: W40
D3	✓			✓	✓	✓	

(Table 4.4: Domains of Urge / Resistance to Change)

Here are two examples of a client's ambivalence found in the study.

He hesitates [to abstain from gambling]. He repeated the same statement 'I can abstain from gambling now, but I cannot guarantee it in future'. (A1b: W5)

71

I think he will not be persistent in abstaining from gambling as this

client has not taken the initiative to seek help from the service…… He

is still at the stage of deciding whether to abstain from gambling or

not. (S1a: W35)

4.1.2.1. Cognition Related to Ambivalence Towards Change: Reasons to Abstain from Gambling

When a further analysis of the cognition for assessing the urge to change (or resistance to change) was made, there were several discoveries.

As discussed previously, the clients should have expressed their wish to abstain from gambling. Thus, at the beginning of gambling counseling, social workers would usually explore why clients come for service and why now (A1a: W1a, A1a: W25, S2a: W2). If a client just expressed his / her wish to abstain from gambling without giving a reason or a good reason, the social worker was not convinced that he / she had a strong urge to change. For example, social worker P found that client P3 simply replied that he would not gamble anymore without giving much elaboration and tried to avoid more in-depth exploration of the topic.

'We need not discuss it in too much depth because I have made up my

mind that I won't gamble more' – I think he has this belief. (P3a: W116)

/ Avoid, I think so, but client does not refuse to talk more about it. He

just hopes that [I will understand his wish] 'please don't bother me

more' - this message seems to come out. (P3a: W117)

Similarly, client D3 repeated the message that he might gamble again and did

not know the reason for it. Thus, worker D found that he was just used to gambling. In other words, client D3 still could not offer a good reason to abstain from gambling.

...... As the client has repeated that he did not know why he would gamble again, I asked him whether he knew the reason ...... But he just replied that 'I don't know' ...... (D3b: W21) / ...... So I feel that he is just used to gambling; there is no special reason. (D3b: W22)

In the above examples, the urge to abstain from gambling expressed by these clients (P3, D3) was assessed as weak.

In addition to the above, social workers (social workers A, D, P and S) did not accept all the reasons offered by the clients as indicating a strong urge to change. Instead, the social workers believed that a client had a strong urge to abstain from gambling when the reasons came internally from the client (內在) (client hopes to change for himself / herself, not being pushed by others) or were related to significant others and the triggering events could be described in detail consistently with personal involvement. The case S2 could offer a good illustration of this. From his reasons for abstaining from gambling, social worker S assessed that client S2 had strong motivation to change.

Last session, he told me why he abstained from gambling. The reason was not superficial and there was detailed information in it, like his grandfather and grandmother [significant others] once visited his family in New Year, knocked on his door and woke him up when he was still sleeping. They asked him not to gamble and to get married. He also cited another example, talking about the story of his friend, who

once gambled and was in great debt. Finally, all his other friends

disliked him and rejected him. He was talking about the motivation to

abstain from gambling, the events that triggered this desire for change

were described in great detail. From these personal experiences, I feel

that he has a strong motivation to abstain from gambling. (S2a: W3)

…… From their content, these [reasons for abstaining from gambling]

are consistent [throughout the session] and related to his inner

experience of a desire for change. So I have more confidence in

believing him. (S2a: W20)

On the contrary, reasons that attributed the desire to abstain to external factors (controlled by environment, e.g. lack of luck or lack of money) or ones coming from grand sayings (大道理) were not accepted as indication of a strong urge to abstain from gambling.

…… So far, he has not answered this question: why does he not gamble

at this moment? …… But I really want to know the reason behind it

[his stopping gambling]. He has talked about luck and Confucius,

using such grand sayings (大道理), but in the end he has not answered

me. (P3b: W34)

To be frank, I do not believe in his words [the reason for stopping

gambling is lack of luck]. (P3a: W83) */…… I really want to let him*

know that lack of luck is not a good reason to abstain from gambling.

(P3b: W42) (also found in P3b: W2, P3b: W26)

First, the impression I got from this case was that the client was not

highly motivated to deal with gambling problem. This was because in

the first session the client told me repeatedly that he had not gambled

more because he did not have money. This was not a good reason.

(P3a: W2)

The reasons for abstaining from gambling can be used to assess a client's motivation to change. This can be summarized in the following table, and of course, the list is not exhaustive.

Cognition	Strong urge to abstain from gambling	Strong resistance to abstaining from gambling
Reason to abstain from gambling	Triggering events are related to significant others, reasons can be described consistently and in detail, and is related to inner experience of change	Lack of luck, lack of money, grand sayings, no reason at all

(Table 4.5: Cognition Related To Ambivalence Towards Change - Reasons to Abstain from Gambling)

4.1.2.2. Other Cognitions Related to Ambivalence Towards Change

In the domain of cognition, the study revealed that other than reasons to abstain from gambling, ownership, chasing thought, 'winning will solve the financial problem', and self-efficacy were also important cognitions for assessing the urge to gamble or resistance to change.

First, a client with high self-efficacy usually had a strong urge to abstain from gambling. For example, client A1 had full confidence at one time, but worried that he would lack confidence to continue with total abstinence later. This reflected his ambivalence toward change.

He hesitates [to abstain from gambling]. He repeated the same statement 'I can abstain from gambling now, but I cannot guarantee it in future'. (A1b: W5) / From my understanding, he looks for total abstinence, but worries that he cannot do so ...... (A1b: W6)

When client P3 believed in chasing (will be likely to win) after gambling, his urge to abstain from gambling was weak.

This is the way chasing behavior presents [in many gamblers], that he will nearly win a lot of money [chasing]. So he will keep on gambling. (P3a: W99)

Furthermore, when client P3 believed that winning in gambling could help him solve his financial problem or clear the debt, the urge to abstain from gambling became weak.

...... He said he could not let go [of gambling] ...... I speculate that he expects to win money in gambling and [he thinks] he will solve his [financial] problem by gambling...... (P3a: W30)

Assessing a client's ownership of his or her gambling problem was also important. The client should be first aware that there was a problem (gambling) and that he / she was responsible for it.

...... Owning the problem means that he is aware that it is a problem.

(A2a: W29)

Yes, he knows that he is responsible for it. (A2a: W32)

…… Or I want to explore his situation and his attitude towards abstaining from gambling to see if he owns the problem and wishes to abstain from gambling, or [if there are] other [problems]?...... (P3b: W2) (also found in D2a: W6)

However, even if the client had ownership of his or her gambling problem, this did not imply that he / she necessarily had the urge to abstain from gambling. For example, even after settling the debt issue, client P3 might not have obtained the insight that he would be trapped into a debt problem when he gambled again. Thus, as assessed by the social worker P, client P3 did not have a strong motivation to abstain from gambling after settling the debt issue.

…… Yes, he owns it [his gambling problem]. [He knows that] because he gambled, he was in debt. But he does not have the insight that if he keeps gambling in future, he may be trapped in debt again…… (P3b: W51) / *Low [the social worker's assessment of his motivation to abstain from gambling is that it is low].* (P3b: W55)

Domain	Strong urge to abstain from gambling	Strong resistance to abstaining from gambling
Cognition	High self-efficacy (get control over gambling), Ownership and wariness of trapping into debt again	Chasing thought (will nearly win), 'Gambling can solve the financial problem'

	once gambling	

(Table 4.6: Other Cognitions Related To Ambivalence Towards Change)

4.1.2.3. Cognitions and Emotions Related to Ambivalence Towards Change

Moreover, in the domains of cognition and emotion, the client's view of the future was an important area in which to assess his / her urge to abstain from gambling. For example, when social worker P took in the client's perspective, the social worker assessed that client P3 was in a hopeless state regarding his future and felt he had come to the end of his life. In view of his retired status and old age, the social worker assessed that the client did not have a strong urge to abstain from gambling.

…… He responded to me straight forwardly. First, I knew more about his hardship. So I felt that, returning to my previous question [exploring new life and abstaining from gambling as a choice], nothing was new to him. (P3b: W46) / Dead end [the social worker felt stuck regarding exploring the client's new life] …… At that moment I felt that he had not really thought of the stability of his life in future, that it was within his control. Getting away from debt and having enough money for his living were not his concerns. I felt that to him, the hardship was like this. From his answer to my question 'do you really want to abstain from gambling?', I realized more that he might think that 'as I come to the end of my life, I will spend and play if I just have some money'. In fact, he might feel that 'I am now in the worst situation in my life, my [future] situation won't be worse than this' [now the social worker sensed the client's deep feeling of helplessness

regarding his future]. (P3b: W47)

Moreover, the positive emotion associated with winning in gambling and the belief that gambling will solve the financial problem would reflect a client's resistance to change.

…… 'If I win, then my problem will be solved.…So once I win several ten thousand or several hundred thousand of dollars, at that moment I will be Ok'. So he may have this belief. I worry that he believes in 'following the "Yuen" (隨緣)'. If he has had such good experience before [winning a lot of money at gambling], he won't think more about abstaining from gambling. (P3a: W139)

The following table summarizes the key concepts, in the domains of emotion and cognition that will affect the urge to resist abstaining from gambling.

Domain	Strong resistance to abstaining from gambling
Emotion + Cognition	Seeing the future as hopeless and helpless Positive emotion from gambling (winning) and 'Winning can solve the financial problem'

(Table 4.7: Cognitions and Emotions Related to Ambivalence Towards Change)

4.1.2.4. Enhancing Motivation for Change

The social workers (social workers A, D, P and S) expressed the idea that assessment and intervention would go hand in hand. As observed in the IPR, though

79

ongoing assessment guided the social worker's moment-by-moment responses, there was no clear distinction between the stages of assessment and intervention. Sometimes, they intervened and assessed the case at the same time. This could also be applied to working with a client's motivation to abstain from gambling.

Once a social worker found a client had a good reason to abstain from gambling, the social worker would explore it in detail, consolidate it and reflect this to the client so as to strengthen the client's motivation for change. In addition, when a social worker found that a client lacked the confidence to abstain from gambling, the social worker would explore further the tasks within the client's control and explore the client's sense of mastery in the past so to enhance his / her motivation for change.

I think he has talked about a lot of factors that he cannot control……

That becomes a vicious circle [that will maintain gambling to the end].

So I want to explore something that would be helpful, that he can get

control of…… (S1b: W27)

The following table summarizes the strategies for enhancing the client's motivation for change during the assessment.

Assessment	Intervention
Good reasons to abstain from gambling	Explore the details, consolidate them and reflect them to client
Lack the confidence to abstain from gambling	Explore the small tasks within client's control

(Table 4.8: Assessment and Intervention: Enhancing Motivation)

Furthermore, the social workers (social workers A, D, P and S) assessed that

the behaviour of keeping on gambling was a strong indicator of resistance to change. Therefore, if a client could resist gambling during the period of counselling, this reflected his / her strong urge to abstain from gambling.   Thus social workers should also explore and prepare clients to cope with some critical moments in which they would be likely to gamble again. These situations are:

1.   when there was more money available (hence the client would feel more relieved)

> *Yes, I want to explore his feeling of relief [when there is some more*
>
> *money available] to see if he can tell me about his urge [to gamble] at*
>
> *this moment. So the symptoms may appear……* (A1b: W20) (also
>
> found in P3a: W37, P3a: W93, A1b: W12, A1b: 20),

2.   when there was more time available, or when the client was very busy and unable to cope with the pressure

> *…as he has shared when he has more free time, he will gamble again.*
>
> *But when he is very busy and cannot cope with many things [is under*
>
> *pressure], he will gamble also……* (S1a: W10),

3.   when the client felt overwhelmed by something, unhappy and bored, or recalled the pleasurable feeling of gambling

> *…… when he goes out and feels overwhelmed by something, unhappy*
>
> *and bored, and recalls the pleasurable feeling of gambling, then he*
>
> *will think of gambling again……* (S1a: W36),

4.   when the client got stuck clearing his or her debt

> *…… In this process, many gamblers, once they get stuck clearing the*

debt, will gamble again...... (A1a: W10),

5. when the client had cleared the debt to some extent

Yes. From my understanding, many gamblers manifest this pattern. When they have cleared their debt to some extent, they will gamble again...... (A1a: W5),

6. when the client was influenced by environment or peers

I have an assumption. If he works in the Jockey Club, this will have an adverse impact on his abstinence from gambling. This will reinforce his gambling because he will become more familiar with gambling. (S2a: W18).

Thus, social workers should prepare clients to cope with these critical moments as summarized in the following table.

	Critical Moments
Debt related	feel have got stuck clearing the debt, have cleared the debt to some extent
Emotion	feel bored, unhappy, very busy, stressed and overwhelmed by something, recall pleasurable feeling of gambling
Life management	more time, more money
Environment	being influenced by environment or peers to gamble

(Table 4.9: Enhancing Motivation: Handling Critical Moments to Gamble Again)

4.1.2.5. Comparison of these findings with the literature on motivational work

I observed that in the IPR interviews the social workers seldom talked about the use of the related concepts of Motivational Interviewing, like the decisional balance sheet, rolling with resistance, and OARS (**O**pen question, **A**ffirming, **R**eflecting and **S**ummarizing) (Miller & Rollnick, 2002) (the case A1 was an exception in which social worker A talked about the concept of 'amplifying the client's ambivalence' in the IPR, a specific strategy of Motivational Interviewing). This issue was further clarified in the feedback sessions. They shared that they knew about Motivational Interviewing, but they did not follow this therapy to motivate client to change during their interviews (even in the case of A2, social worker A did not follow Motivational Interviewing step-by-step in his intervention). Instead, they used various skills and strategies from Motivational Interviewing on their motivational work only whenever they found them appropriate.

4.2. Therapeutic Alliance

The social workers A, S, D and P all agreed that it was important to establish a good working relationship or therapeutic alliance in the first few sessions in gambling counseling. As observed in the IPR, several practice principles and strategies were found.

First, social workers should pay careful attention to a client's feeling of being accepted, to avoid the client having a feeling of being confronted and going in different directions. This could be found in the following examples. In the case of S1, social worker S at different points was aware that his views differed from those of his client,

but he did not share this openly for the purpose of engagement.

> *When he shared that his friends went to church and talked about their experience of making use of religion to abstain from gambling, I had a different view. He thought they over-indulged in religion, but I believed that this reflected their persistence and consistence …… But I did not share my view further at that moment because I did not want to make him feel that we had different views and I hoped to have a better engagement ……* (S1a: W16)
>
> *My view was that he has put a restricted framework on himself, …… but I at once found that this way was possible …… But I did not discuss it at that time …… because if I shared that [I thought] it was a workable solution, but he found it impossible, this would make him feel that we were not going in the same direction.* (S1a: W38)

Considering there had been two missed appointments before in this case, social worker S preferred to review the counseling service or counseling goal later rather than in the early phase of the interview. This was because social worker S did not want client S1 to feel he was being blamed for the missed appointments.

> *Because he had missed two appointments before, I had some worries about talking to him too early about this [review of counseling service]. I was afraid that he would then feel he was being blamed for these missed appointments. So I first addressed his concern. I would return to this issue later ……* (S1a: W9)
>
> *…… Because I have not seen him for two months, and even if he had*

applied for an IVA [Individual Voluntary Arrangement], he had missed

two appointments before, so I found I had to discuss this [matter of

total abstinence] once again. But he was eager to articulate his recent

condition and so I did not discuss this issue at that time. I hoped to

listen all his concerns first, including his recent condition, and then I

would discuss this issue [total abstinence] with him later. I

remembered that I had talked to him later. (S1a: W14)

Secondly, the social worker would summarize and check with the client to see if the client's messages were understood correctly before they would move to the next agenda.

My summarization here, after I have listened to the client for a while,

is to check if my understanding is correct…… (A2a: W19)

…… I found we have completed this part and it was time to review his

gambling problem. So I first summarized what he has said to see if he

would agree to it. Then we moved to address his gambling problem.

(S1a: W7)

Checking with the client seemed particularly important when the social worker was not sure he / she could grasp the client's message accurately, or when the social worker found the client was not expressive.

…… So I showed it to him and explored if there might be some hidden

agenda making their communication [between the client and his wife]

difficult and asked him this question. My purpose was to help the

client to view the problem from a different angle, and also to check if

my understanding was really that of his present situation…… (D2b: W11)

Yes, I am checking here. As I have mentioned last time, he might not express himself well; I used different ways to check with him. On the one hand, I wanted to find out more about his ambivalence. On the other hand, I kept a counter-check to ensure that I could understand his message correctly. (A1b: W22)

The social worker might sometimes summarize a client's message on a board so as to ensure the shared understanding of client's message was accurate for better therapeutic alliance. This strategy was used when a client had difficulty in expressing himself / herself.

When I met some clients with mental health problems or aged people, they might have some difficulty in understanding [the conversation]. So I would use a board [putting the client's message on a board] to facilitate their understanding…… In this way, both of us can see the client's message clearly. (A2a: W7)

Thirdly, a social worker should be cautious about the client's readiness for change and should not push (唔好逼佢) the client too hard for change. For example, when social worker P found that client P3 had strong feelings but felt hesitant to express them, social worker P would pace with him and would not push him too much to disclose them.

Yes, he wanted to say something, but hesitated to express it. (P3b: W16) / I did not want to push him too hard [to express himself]. (P3b:

W17)

Moreover, when a client did not respond positively to the social worker's suggestion or recommended referral, the social worker left it open for the client's consideration later, instead of pushing him / her to accept it right away.

I found the client has some reservations [towards worker's suggested service]. (S1a: W31) / *I did not deal with this [clarifying the client's underlying concern]. I allowed the client to consider this for a while......* (S1a: W32)

Fourthly, a social worker should handle shifts in agenda or agenda settings with great care. For example, social worker P3 found that when client P3a's first issue of concern had been settled, she summarized it before moving to the next agenda on gambling (P3a: W78).

...... I have discussed all these [the procedure for applying the bankruptcy, handling the disturbance from the loan company, the financial plan......] with him. So after summarizing these, we can move to the next agenda [dealing with the gambling problem]. (P3a: W78)

Also, the social worker would connect the present message to the gambling issue so as to smoothly re-focus attention onto the agenda that needed working on. For example, social worker S first focused his client's concern on his work. He then connected it to the gambling issue by asking if client's boss would single out the client for criticism if the boss knew about his gambling problem.

I said a lot about his difficulties at work. Then I deliberately asked

one more question, 'If your boss knew of your gambling problem,

would he single out you for criticism?' I have two purposes for this.

One is that I want to re-focus on the gambling issue…… (S1a: W5)

Fifthly, negotiation on shared goals and agenda was an important step to ensure a good therapeutic alliance. The first step is that once a social worker becomes alert to the possibility that he / she and the client may have started working on different agendas, or if a social worker is not sure about a client's real concern / agenda, he or she should check out whether or not they are both actually working on the same agenda.

…… This is what I mean, [when I say that] the client keeps shifting his

agenda. I am not sure which one is his real concern. (D2b: W5)

…… I am still not sure about his agenda …… So I keep listening to his

message. (D2b: W24)

In fact, I get a bit lost. So I want to clarify where our relationship is

at this moment and hope to make sure this agenda was what we should

work on together. (D2b: W22)

Next, a social worker should develop shared goals to work on with his / her clients, whether it is total abstinence or controlled gambling.

…… Thus I wanted to cross check it, 'what is your meaning here? Does

it mean total abstinence or controlled gambling?' [clarification on

counseling goals]. (D3a: W15) (also found in D3b: W16, D3b: W25)

Even if they agreed that controlled gambling was the counseling goal, the social worker would encourage clients to work towards total abstinence as far as possible. This involved the strategy of helping client to see his / her past pattern of

controlled gambling and clearing the debts was ineffective.

We had discussed these before [different kinds of gambling and their consequences]…… Then I summarized these, and opened [a conversation] in this direction and invited him to ask himself the question whether he really wanted to have controlled gambling or total abstinence? In fact, I had repeatedly asked him the same question in order to help him become aware that controlled gambling was not effective. In this way, I hoped to encourage him to choose total abstinence as the counseling goal. (A1a: W20)

In brief, in order to achieve a therapeutic alliance, the social workers (social worker A, S, D and P) demonstrated the following skills, strategies and principles: making sure that the client feels he or she is being accepted instead of being confronted or having a feeling that he or she and the social worker are going in different directions, ensuring a shared understanding (by periodically summarizing the situation for checking), shifting the agenda smoothly, keeping pace with the client's readiness for change, and negotiating a shared goal or agenda to work on.

According to Bordin (1994), the therapeutic alliance consists of emotional bonding with the client having a feeling of being accepted and respected, and agreement on counseling goals and treatment process. In the IPR and feedback sessions, the social workers (social workers A, D, P and S) did not mention any theory or knowledge related to the therapeutic alliance of Bordin or others. The findings in this study were, however, quite consistent with Bordin's conceptualization, and provided further detailed practice guidelines and examples for developing the

therapeutic alliance.

Bordin (1994)	This study
Feeling of being accepted and respected	Make sure that clients feel they are being accepted (rather than being confronted or feelings they and the social worker are going in different directions), keep pace with the client's readiness for change
Agreement on goal	Negotiation of shared counseling goal
Agreement on treatment process	Negotiation of shared agenda, handle any shift in agenda or agenda setting with great care

(Table 4.10: Comparison of Bordin's Work and This Study on Therapeutic Alliance)

5. A Few Words On Different Kinds of Knowledge Described Before

Social workers only used formal knowledge and theories to assist their assessment and understanding of a client's situation. Actually, they relied more on service specific knowledge and case experience for assessment, case conceptualization and intervention.

As observed in the IPR, social workers quite often applied service specific knowledge and case experience simultaneously. These two kinds of knowledge served to help social workers engage clients smoothly on the topics of loans, debts and gambling, and guided them to explore and make a quick assessment of whether the solution proposed was feasible or not. Furthermore, social workers applied this

knowledge to prepare clients to overcome the difficulties of dealing with debt and loan issues and handle the disturbance caused from loan companies.

To summarize, this study has contributed to the practice knowledge of gambling counseling in its early stage as follows:

1. A road map (Figure 4.1) was constructed to guide social workers in the early stage of gambling counseling. These experienced social workers would not follow a formal practice theory for intervention, but this road map would provide them with a sense of direction for exploration and intervention.

2. This study has enhanced our understanding of assessing a client's motivation for change, particularly as related to abstaining from gambling (Table 4.4, Table 4.5, Table 4.6 and Table 4.7). Various skills and strategies for enhancing a client's motivation were found and these included: exploring and consolidating a client's good reason for abstaining from gambling, helping a client identify some changes in abstaining from gambling that are within his / her control (Table 4.8) and preparing a client to cope with some critical moments that might cause him or her to be more likely to gamble again (Table 4.9).

3. In this study, the practice principles of developing a therapeutic alliance were found to be quite important. This included: making sure that client feels he / she is being accepted (not being confronted nor feeling that he or she and the social worker are going in different directions), keeping pace with the client's readiness for change, negotiating with the client on a shared counseling goal

and shared agenda, and handling any shift in the agenda or agenda setting with great care (Table 4.10).

New Practice Insights Developed From the Study

There were several critical moments when social workers A and D felt stuck in the process. These social workers then developed new practice insights in these critical moments.

First, social worker A shared a difficult scenario when he got stuck during an interview with client A2. Client A2 repeated a key phrase 'let nature take its course' (順其自然) for several times without much elaboration when social worker A tried to explore his future. However, social worker A found it very difficult to proceed with the interview as he could not make good sense of this. Then social worker A tried to understand it from the client's perspective. Social worker A recalled that client A2 had experienced lots of frustration and hardship before. Thus social worker P tried to understand that client did not have any idea about his choice for his future and could only accept it as it is. After this reflection, social worker A was able to have a deeper understanding of client's sense of helplessness from his context. Maybe this is the real meaning of the client's key phrase – as understood by social worker A. With this new understanding, social worker A found he could further explore with the client small changes that were within the client's control.

...... I asked him what changes he looked for. But in the end he replied

that he would 'let nature take its course' (順其自然). I...,I Oh![social

worker A felt frustrated and could not make sense of it]. (A2a: W51)

/ Yes, he has mentioned this 'let nature take its course' several times. Before the interview, he told me the same thing over the phone. At that moment, I could not think of anything [to say]. I think his feeling of helplessness makes him have one choice only – 'let nature take its course'. I believe that his repeating this term to describe how to cope with his future is based on his past experience [social worker A developed a new insight into the client's wording]. (A2a: W52) / He…he…I think he really wants to change something, but he feels he cannot make any change…. (A2a: W53) / …… the next step is to explore small changes…… so as to make him realize that change is possible [social worker A can think of new direction for the interview].
(A2a: W54)

There is an important implication for practice as learned from this case. In fact, the relationship between a word (sign) and its meanings (what is signified) is not fixed (Derrida, 1973, 1978). In other words, the meaning of a word or response changes across contexts, or its meaning is contingent upon who uses it and how it is used. In the case of A2, the meaning of the client's key words seemed quite obvious to social worker A at first, but he found it difficult to make sense of it when judging how client A used the words in their context.

Here I summarize some hints for assessing moments of being stuck as learned from this case.

1. The client has repeated some key words or phrases to describe his / her significant experience without much elaboration.

2. The social worker finds that it is not appropriate to clarify the meaning of these key words or phrases (the meaning appears so obvious).

3. These simple key words or phrases have some obvious meaning as understood by the social worker, but the social worker feels that how the client uses the words in his / her context is odd, or finds it difficult to proceed with the interview if the obvious meaning of the words or phrase is accepted.

Thus social worker A questioned whether or not the meaning of these simple words or phrases as used by the client might be different from his own understanding of them. Following this reflection, social worker A put aside its 'peripheral' meaning and tried to understand it from the client's history and background. Therefore, to reduce or minimize possible misunderstanding between a social worker and his or her client, a social worker should first be very sensitive that there is a risk of misunderstanding when the interview does not go smoothly or the social worker cannot make good sense of a client's message. Then he / she should put aside his / her own understanding and try to understand the client's message from the client's context and history so as to develop new understanding or insight from it.

In the case of D2, social worker D also got stuck in the interview. She became more aware that she and client D2 had different agenda to work on, but they were struggling with it throughout the sessions (D2a and D2b). After reviewing the sessions and reflecting on them in a feedback session, social worker D came to the new insight that she could present the interview process to the client in such a way that the client was helped to be aware they had different agenda. Then the social worker would encourage the client to choose the agenda to focus on.

From these two practice scenarios, it was found that social workers could develop new practice insights based on reviewing and reflecting on their practice vividly. This is another kind of knowledge production process, which is grounded in direct practice and reflection on some critical moments.

Social Workers' Learning in the IPR

On the whole, the social workers (social worker A, D, P and S) found the review process very helpful to their practice in many areas. The review process could enhance social workers' awareness and sensitivity towards clients and themselves, especially during the moments they became stuck. In addition, social workers could widen their perspectives to improve their own practice through this process.

First, this could help them have a deeper understanding of a client's situation and message.

I have a chance to review it again, or I can think of the meaning of the

client's response in more depth. (P3a: W154) (also found in D2b: W25,

D2b: W31)

Secondly, the review process also enhanced the social workers' sensitivity to moment-by-moment interaction.

When I review our interaction more objectively, I find he [client D2]

focuses on his topic and I try to shift it or direct him. But we do not

match well…… (D2a: W30) (also found in P3b: W65)

Thirdly, social workers became more aware of their patterns in interacting with clients and the reasons for their own responses.

In our discussion, you [the researcher] have raised several points and asked me [about them]. I immediately realized that I had not thought of it before…… I appreciated your questions about why I asked these questions by that moment. What was my rationale behind them? Was it helpful to the case? The discussion stimulated me to think more about [these points]. (A1a: W34)

Yes [for the social worker to think in more depth about the rationale for his responses]. Particularly, you have raised a question and have kept asking me. I asked myself also: Was it my usual pattern to ask in this way? Did I ask this question naturally? When you asked me again, I found out the reason for my asking the question, or this stimulated me to think about it more carefully when I asked the question…… (A1a: W35)

Finally, they were more alert to the areas for improvement, which included:

1. They should go slowly at some particular moments when faced with a client's strong emotion,

When I review this once again, I find…that at that moment [working with strong emotion], I was going in a rush. I think I should pause so as to let the client share more. I am in too much of a hurry…… (A2a: W48) (also found in P3a: W154)

2. They should acknowledge the client more and show more recognition to the client,

Yes [finding some areas for improvement]. I think I can give more

96

recognition. (S1a: W45) (also found in D2b: W31)

3. They were aware that they had missed some important points for exploration which the client has not expressed clearly,

I also find there are many points for intervention [the social worker

had missed these in the interviews] ...... (S1a: W47) (also found in

D2b: W14, D2b: W31)

Discussions

Practice Knowledge Grounded in Direct Practice

Practice knowledge has caught the attention of some researchers over the past years. Some studies have been conducted to explore social work practice knowledge, but these studies relied on how social workers and social work students responded to the vignettes of simulated cases (Sheppard, Newstead, Caccavo and Ryan, 2000; Fook, Ryan, and Hawkins, 2000). Obviously, their responses in these 'simulated' practice scenarios (only vignettes of simulated cases were presented to these social workers and social work students) were very different from what they would really 'do' in their direct practice. In these two studies, social workers and social work students did not participate in face-to-face interactions with clients and there was no personal and emotional involvement in the process. Therefore, the tacit dimension, embodied reasoning, and intuitive nature of practice knowledge (Chu and Tsui, 2008; Eraut, 1992; Fook, 2002; O'Sullivan, 2005; Sheppard, 1998) can hardly be found in that type of study. Instead, this study can provide some empirical evidence for the existence of social workers' practice knowledge which is grounded in their real and direct practice.

The practice knowledge found in this study is more relevant to direct social work practice.

New Practice Knowledge Is Developed When Existing Knowledge Is Used

Eraut (1994: 54) argues that in professional practice, 'the interpretive use of an idea in a new context is in itself a minor act of knowledge creation.' Trevithick (2007: 123) further suggests that 'Practitioners not only acquire and use knowledge but can also generate new knowledge based on their practice experience.' This study offers some evidence that supports and illustrates this knowledge production process.

When these experienced social workers put practice knowledge into use, they have the opportunity of creating new practice knowledge. As discussed before, the review of critical moments or moments when they became stuck can help social workers develop new practice insights or practice knowledge. These social workers have brought two practice insights to such moments. In the first practice insight, when a social worker has difficulty in understanding a client's key word, even when it is a simple one, the social worker can try to understand it from the client's context and history so as to develop new insight into the use of that word. The second practice insight is to present the client with the process of struggling with the agenda that occurs between a social worker and a client, and then let the client choose the direction. Thus, reviewing the critical moments of our own practice vividly in reflection can be an effective way for social workers to develop practice knowledge. These provide some empirical support for the idea that practice knowledge is created or developed when existing knowledge is used (Eraut 1985; Trevithick, 2007). Of course, this

practice knowledge creation process requires the social worker to vigorously examinate and reflect upon his / her direct practice.

Gambling Counseling in Its Early Stage

In this study, different kinds of practice knowledge were found to guide these experienced social workers' assessments and interventions. The contributions of these different kinds of practice knowledge to gambling counseling in its early stage have been discussed and summarized before. Among these, formal knowledge and theories only played a small role in helping the social workers make assessments. They did not apply these formal knowledge and theories in a linear way, which was quite consistent with previous literature (Tevithick, 2007; Webb, 2001). With an accumulation of practice experience and learning in a service setting, these social workers developed some valuable practice knowledge.

This study found that service specific knowledge played a tremendously important role in helping these social workers to work effectively in gambling counseling (Table 4.3). The Gambling Counseling Centre should thus carefully design on-site training more systematically so it can equip the fresh and junior social workers with this service specific knowledge. It would be worthwhile examining if the service specific knowledge in other settings is also important to direct social work practice. Also, if this is the case, it is important to help front-line social works to master this service specific knowledge more effectively and efficiently.

In this study, case experience was found to play a significant role in the assessment and intervention processes for these experienced social workers, in areas

such as enhancing their ability to make judgments quickly, providing a direction for exploration and intervention, helping them generate hypotheses and have a deeper understanding of the client and his / her situation (Table 4.3). This finding was quite consistent with those of previous studies in which social workers were found to rely tremendously on their practice experience in their helping process (Carew, 1979; Steven & Parsloe, 1978). As a result of this, their practice experience became the one of major sources of their practice knowledge.

In the previous discussion, among these four types of practice knowledge, the practice principles of motivational work and therapeutic alliance, though extracted from this study on gambling counseling, are most relevant to social work training and education. In fact, these are two core practice competences in our social work practice that are strongly supported by empirical research. For example, Lambert and others (Lambert and Barley, 2002; Lambert and Ogles, 2004), after reviewing previous studies, estimated that therapeutic relationship factors can account for up to 30% of the successful outcome variance. However, as I have observed over my past ten years' practice training of MSW students, this area has not received adequate attention in our social work education. In our social work curriculum, the training on the practice principles of motivational work and therapeutic alliance should be strengthened.

Furthermore, it is found that some characteristics of high risk conditions (Table: 4.9) indicate that clients will be more likely to gamble again. These include: *having more time and more money, being bored and unhappy, having cleared the debt to some extent and recalling the pleasurable feeling of gambling.*

When we further examine the case S2, which is regarded as being quite

successful regarding abstinence from gambling, there are some meaningful observations:

> *I find he has so far coped with it [abstain from gambling] well. But some clients do not manage this so well. He maintains fair social relationships, and has lots of friends, and he is in dating. When some clients remain single, have poor relationships with their family and just a few friends, they will face greater difficulties. He works stably and is quite busy. So he is properly occupied.* (S2a: W8)

This case S2 tells us that when a client is properly engaged in a meaningful and balanced living, he / she will be less likely to gamble again. If this case is compared to the characteristics of those with high risk as mentioned, we will easily find that the condition of client S2 is just the opposite of conditions that give rise to high risk. In other words, *when a client feels bored and unhappy without engaging in some meaningful activities, then the pleasurable feeling of gambling arising at a time when the client has more time and money, or has cleared his or her debt to some extent, will become a strong urge to gamble again.* Therefore, not just adopting a problem-focused orientation that prepares the client to cope with critical moments of high risk, but helping him or her to develop a healthy, meaningful and balanced living (also with satisfying relationships) is equally important.

Contributions to Theoretical Development

First, this study has enriched our understanding of the client's ambivalence towards change with respect to gambling. In social work practice, Motivational

Interviewing (Miller and Rollnik, 2003) and Stages of Motivation (Prochaska and Norcross, 2014) are two common therapeutic approaches to working with clients with addiction problems. These approaches emphasize the importance of working through the client's ambivalence to enhance their motivation to change. According to these approaches, the ambivalence is located in the domain of the client's cognition only. Miller and Rollnik (2003: 13) have described it as 'I want to, and I don't want to' change. However as found in this study, a client's ambivalence can also be understood in two other domains, i.e. behavior and emotion (Table 4.4). The client's urge or resistance to change in these three domains are interrelated and should be assessed carefully. This new understanding widens our perspective of the client's motivation for change. From this study, the client's urge to change was mainly found in the domain of cognition. The social workers were alert to the idea that motivation should also be developed by enhancing the client's behavioral change. Therefore, this study has shed some insight into developing strategies to strengthen a client's motivation through behavioral changes. For example, once a client stops gambling, he or she should be prepared to overcome some critical moments (Table 4.9) in which he or she would likely gamble again.

Secondly, Eraut (1994: 149) argues that time is an important variable that affects the modes of cognition which have a significant impact on our professional practice. These modes can be further classified as Instant, Intuitive and Deliberative.

	Instant / Reflex	Rapid / Intuitive	Deliberative / Analytic
Action	Routinized	Action monitored by	Action following a

	unreflective action	reflection	period of deliberation

(Table 4.11: Different Modes of Action)

There are some findings in this study that support Eraut's framework as in the following.

Action following a period of deliberation (Deliberative / Analytic):

I had said a lot about his difficulties at work.   Then I deliberately asked one more question, 'If your boss knew of your gambling problem, would he single out you for criticism?' I have two purposes for this. One is that I want to re-focus on the gambling issue…… (S1a: W5)

Action monitored by reflection (Rapid / Intuitive):

Yes, he has not addressed the issue yet [gambling as an addiction]. So I set the stage to help him beware of it, as based on DSM-5…… (A1b: W7)

Routinized unreflective action (Instant / Reflex)

…… As he had just mentioned that he missed the precious moments with his family, this seemed to have an impact on the client [the client showed strong emotion at that moment]. So I 'captured' his sayings [repeated the client's key words]. When I observed this, he nodded his head, and seemed to have some strong emotions and feelings, I continued to describe this naturally…… (D3a: W7)

As I observed, social worker D engaged client D3 smoothly and worked with his strong emotion quite spontaneously in this process.

In the feedback sessions, I presented Eraut's three modes of action in our

professional practice to these social workers. They (social workers A, D, P and S) were aware that at different moments in the interviews with their clients, they would have different 'times' for reflection-in-practice. However, they commented that their responses in the interviews were not all easily classified into these three distinctive categories. Instead, they believed that their responses were better understood as falling on a point in a continuum from 'routinized unreflective action' to 'action following a period of deliberation'. Though we agree that the time would have an impact on their reflection on the practice during the process, the categorical thinking about these three actions needs further examination.

How Framing Affects a Social Worker's Understanding and Subsequent Responses

According to O'Sullivan (2005: 27), 'framing processes involve selecting, analyzing and synthesizing information from the environment to build a meaningful picture of the situation'. Others (Hammond, 1996; Goldstein, 1990; Goldstein and Hogarth, 1997) also assert that our knowledge in use significantly shapes our way of constructing the problem. This process can have a significant impact on a social worker's understanding of a client's situation and the social worker's subsequent response and direction for intervention. This study provided some evidence of this in the case of D2.

> *I felt that he blamed others before he started to abstain from gambling.*
> *I thought that if he continued not to own his problem but focused*
> *other's bad things, this would [negatively] affect his abstaining from*

*gambling…… * (D2a: W3)

The social worker's frame for client D2 was 'not owning his problem' and 'blaming others'. Thus she continued to help client D2 to be aware of his own problem and focus on himself.

…… I just thought about how to help him to focus on his gambling

problem. I was glad to hear it when he said he had done something

*wrongly. Thus I…… * (D2a: W6)

Social worker D found, however, that the client shifted the topic quickly so that she failed to follow her agenda.

Really, he took some time to reply to the question that 'What's wrong

with gambling?'   Then, he replied 'losing money and losing

relationships through gambling' in a low voice and he immediately

shifted the topic by supplementing other information. As a result of

*this, I could not follow it. …… * (D2a: W9)

The social worker persisted in using this frame; she kept helping the client to own his problem and focus on himself. Even though it lasted for nearly one hour, the pattern of client D2 shifting the topic appeared throughout the session.

Yes [social worker D wanted to help client D2 to understand the

situation of his daughter and wife, but in vain]. He was still saying

that he needed the help of others, repeating and repeating. (D2a: W29)

Social worker D had tried several interventions at different times in this direction with this framing (talking to the client about 'not owning his problem but blaming others'), but in vain. She found that they were struggling with an agenda to

work on. This case thus offered a good illustration of our framing having a tremendous impact on our intervention.

If a social worker feels stuck in the interview, he / she needs to re-examine his / her own framing critically so as to find a solution ahead. Strachan and Tallant (1997) also address this issue and assert that a certain degree of critical control is needed in the framing process to make the 'picture of situation' established be useful and a credible representation of the client's concerns.

Use of IPR in Supervision for Front-line Social Workers

In this study, when social workers reviewed their practice and offered an account for their responses, they became clearer of their case conceptualizations and their rationale for their interventions. This could facilitate their better articulation of the implicit and tacit dimensions of the practice knowledge. In addition to this, they found that this process helped them greatly deepen their understanding of a client's situation and responses, being more aware of their own patterns and blind spots so that they could master the therapeutic change process better. Obviously, this method can help front-line social workers to extract their practice knowledge, improve their practice, become more sensitive and master their change process better by examining and reflecting on their practice vividly. Learning from these experiences, I find that this method can also be applied to social work supervision so to enhance the practice competence of social workers.

When the IPR is used in the supervision of front-line social workers, we can make references to psychotherapy supervision (Clarke, 1997; Kagan, 1980b). The

supervisee's fear of instruction and being criticized can be reduced much by putting the process under the control of the supervisee (Clarke, 1997). In other words, it is the sole responsibility of the supervisee to stop the video tape of the previous interview session in order to express his / her own thoughts, feelings, senses and experience freely at that moment. The importance of adopting an egalitarian and non-judgmental attitude is also emphasized and this can be achieved effectively when the supervisor focuses his / her responses on facilitation, exploration and support (Kagan, 1980a).

Integration of Formal Knowledge / Theories with Practice

These four social workers agreed with the importance of developing strong therapeutic alliances with their clients. In my analysis, I found the working principles of their therapeutic alliances are quite similar to those in Bordin's work (Bordin, 1994) (Table 4.10). However, in the review sessions, these social workers did not mention any theories or concepts of Bordin or others. Therefore, it is not known if the theories or concepts of Bordin and others helped the social workers to develop these practice principles or they developed these practice principles solely from their practice experience.

According to several authors (Bogo, 2010; Eraut, 1985; Howe, 2013), a constant dialogue between theory and practice is important for facilitating the integration of theory with practice. In other words, knowledge and skills should be linked to a practice context and social workers should be encouraged to reflect on their interpretive use of these theories and knowledge so that they make theorizing about the practice invigorating, fascinating and professionally uplifting (Howe, 2013).

However, in this study, it seems that there is a huge gap between their practice and the concepts and theories as taught in formal social work training. To enhance the integration of theory / knowledge with practice, I thus suggest that social workers should continuously re-examine their practice knowledge and reflect on how it relates to the knowledge / theories they have learnt during their social work education.

Chapter Five: Conclusion

Introduction

In this last Chapter, I will summarize the major findings of the study, and its contributions to theoretical development, social work practice and education. Then I will highlight some limitations of the study and discuss future directions for research. After discussing those, I will share my reflections on this study and make some recommendations for social work practice, supervision, social work education and the use of IPR in research on practice knowledge. Finally, I will return to Social Constructionism to end my journey of exploration.

Contributions of the Study

Here I summarize the major findings of the study as discussed in Chapter Four:

A. Contributions to Gambling Counselling, Gambling Service and Others

1. A road map (Figure 4.1) for guiding social workers' practice in the early stage of gambling counseling was constructed with the help of these experienced social workers.

2. This study has enhanced our understanding of assessing a client's motivation for change, particularly in relation to abstinence from gambling (Table 4.4, Table 4.5, Table 4.6 and Table 4.7).

3. Practice principles of motivational work and therapeutic alliance in gambling counselling were found. Concerning motivational work, it is important to explore and consolidate any good reason the client has for abstaining from gambling, to help a client identify some changes in abstaining from gambling that are within his / her control and to prepare the client to cope with some critical moments (Table 4.9) in which he / she will be more likely to gamble again. For a therapeutic alliance, the social worker should make sure that the client feels he / she is being accepted (not being confronted or feelings that he / she and the social worker are going in different directions). The social worker should also keep pace with the client's readiness for change, negotiate with the client on shared counseling goals and a shared agenda, and handle any shift in the agenda or agenda setting with great care (Table 4.10).

4. Knowledge related to debt, loan and welfare, etc. plays a significant role in the helping process in gambling counseling. Therefore, more systematic training should be provided for the less experienced and junior social workers in the service. This will help to equip them with this important service specific knowledge. In addition, this finding provides some insights that other services can use to help them look into the importance of their own service-specific knowledge that can facilitate the more effective mastery of this knowledge by junior social workers, if necessary.

5. In this study, it was found that case experience is one important source of practice knowledge. Social workers can gradually accumulate their practice experience over the years. In addition, continuous reflection can enhance

their use of this case experience. Thus, the Centre-in-charge can make use of the IPR to enhance the impact of supervision. Case sharing with an experienced social worker can further enhance the ability of junior social workers to refer to the case experiences of others.

6. We realize that our framing will affect our intervention tremendously in this study. If a social worker feels stuck in the interview, he / she needs to re-examine his / her own framing critically so as to find a solution and a road forward.

B.   Contributions to the Understanding of Practice Knowledge and Use of the IPR

1. The findings of this study further confirm the importance of the therapeutic alliance and motivational work in our social work practice. Thus more attention should be paid to it in our social work education or training.

2. The IPR method can help social workers better articulate the implicit and tacit dimensions of their practice knowledge. Besides that, this is an effective way to help social workers enhance their practice competence by raising their awareness of the subtleties in the process, their own blind spots and their own theory of change. In addition, the Centre-in-charge / supervisor and social workers can make use of the IPR or similar format during supervision so they can develop their practice knowledge further.

C.   Contributions to Theoretical Development

1. In this study, there is some evidence to support the existence of three action modes with different reflections (Instant, Intuitive, Deliberative) as depicted by Eraut (1994). Moreover, social workers' views also offer some challenges to the categorical thinking about these three action modes. Thus it may need further vigorous study to examine and clarify this.

2. This study offers some evidence to enhance our understanding of the client's motivation for change, which can be located in the domains of cognition, behaviour and emotion.

Limitations of the Study

There are several limitations to this study. First, the study only focuses on the early stage of gambling counseling. However, the practice knowledge as used in middle and later stages remains unexplored. Secondly, I only recruited the experienced social workers for this study. As the Centre-in-charge commented, these are all competent social workers in the Centre. However, I cannot be sure whether they are 'experts' in gambling counseling or not. Thirdly, some practice knowledge was found during the study, but we are uncertain about the efficacy of this knowledge, i.e. whether or not this practice knowledge will produce positive changes, or how it can be used appropriately. Finally, this practice knowledge involves the social worker sensing, framing, reasoning (explicit or intuitive), and putting different kinds of knowledge to work, and equally important, the 'performance' of the social worker. However, the study relies heavily on the documentation of the practice knowledge through spoken words (like an analysis of the verbatim transcripts of the 14 interviews

of the IPR, presented as findings in this thesis). This analysis can only capture partially the richness of the actual practice encounter. Take the following scenario for example:

…… As he [client D3] has just mentioned that he missed the precious moments with his family, this seemed to have an impact on client [client has showed strong emotion at this moment]. So I captured his sayings and repeated them. When I observed he nodded his head, and seemed to have some strong emotions and feelings, I naturally continued to describe this…… (D3a: W7)

Here, social worker D reflected on how she responded to client D3 at the moment that the client exhibited strong emotion. I still remember that I was very impressed by how social worker D handled this critical moment spontaneously and competently. Readers cannot understand or master the full complexity and sophistication of social worker D's responses just by reading her words here, though they may be able to have some senses of it. By the same logic, when I present my findings in this way (in the written form), I always find that I missed some portion of the practice knowledge, no matter how hard I try to describe it. In this study, when I tried to record and capture the practice knowledge of these experienced social workers during our reviewing their interviews with clients, I came to appreciate the limitations of spoken and written words for this purpose. Eraut (1994: 29-33) once argued that concepts or theories have been used by a person, they are no longer in their original form. Whereas practicing or "performing" transforms the knowledge gained and used by the practitioner, I would say that when practice knowledge is documented,

113

something can also be changed and/or lost.

Implications for Further Research

Some directions for future studies have arisen from this study. First, the later sessions (e.g. the third session and the sessions afterward) of a social worker with a client can be reviewed to explore the practice knowledge used in the middle or later stage of gambling counseling, or other types of counseling. Secondly, more vigorous criteria should be set up to recruit expert social workers to join the study. Then the practice knowledge of these experts can be examined in more detail. Thirdly, the impact of such practice knowledge, together with how various varieties of it are used, can be examined more thoroughly. For example, each specific practitioner input (e.g., asking a factual question) can generate different client responses (e.g., avoidance, evasive answers, volunteering non-factual information); and more systematic research is needed to map out these diverse trajectories of the change. Then further studies can keep track of the clinical process to investigate how such inputs are used, so to examine the relationship between the social worker's responses and the outcome of the intervention.

Reflections

From the findings of the study, it appears that the process of applying the practice knowledge is a complicated process. The social worker is an active agent, selecting, applying and even creating his / her own practice knowledge. This process is grounded in reflection on his / her direct practice. Therefore, I have reviewed the insight that learning, applying and creating practice knowledge are dynamic processes

114

which interact with a social worker's practice and his / her reflection on it.

IPR has proven to be an effective way for developing practice knowledge, but I do not find that IPR can be carried out easily. After I conducted nearly 20 review sessions in using IPR in this study, I found some hints for conducting IPR more effectively. First, the researcher should establish a trustful relationship with the social worker before the review session is undertaken. This would then encourage open and non-defensive exploration. Furthermore, the researcher should ask his / her questions for exploration in a curious and respectful way. Otherwise, the social worker may feel he / she is being evaluated and his / her defense mechanisms will be triggered. Secondly, I find it is much better for the researcher to have enough time to view the interview between the social worker and the client before the holding review session. This will enhance the researcher's sensitivity so that he / she will be able to select the important moments for exploration. Finally, when I analyzed my verbatim records of the review sessions, I found I had failed to explore some critical issues adequately. Thus, I suggest that the researcher should examine a review session as soon as possible after holding it. If necessary, one should hold a second review session for follow up shortly after the first one.

I have rigorously reviewed the moment-by-moment interactions between social workers and clients, or between social work students and simulated clients for many years during my teaching and training for social work practice. This process has helped me a lot to articulate our practice knowledge, which is quite similar to that of the IPR. In retrospect, I find that this is an effective way to teach and develop practice knowledge. However, after reviewing the existing social work curriculum, I

find that social work students learn the formal knowledge and theories only with little or no reference to direct practice experience. Therefore, I question the effectiveness of delivering lectures in classrooms, which is the major mode of teaching used in our social work education (except that of supervising a social work student during a placement), in helping social work students acquire the proper practice knowledge. Moreover, there is little room for social work practitioners to reflect on their practice in a rigorous way under today's heavy workload. Thus, this will surely hinder experienced social workers from accumulating and articulating their valuable practice knowledge.

Recommendations

The findings of this study have several implications for social work practice, supervision, social work education and the use of the IPR in research on practice knowledge. First, this study provides further empirical support for the significance of engagement and therapeutic alliance in our social work practice. Thus, it is recommended that social work education should put more emphasis on developing the social work student's competence in these areas. Secondly, case experience and service specific knowledge are two importance sources of practice knowledge, at least in gambling counseling. Once they are also found to be important in other services, it is recommended that a more effective sharing of this practice knowledge of experienced social workers with other junior and less experienced social workers should be established. The welfare agencies should also develop a systematic mechanism to quip junior social workers with the service specific knowledge more

effectively. Thirdly, as it has been found in this study that social workers can learn much from reflecting on their own practice and generating valuable practice knowledge through IPR, it is recommended that the IPR can be used for supervising for social workers. Finally, the IPR is recommended as a research method for investigating the practice knowledge of social work in other areas. This will much enhance the articulation and accumulation of our practice knowledge, which in turn will further narrow the gap between theory and practice, and strengthen our social work education in future.

Concluding Remarks

Through this journey, I have constructed some practice knowledge with these experienced social workers. As a result of this, I have a deeper understanding of the nature of practice knowledge.

Social Constructionism reminds me of two different worlds of the academic and the practitioner. These two worlds are not totally different, but they are not the same either. How the knowledge is produced in one world and then communicated to and used in another world remains fascinating to me.

Appendix One: Chinese Version of the Working Alliance Inventory (Simplified Version)

對戒賭輔導的意見 (治療聯盟量表)

本問卷是希望了解服務受眾對戒賭輔導的意見, 你只需按這三節輔導觀感而選擇你認為最適合的數字。

		全不同意			頗同意			完全同意
1.	社工和我同意，我需要做一些事情，以改善我的情況。	1	2	3	4	5	6	7
2.	我在輔導裡做的事，讓我有新的角度來看自己的問題。	1	2	3	4	5	6	7
3.	我相信社工對我有好印象。	1	2	3	4	5	6	7
4.	社工不知道我想在輔導裏得到甚麼。	1	2	3	4	5	6	7
5.	我相信社工有能力幫助我。	1	2	3	4	5	6	7
6.	我和社工正努力朝向彼此同意的目標。	1	2	3	4	5	6	7
7.	我感到這社工欣賞我。	1	2	3	4	5	6	7
8.	我和社工同意我所做的事是重要的。	1	2	3	4	5	6	7
9.	社工和我互相信任。	1	2	3	4	5	6	7
10.	對我的問題，我們有不同的看法。	1	2	3	4	5	6	7
11.	對有利於我改變的方向，我們已達致共識。	1	2	3	4	5	6	7
12.	我相信，目前我們處理我問題的方式是對的。	1	2	3	4	5	6	7

日期: 案主姓名:

Appendix Two: Summary of the Feedback Sessions

All social workers agree that there is an explicit agreed goal of achieving abstinence from gambling as assessed at intake. In other words, if a potential client's problem is not related to gambling or he / she does not have any intention to abstain from gambling, he / she will be referred to some other services at intake level and no case is opened.

However, a social worker will usually work on the issue the client is most concerned about first and this is not necessarily the gambling issue, e.g. it could be debt or family relationships. Usually when this issue has been settled, the social worker will move to the agenda related to the gambling problem. For example, the social worker will review the cause of this issue of most concern, and it is usually related to gambling.

On the whole, all social workers share the belief that total abstinence or controlled gambling should be one of the counseling goals. They will treat total abstinence as the ultimate goal for the client, or the most desirable one. Thus if they work towards controlled gambling first, they will further motivate the client to choose total abstinence as the next counseling goal once he / she has been able to achieve controlled gambling.

All social workers share that they know about Motivational Interviewing, but they do not follow this therapy strictly to motivate a client to change during their interviews. Instead, they use various skills and strategies from Motivational Interviewing in their motivational work only when they find them appropriate.

All social workers agree that assessment and intervention go hand in hand. Besides

that, time is regarded as an important factor influencing their reflection on the appropriate action. Thus they agree that some of their responses can be classified as belonging in one of three groups according to Eraut's classification of three actions having different modes of cognition, i.e. instinct, intuitive and deliberative. However, they find these classifications quite arbitrary, as many responses are not so clear cut. Instead, a continuum regarding understanding the time for reflection seems more appropriate.

Social Worker A: He finds that the review and discussion helped him be aware of his pattern a lot and widened his perspective on understanding the case. He asked client A1 to approach a psychiatrist in hospital to encourage the client to take up his responsibility.

Social Worker P: She finds she also could learn a lot from her difficult and failed cases after reflecting on them.

Social Worker S: He reminds us that client's environment can have a lot of influence on the client's motivation to abstain from gambling. This also explains the fluctuations in his / her motivation to change.

Social Worker D: When she reviewed her struggle with the client over the agenda they would follow, she suggested that she can reflect the process to the client (their struggle with each other having a different agenda) and then let the client to choose which agenda they will work on.

Appendix Three: Verbatim of 14 IPR Interviews with Tentative Analysis

Explanatory Notes

08:45	Stop at 8mins 45seconds of the interview between social worker and client for review
1:02:00	Stop at 1hr 2 mins of the interview between social worker and client for review
W3	The third response of social worker in IPR session
R2	The second response of researcher in IPR session
(A2a: W2)	Social Worker's Second Response (W2) in the Second Interview (a) of Case Two (2) of Social Worker A (A) (A2a)
(D3b: C5)	Client's Fifth Response (C5) in the Third Interview (b) of Case Three (3) of Social Worker D (D) (D3b)

Worker P Case Three Second Interview (P3a) with Analysis

At the beginning

R1:　　　 咁一開始想問吓呢，呢隻 case 呢，你啱啱最近見啦，應該記憶都幾深既……

W1:　　　 第一次係上個星期，第二次就係尋日啦。

R2:　　　 係啦，係啦，咁我想了解吓呢，譬如尋日個 interview 入面，你呀……你對個果 interview 入面，你覺得個果 focus 呀，個 change process 呀，有沒 D 咁印象咁樣? 即係整體?

W2:　　　 第一呢，個 case 比我既印象唔係好高 motivation 去處理個賭博，因為第一個 session 既時候呢，佢就不斷地話我已經沒賭啦，咁我都沒錢賭，想賭都沒得賭啦，咁其實呢 D 諗法咁樣，都唔隱陣架麻，咁樣既諗法呢，就唔隱陣呀麻。咁第一個 session 俾我既感覺，就係幾難進入去佢講得到個話題，咁我都刻意轉咗 D focus 呢，就係處理咗佢最關心既野，就係個債，咁所以第一個 session 呢，或者個 case 呢，約佢第一次見面既時候呢，佢係電話到，已經同我講呢，佢係想問債架啫，咁所以大家個果共識呢，都係第一步處理咗 D 債先既，咁第一個 session 都傾咗好多破產既情況係點呀，咁亦都俾咗一 D task 佢去做啦，咁第二個 session 都係見到佢有處理到一 D 野既，咁亦都幫佢 explore 咗一 D service，咁我又欣賞佢，佢係有一 D 諗法啦，佢帶住嚟既，如果係呢一個 session 個 turning point 呢，係因為佢都係一 D 會諗野既 case 既，佢唔係……既係，好模糊咁嚟，你話乜就乜啦，佢係好有佢自己既一 D 主見既，咁去到一個位，就係佢主動提出係咪 delay 佢既 application 呢，咁我自己睇，就俾多 D 認同佢，佢覺得 accept 喎，咁佢有一個，初時……我唔知維持咗幾耐，十分鐘到呢，佢個果坐姿話我知呢，望地下呀，「烏底身」咁既，同埋佢刻意每背脊對住個 camera，佢都幾 protect 自己既，咁佢都有 D 野，大家 link up 得到呀，佢覺得都 accept 既，或者佢有 hope 啦，對佢嚟講，我諗法係行得通，咁我感覺就同佢多咗 eye contact，同埋佢個坐姿都係坐得直 D 啦，咁呢個係我比較覺得深刻印象，係個 session 一個鐘左右，佢一個幾鐘唔既回應囉，咁佢少少 background，佢係一個人既，咁前妻同佢係有一個成年既仔女，都離開咗香港，咁所以佢個 support 就好少既，同埋我諗你都聽得出，佢係有文化既人嚟既，….

Worker usually works on motivation first. But if client does not have strong motivation to abstain from gambling, worker starts on client's other concern – in first session, dealing with debt in this case. (P3a: W2a)

Worker finds that client does not gamble because of lack of money. Thus worker assesses that this does not reflect high motivation as his gambling behaviour is controlled by the environment. (P3a: W2b)

Worker assesses that client's sense of agency is high as he will amend the plan as discussed last session after last session. Worker shows more recognition to client. (P3a: W2c)

Worker finds that client becomes more relaxed and open, takes initiatives during the process as observed on client's posture. (P3a: W2d)

R3:　　　 係呀，佢用英文講。

W3: 係啦，steady 都講到既，係啦，真係好少講架嘛，<u>咁我諗又係要一 D 好實在既野俾佢囉</u>，呢方面係我揣摩或者掌握或者係佢個 background，佢比較 educated 既，佢要 D 野更加實在，咁所以我都呢方面刻意回應多 D，俾到呢方面既 support 呀，俾到佢覺得安心，佢前面條路係可以繼續行，咁某程度係可以處理多少少呢部分呢，其實係我係較為後期掂到一 D 戒賭或者佢以前佢賭既話題，不過，佢都係<u>比較被動既</u>。

R4: 被動係咩意思呀?

W4: <u>佢唔係好肯講好多架</u>，即係佢或者未 commit 落去，我係有呢個需要，真係要認認真真處理呀，不過佢個回應呢，我記憶中都係上個星期呀嘛，完咗第一次見佢，佢就多咗少少，同埋佢個 interaction，就住佢呢個話題既呢，多 D 既，之前就更加，之前呢其實第一次見佢個感覺呢，佢問完 D 債，其實我有驚佢走既，OK 啦，下次我再問你 D 債，今次我覺得都有少少達到我既期望，係我同佢掂多 D 賭既話題，overall，我印象係多 D 見到佢既一 D strength 囉。同埋佢個 D 心腸囉。其實佢都好有需要，<u>不過佢都仲諗到，唔好浪費 D 資源呀，呢個係我欣賞既</u>。

R5: 係，Ok。

Worker assesses that client is quite passive and not open to disclose himself. It seems that client just wants to work on debt problem. Thus worker is not sure if client wants to receive counselling after first interview. (P3a: W4a)

Worker appreciates client's strength – be considerate, don't waste the resources. (P3a: W4b)

6:02

W5: 我諗去到呢到，佢每一次提到破產個過程或者表格呢，即係尤其是佢買咗份表格，佢 look 過啦，佢個 D 好唔知點算，唔知點解決個 D 既表情係出晒嚟，同埋佢一講到呢樣野，佢會望一望背囊份表格，咁所以當刻我就有 D 既選取，我好想去幫佢去 settle 咗呢件事先，即係呢，呢樣野呢，佢會覺得會解決得到架，<u>我個假設佢先會多 D 安心，咁我一陣再同佢去傾一 D 戒賭呀，或者知道了解多一 D 佢既賭既 background 呢，佢先會俾我去進入呢個部份囉</u>。

R6: 好似係佢，個感覺佢未 settle down，個人都囉囉攣呀。

W6: 有 D 感覺囉，睇個背脊都覺得佢囉囉攣呀。

R7: 聽佢 D 聲又似好困擾呀，又唔知點呀，唔知點算好呀，

W7: 同埋佢個表達係唔 organize，係講到呢 D 話題既時候。

Worker first settles down client's most concerned issue - debt, then she will deal with client's gambling problem. (P3a: W5)

9:00

R8: 我想問少少呢。

W8: 嗯。

R9: 你問個 client 想點呢，佢就講呢，話好似有筆錢，幾年內可以還清，咁你 address 佢第一個呢，你最想咁咁咁，但呢個最好既，就做唔到，咁你就話，就搵次好，不過你個回應呢，好似覺得個 client，我想 check 吓啫，你係咪都係有種感覺，個 client 係 stick to 最好，而沒諗到其他 alternative，有呢個諗法呀?

W9: 佢沒淨係 stick 係最好個果方案，其實佢都搵緊一 D 次好既方案，不過我係……<u>我覺得佢未係完全好 ready，原來我係要選擇次好既方案。</u>

R10: 佢唔 ready 係咩意思呀?

W10: 未係完全 ready，即係……或者對最好既方案，仍然有 hope。

R11: 依然有 hope。但係你係咪覺得呢個最好方案係……

W11: 就係最好呀，哈哈。

R12: 就係唔……唔 realistic，咁樣呀。

W12: 其實係既。

R13: 唔 realistic，你依然想去最好既方案。

W13: 其實佢呢個諗法，佢第一個 session 提過，咁佢真係去問過既，咁當然係佢既年紀係六十四歲，人哋真係唔會去 further 咁傾囉，其實佢 experience 過被 reject，不過對佢

嚟講個果，仍然係最好既方案，因為最簡單呀，同埋佢對自己有信心呀，佢做保安，做到七十歲，咁不過事實既限制，現實既限制係咁樣樣囉，但其實佢再提呢，我個刻呢，係有 D，內心個句呢，係話你又係諗緊呢樣野，咁但係都聽埋，俾佢知道個果，我想比 D recognition 佢，個果真係最好既，不過最好沒出現既時候，我哋就要有第二個諗法啦。

R14: 呢度，我想問你當時既回應，你 recognize 呢個係當時最好啦，咁跟住你就 offer，都要諗次好啦，咁你同時間都講，講返呢，個 client 呢，係 stick to 最好既。

W14: 佢…佢鬆少少，但係佢個心願仍然係想咁樣，我唔知係咪至於去到 stick to。

R15: 佢依然係，咁如果你想，令佢……鬆少少去轉，咁如果你想佢慢慢、慢慢咁去轉，你會大概個方向係點樣呢，令佢容易開多條路諗多 D，即係至好既呢。

W15: 我諗個刻我即時回應，最好既方案，沒出現到，其實我有一個諗法係，個度門關咗，行唔通，咁呢個係佢講返佢 D 經驗比我聽，咁我跟住落去就諗，<u>第二度門係次好既話，係唔係真係行到架，行得通</u>，所以我同佢去傾多 D，即係 practical D，個 D 既野其實係點樣安頓，點樣 settle，同埋我又即係有一 D 既掌握，其實佢係有諗既。不過就仍然係……

R16: 有諗過第二條路，定……

W16: <u>有諗過第二條路，就係個種矛盾囉。</u>

R17: OK，OK。

W17: 我想有最好，但係原來又沒，佢內心已經 prepare 第二個選擇啦。

R18: OK，即係你睇到佢心入面，個 struggle，個矛盾呀。

W18: 係。

Worker assesses client is struggling among different ways of dealing with debt. Though client is aware that client's most preferred plan is not feasible, he has some hope on it. Client is not fully ready to explore the second best alternative yet. Worker is aware of client's struggle. (P3a: W9-W18)

9:32

R19: 咁個 client 呢，就話呢……破產，破產都唔得呢，佢就結束。咁你就再同佢澄清結束係咩意思呢? 咁佢就好直接咁話，人生結束，咁我既理解就係話死，咁去到呢個 moment，你會點睇，同埋你會點樣諗架，下一步係?

W19: 其實佢呢，<u>佢呢個諗法呢，第一個 session，都有講過</u>，咁都係……即係……如果搞唔掂 D 債呢，會消失架啦，其實我當刻都有去 clarify，咁佢又講多少少，佢個諗法係點呢，佢話佢要去買份旅遊保險，去旅行，即係去外地，咁樣呢，旅遊保險呢，個受益呢，就係 D 慈善機構，咁呢我就再……其實我 clarify 個一 D 野，<u>佢係咪會成日咁諗啦，諗得有幾 concrete 啦</u>，咁其實就唔係既，因為我自己睇，就唔係 risky 個隻既，咁所以我去到呢一到，我就沒好 surprised 佢有呢個表達啦，但係當然我又唔敢輕視既，又沒特別去追落去問呢樣野，幾個諗法就係呢，佢如果係真係覺得，行唔到破產呢條路， 佢要諗呢樣野，其實佢真係諗緊囉，咁佢又真係覺得破產就係佢其中一個方法囉，<u>咁我又想 shift 個果 focus</u>，就係話佢其實係可以做到既，佢就係可以做到申請破產既，係啦，希望佢知道其實佢係有出路架，<u>所以又係其實方向落去 practical 既野上面。</u>

When client is stuck by the debt problem and seems hopeless, worker helps client to work out a feasible plan for it. (P3a: W19)

R20: 我想了解吓，你係咪個感覺佢諗到 practical D 既具體方法，如果解決到呢，佢就唔會係呢 D 路裡面轉入去，咁架?

W20: 果個 risky 沒咁大者，因為呢我咁樣面對面同佢傾既時候，佢都係係一個幾低沉既……即係 D mood 好低既，咁當然佢宜家個諗法，佢 mention 到宜家 D 債困住佢，佢解決唔到呢，佢就要結束架啦，咁當然呢個係佢睇得最重既 issue，但係講唔埋架麻，即係個 D 野，所以我……

R21: 「講唔埋」既意思係咩呀?

W21: 講唔埋即係佢點樣面對逆境呀，或者申請完破產之後，佢果 D 責任感係好譴責佢既，可能係咁，個 D 係 unknown 嚟既。

R22: 即係唔 sure 佢會點?

W22: 咁我就沒好多步伐同佢去傾，反而我就想帶返去佢睇，<u>佢宜家覺得沒曙光，我既 hypothesis 呢，就係其實佢 Ok 既。</u>

R23: 即係你估到佢係 work 得到既，係咪?

W23: 係，<u>呢個可能係見個其他 case，最 worst 都得，</u>咁呢個就係我信心就係咁，其實佢都得，我又唔可以講到咁實，咁就要佢再表達囉。

From previous case experience, worker assesses that gambler with similar condition can make use of bankruptcy to deal with the debt problem, which seems to be helpful to this client. (P3a: W23)

R24: 我試吓唔知有沒了解錯呢，其實你呢個 case，去到呢個位裡面呢，你估呢，你係基於以前既 case 既經驗呢，你估攪破產呢條路，其實同佢傾傾吓呢，應該解決得到既。

W24: 我係咁樣。

R25: 係啦，咁所以你會有選擇，work 咗呢條路先，如果解得到呢，咁其實呢個結呢，就已經鬆咗，就唔需要再咁諗，係咪咁?

W25: 無錯，無錯。不過我認同呢，<u>佢真係未交破產個份表之前，其實佢會係好艱難既，即係佢個生活佢個經濟上面，係好艱難。</u>因為佢有一 D 責任感，例如係之前，如果係四月尾，佢交表，其實佢就要拖租架啦，但係佢係好唔想既，咁我又會當刻諗，佢又會唔想有呢 D 野既時候呢，所以佢返去就諗不如五月先申請啦，不過變咗有一 D 野，佢都可以 fulfil 到唔使拖呀，有樣野呀，咁我又其實會覺得佢又會有諗既，<u>我又唔係好擔心，佢真係覺得自己沒路行呀。</u>

R26: 呢個我再想問多少少呢，你覺得個 client 係有諗過 D 野既，咁你覺得個 client 係之前有諗過呢 D 野，對你個 assessment 有咩幫助呀。

W26: 咁佢至少有 motivation 解決呀。哈哈……

R27: 呀……有 motivation，即係話佢向前諗咗，下一個 step 係點，即係個 change 個 motivation 係大既

W27: 同埋我……呢一刻，我又未敢講係佢想 change D 乜野? 但至少 problem solving 呢方面，佢係好積極囉。

R28: 即係起碼解決呢個問題，已經有動力去面對啦。

Worker is aware that client has considered the plan and made some modification on it since first interview – thus at least he has some motivation to solve the debt problem. (P3a: W25-W27)

12:05

R29: 我想問少少呢，個 client 係度呢，就覺得係呢度呢，有少少打 click 呀，唔知點好呀，咁當時你就選擇一個方向呢，就同佢 explore 仔細 D，就係點同佢去 cope with。

W29: 係。

R30: 咁其中一個呢，佢自己提過呢，之後一個月，先申請破產呀，咁因為我自己睇呢個 case 係到呢，其實有兩條路都可以選擇既，第一條路可以選擇呢就係宜家破產，即係可以退後一個禮拜，一個月到，咁當時你選擇呢一個去做 exploration 先啦，或且呢一個 moment 選擇，咁你中間有沒 D 咩考慮架?

W30: 唉……其實我諗，或者我補充返少少，其實個 case 之前呢，佢提過就係唔知又驚填唔啱呀，又驚凍結咗呀，<u>咁我自己有一個諗法出咗嚟既，就係佢好想一擊即中，佢唔想有一 D 野，拖延……click 住咗呢，對佢講，係承受唔到既野嚟既，咁呢個係我當刻我 get 到佢有呢一個好大既疑慮。</u>咁因為第一節既時候呢，同佢傾呢，就係話點去安排四月尾，去攞咗個份糧之後，去做架啦，咁我信得過佢，我都覺得呢個係佢個果諗法呢，佢今日帶返嚟，就係「不如四月尾先啦」咁，咁我就……放底我上次個果建議囉，因為如果佢 buy 呢，即係佢覺得行得通呢，其實佢根本唔會再咁樣諗野，咁所以我就會同佢傾佢果個方向。睇吓行唔行得。<u>同埋我既取向，就係最緊要佢覺得行得通。</u>

124

When client modifies the plan as agreed in last session, worker finds that client has strong feeling of anxiety and hope to deal with the debt problem successfully in one time. (P3a: W30)

R31: 即係，係呢個 moment 嚟講，你會有個估計呢，client 覺得五月呢，相對比四月呢，行得通 D 既，咁所以比你選擇呢一個呢，先至由呢一個 start 去 explore。

W31: 同埋我自己都覺得，唔係行唔通囉。因為頭先講佢最好既方案，就係有人借錢俾佢，個一刻，我既 understanding 就係唔會出現，所以就唔會同佢去傾個樣野啦，咁宜家就係 A or B，plan A or plan B，佢諗到個 plan B，我就會同佢傾 plan B 囉。

R32: 都係有少少跟 client 選擇，佢 prefer plan B，咁所以你跟咗佢個 plan 先。

Worker will follow client's plan even client changes it since last session and worker does not think it is feasible. (P3a: W31)

15:09

W32: 其實呢，呢個係……我想再 clarify 佢，再問多句，佢好混亂，好擔心，唔知份表格點樣填，不過再問佢，例如係 D 乜呢，佢答唔到既，咁我個 D 經驗或者一 D 諗法就出嚟呢，就係呢個幾係 D gambler 佢哋經常出現，我究竟夠唔夠錢洗呢，我應該唔夠喎，其實佢一就都未計過數架，咁佢個狀態又好似係，我應該係攪唔掂呢份野啦，但佢又未係好仔細去睇過，其實我攪唔掂，係邊一部分呢，咁個種係佢個種恐懼囉，佢覺得個果問題好大，咁我又更加 confirm 我，就係我係需要俾佢睇得到，落實佢係可以做得到既，同埋我都好欣賞佢呢，佢有 D 野通既時候呢，佢會即刻俾個反應，OK 既，咁樣樣，我又有信心佢就係會試既，咁佢個果回應係好好，我覺得，好真實。

Based on previous case experience, worker finds that client has strong feeling of anxiety and confusion about managing the finance after bankruptcy without considering the budget in details. (P3a: W32)

R33: 我想澄清呢，第一個，你就講個係你講個呢，你同以往 gambler D case 有 D 似既，佢沒認真諗過呢，係恐懼嚟既啫，想像係唔得既，變咗個 D 野就嚟啦。第二呢，你係咪感覺呢，當佢一話得既話，佢一諗得到既話，咁佢個人就會去得好快啦。

W33: 係呀，有既，有既。

R34: 係咪即係佢 Ok 咗，佢就 shift 咗下一個 step 呀，咁樣?

W34: 係可以既，同埋即係佢個反應，佢個表情，個坐姿呢，係明顯係好唔同既，呢個係好容易俾到我 get 到個狀態係點囉。

R35: Ok，Ok。即係話佢如果咁講，有個 assessment，佢一得呢，佢就即刻向前行一個 step 既，佢一諗通咗 D 位，就向前行個 step，係咪呀?同埋佢呢個，啱啱個 moment 都係架，當你講話，用返你淨話講呢，佢填表好貴，千幾蚊，一解決咗，幾百蚊，二百幾蚊，咁跟住佢就 move 去下一個 agenda，就第二個 part 架啦。就唔會 chur 住，兜兜轉轉呀。

W35: 係呀，係呀。

Worker helps client to work out the feasible plan on finance after bankruptcy. After client finds that it is feasible, worker observes that client is ready to accept the plan quickly as reflected from his posture and facial expression. Besides, client can move next step for action quite readily once he finds the plan feasible. (P3a: W34, P3a: W33-W35)

21:14

R36: 佢其中一個呢，就講去到五月先申請破產呀，咁跟住你就會講多少少呢，四月出咗糧之後，咁佢 D 錢點用呀，甚至呢，就 D 人追佢 D 錢會點用呀，D 人追你數，點 cope 呀，你係咪有種想幫佢 prepare，如果真係五月去搞破產呢，起碼佢知道成個月，點樣去應付呢 D 咁既樣呀，係咪咁呀?

W36: 係呀，無錯呀。

R37: 另外呢，即話你呢，當時問佢 D 錢，譬如 pocket money 咁呢，咁佢答之後，佢會再細分既，譬如租係點呀，其他野係點呀，咁你係咪……點解你會再拆得咁仔細呀，咁樣架。

W37: 第一呢，就我假設啦，就接觸好多賭徒呢，佢 D 數都好混亂既，咁我就好想等佢

呢，好清晰，原來呢，我要用呢 D 錢，呢 D 錢，咁樣啦，咁另外呢，我就想，鋪少少路呢，就係呢，話佢，hold 住個舊錢，個陣時佢會唔會有機會去賭呀，自己點諗呀，有沒信心 hold 得住呢舊錢。

R38: 即係你想 check 吓佢，會唔會再攞去賭呀?

W38: 其實係既，但呢個係之後囉，再後期，我先再去返呢個話題。

R39: Ok，即係你 tentative 都 spot 吓佢會唔會有衝動呀。

W39: 佢 aware，我想佢 aware，原來佢會有成萬幾蚊，呢一刻係手既。

R40: Ok，Ok。即係你都有 D 擔心，佢一有錢係手，就會走咗去賭。

W40: 會既，會既。

R41: 咁係呢個 moment，就唔係好 aware 到，佢會唔會攞去賭，呢個 moment，係咪呀?

W41: 未......未去到呀。未了解到佢其實係點。

Based on case experience that many gamblers do not have a clear mind on their debt and how to manage their finance, worker assesses that this client may have similar problem. (P3a: W37a)

Worker helps client to work out the finance plan before bankruptcy and also prepare client that he will have some money at some moments so to avoid gambling again. (P3a: W37b)

22:40

R42: 我想問問少少呢，咁個 client 之前個段呢，就講咗少少關於 D 人嚟追數呀，有 D 擔心呀......

W42: 佢覺得人哋會帶埋罐紅油上嚟，淋......。

R43: 上去淋佢。咁你跟住就講一個 piece 呢，就講你既經驗呢，就唔係你......

W43: 偷聽返嚟。

R44: 偷聽返嚟既經驗，個果都係俾人追數呀，個陣時你都係選擇呢個經驗 講俾佢聽，係有 D 咩目的架? 即係話，佢就擔心俾人追啦，淋紅油啦，咁你跟住就俾一個追數既經驗。

W44: 第一呢，呢個係都叫做第一手經驗，又唔係 D case 話返俾我聽既，咁我覺得係我值得同佢分享既，其實唔係因為每個 case 都要咁講啦，而佢係佢 worry 呢，就係其中一間，佢爭萬蚊架啫，咁呢，人哋就會預定罐紅油，俾佢嘆呀，之如此類，咁我就好想同佢，俾佢明白多 D，其實 D 人追數，其實係點既呢，因為我睇，人哋就會預備罐紅油呀，俾佢嘆呀，諸如此類，咁我就好想同佢，俾佢明白多 D，其實，D 人追數，其實係點既呢，因為我睇個 D 情況都唔係佢諗既，咁惡劣，想俾佢有 D preparation，同埋係唔好覺得，即係災難性。

R45: Ok，Ok，佢係咪過份擔心，即係想像嚴重咗呀。

W45: 沒錯，沒錯。

R46: 即係佢俾人想像追個果情況，你想佢俾佢多 D 心理準備，其實唔係咁 worst 既啫。Ok。

As client very worries that he will be disturbed by loan company later, worker share her experience as learned from others on how to deal with this. (P3a: W44)

22: 36

R47: 咁佢之前呢，講少少呢，講關於呢，擔心佢哋追數啦，淋紅油啦，咁跟住你就講關於一 D 經驗呀，經驗就面子呀成呀，跟住呢你就講咗幾個 message，一個 message 呢，就係佢哋最 worst 呢，就都係咁架啫，咁最主要考慮呢，個數目大定細啦，同埋呢，個時間性啦，同埋借一 D 財務公司既，大耳窿呀，如果正規個 D 數目唔大呢，就唔會好大件事既，咁樣，咁你 to some extent 都係想 prepare 佢其實呢，沒你想像中咁嚴重既，追數，係咪?

W47: 其一，我諗都係一 D education 既野，prepare 佢 understand 俾人追數會有心理準備呀，有心理準備佢俾人貼街招都係一種諗法，第二個諗法，我諗就係呢，我覺，因為我覺個 hidden agenda 係你係行得通既，唔好覺得自己行唔通呢，唔去嘗試，咁所以就係講咗我自己見過既咩情況之後，咁我就想佢去諗返其實宜家佢應該未去到被人

賣咗條數呀，所以佢仲有等多一個月多 D 呀麻，咁其實係 possible 既，我想佢 get 到呢個 message。

R48: 即係想 prepare 佢呢，宜家你面對緊呢 D 數呢，係 possible 既，同埋俾人追數唔係好 worst 既，即係有呢 D 咁既諗法，咁你講完咗之後，咁佢呢就就再講呢，會講話俾人賣數呀，賣咗條數呀，你又再解釋返，就條數好少架者，係咁講，咁到最後尾啦，咁你覺得佢係咪都 prepare 咗呢一樣野，定點架，即係佢 settle down 呢個 issue。

W48: 唔可以話完全 settle down，但係可能頭先佢一 D 咁既回應，譬如話，突然之間，出面靜咗，係點解呢，佢就會去諗，可能下面管理處 D 人上嚟呀，我就 get 到，其實如果佢面對緊呢 D 情況呢，佢知道呢一個係一個 way out，咁樣樣啦。

R49: 即係你 assess 緊佢，已經有 D 信心去處理呢 D？

W49: 有 D insight 囉。

R50: 有 D insight，有 D insight。

W50: 佢知道可以點應對呀，諸如此類，其實我，我就有個諗法就係，佢覺得前面乜野都 block 晒，佢行唔通既，我就想將佢，remove 個 D block 住佢既野。

R51: 咁佢宜家，你既 assessment，咪係係相對係呢 D issue 上，鬆咗少少呀。

W51: 係，係。我都係咁 assess 既。

R52: 都係有 D 咁既估計。

W52: 但仍然係可能係好 worry 囉。因為佢上次呢……

R53: 你意思，佢依然好 worry 呀。

W53: 佢會再諗呀。即係我估計其實佢係腦海裡，成日諗起呢件事，諗吓諗吓呢，可能佢又會諗到另外一 D 問題出現，佢又會好 worry，覺得閜空呀，呢一刻呢，我 interview，個一刻，我就覺得佢，佢係 realize 咗情況，唔係咁差既，咁囉。

R54: 佢係 realize 咗情況唔係咁差既。

W54: 係呀，係呀。

Worker assesses client's solution workable but he worries much about the situation. Thus worker prepares him of this. From client's feedback, worker finds client seems to get some insight from this – client finds his way of coping workable and becomes more relaxed. (P3a: W47-W54)

28:46

R55: 想問一問呢。佢講到生果金呀，好擔心呀，個 D 野呢，你係咪有種感覺，覺得佢多疑慮，好多唔肯定既野，擔心，變咗你就要將 D 生果金呀，點樣分配呀，就算將來個果錢會係點出，講得清楚 D，令到佢安心 D 呀，係咪? 同埋呢 D 疑慮，你係咪都有個 assessment，佢覺得唔係好掌握呢 D 資料呀。

W55: 呀，係呀，佢唔掌握呀。

R56: 唔掌握。

W56: 所以佢諗緊一 D 其實都幾脫離現實既野囉。

R57: 係，係，係。

W57: 即係我俾佢知道個現實係咁樣樣，安排得架啦。

R58: 你俾佢知道個現實係咁，可以安排得到。

W58: 係呀。

R59: 唔，Ok。

W59: 坦白講，佢哋未申請過破產架麻。正常，個個都未申請過既，但梗有 D 好例外，係會有第二次破產，咁佢哋唔知道係咪真係唔使還債呀，佢哋唔知道，係咪真係有生果金，攞唔攞到，諸如此類，其實佢哋有好多野都係 kick 住咗佢哋囉。

R60: 呢 D 係有 D 係唔了解啦，唔清楚啦，係咪呀?呢 D 就……

W60: 如果佢再強化呢樣，就我都係佢到最後有問題架，咁不如唔好申請啦。

R61: 呀，OK，OK。

W61: 就咁 block 咗佢。無空間。

R62: 即係呢 D 清楚 D，佢就相對向前行，個果動力就會大 D。

W62: 係呀。

With reference to previous case experience, worker knows that most clients do not know their right for welfare after bankruptcy and feel very stressed of this. Worker assesses this client have similar situation and thus prepares client of this. When client has learned about this, worker finds client becomes more motivated to change. (P3a: W59-W62)

35:14

R63: 呢到我想問少少呢，咁呢到就講咗好多呢，關於還債啦，譬如點如安排啦去到五月呀，譬如關於交租呀，pocket money 呀，同埋都 prepare 佢聽唔聽電話呀，滋擾呀，咁你到呢個位入面呢，跟住佢呢，就兜返轉呢，又話呢，其實都唔係咁好啦，咁又諸如此類，咁佢跟住佢呢，就再轉呢，講話，我想係正途既，正途既意思呢，佢話，講咗呢，係 name 咗既，我想係低息貸款既，咁即係話呢，佢去到呢個 moment 呢，我唔知有沒理解錯呢，佢都係兜返轉呢，就唔想搞破產，寧願另外一條路既，個條路呢，係想低息貸款，清到 D 數啦，呢個呢，我就會覺得好 D 既，即係佢咁樣，咁佢去到呢個位入面，你點睇呀，因為我既理呢，就一路去 prepare 緊佢呢，就如果五月去搞破產既話，咁你會遇到咩問題，咁就 work through 咗一段時間啦，咁其實呢，講完之後呢，又轉返去，另外一個，一條路架，咁你點睇呢?

W63: <u>當然佢仍然認定個果最好既方案，仍然覺得係最好既，咁另外就係佢啱啱可能提到既，破產呢個身分，唔好既，咁我亦都再 confirm 一次，明白就係佢有得選擇，佢都唔想選擇破產，不過個現實就係佢其實係沒得選擇。</u>

R64: 係。

W64: <u>咁即係話要再多 D 功夫，俾佢去接受，最好既方案，真係沒出現。</u>

Client still considers his most preferred plan even he finds it not feasible. This reflects that client will sometimes change his mind on his plan back and forth. Worker finds she has to be patient with it and emphasizes that client has a choice so to help him accept this. (P3a: W63, P3a: W64)

R65: 好，好，OK。

W65: 咁但係，佢係有較為抗拒既方案，亦都行得通既喎，其實去到最後都係佢自己既決定。

R66: 即話呢個位，佢未轉得晒。

W66: 未轉得晒。

R67: 即係兜兜轉轉咁。

W67: 沒錯，我知道又咁講，或者譬如宜家佢個果坐姿，係比較 relaxed 一 D，之前係向前都幾緊張，我自己感覺，好似驚到係，我自己感覺就係佢，佢無去到 reject 乜野，都得囉。

R68: OK，OK。

W68: 但係就未係一個好清晰，佢立定心志，其實我就要去做呢樣野。

R69: 即係你會唔會另外一個睇法，就係佢同之前比呢，依然未選擇好，不過從個坐姿嚟講，好似就 open 咗，呢條路咁呀?可唔可以咁講呀。

Worker finds that client finally accepts more about the 'second best' plan through the process, as observed on client's posture. (P3a: W65-W67)

W69: 係，係。不如講快少少呢，知道佢拎份 form 出嚟，其實佢影印咗一份架，其實佢係有 prepare 架喎，我諗我明白人個種矛盾囉，佢唔想去做呢樣野，但係佢又好主動去買咗份表，我又驚填錯，影定一份做 draft 既，咁我又覺得佢似乎，佢都有 D preparation，我係要去做呢 D 喎，做呢樣野，不過未係 hundred percent 去調節晒佢自己 D 諗法囉。

As client has taken action on working towards bankruptcy, this reflects client's motivation for change. (P3a, W69)

R70: 即係話呢個係佢轉嚟轉去，佢一方面有動力，行到落呢條路，去到呢 D 位，佢到會再兜返轉，好似又唔係咁喎，最好係低息貸款呀。

W70: 所以我傾個過程，佢帶一 D 新既問題出嚟，個 D 係佢既 hesitation，如果佢愈係多野

去 hesitate 既話，我就覺得佢 withdraw 既機會好大呀，就係再迆吓先啦，睇吓係咪行唔通既呢，低息貸款，佢既 planning 就係之前做散工，沒收入證明，佢做唔到低息貸款，咁佢已經好刻意去搵份保安，係真係要簽 contract 既，有糧單既，佢儲咗兩個月、三個月，去問呢，都唔得。

R71: OK，OK。

W71: 咁所以呢，佢點樣求助呢，其實佢就係……

R72: 一條死路?

W72: 用緊自己方法唔得呀嘛，咁佢又要去搵服務啦。

R73: 係。

W73: 同埋，呢個係我對佢既理解，有 D 野要試既，唔得，佢先至係 shift 去第二樣野。

R74: OK，OK。即係你會分到呢個 client 呢，action-oriented 既，佢要試咗做，即係撞咗唔得呢，佢先至肯去轉既。

W74: 先肯選擇其他方案。

Worker assesses that client still sticks to his most 'preferred' but not feasible plan. She finds once client has tried it and finds it not feasible, he will accept other alternative more readily. (P3a, W70-W74)

39:30

R75: 呢到呢，你 work through 咗一段時間呢，prepare 佢呢，就去到五月，申請破產時間，D 錢點安排呀，食物個 D 點安排呀，諸如此類呀，咁樣，咁怎至 prepare 佢呢，D 人追債個陣時會點處理呀，咁 work 咗一段時間呢，你宜家，我睇到呢，就 shift 一個 agenda，就 prepare 如果佢五月，佢申請破產呢，即係五月有筆錢係到，咁你就直頭 raise 咗啦，會唔會擔心，個 D 錢，有舊錢係手入面呢，就會唔會由細變大，去賭呢，咁你就開始定咗個 agenda 呢，去 work with 一個有錢個陣時呢，就理錢，name 係理財啦，其實你有個 focus 係想 work with 個，prepare 佢再賭呢，咁我想了解吓，呢個既 agenda shift，咁你中間會考慮 D 也，你覺得呢一個 process 係 complete 咗，之後你 shift 咗個 agenda 呢?

W75: 咁第一呢，要睇時間啦，傾咗個鐘好耐。

R76: 傾咗半個鐘頭，鬆 D 啦。

W76: 係，係。我 assess 佢好多 worries，係已經 mention 咗，咁我又覺得可以回應既，都回應咗，我諗我既理解就係，佢覺得……

R77: 即係佢覺得擔心既野，你覺得已經 settle 咗一 D 啦。

W77: 最後，點樣去處理都係靠佢呀嘛，咁可以去 educate 既野，我覺得我 mention 咗啦，咁佢 D 回應，我都覺得，較為 positive，咁就我就係……係……唔可以唔去處理，就係佢點樣預計，佢會 hold 住一舊錢，呢樣野，就覺得要 complete，個件事，呢個 session 裡面，我 agenda，咁可能我諗點樣去到呢個位，我可以轉呢，就係我覺得佢鬆 D，唔係淨係 stick 係佢個果最好既方案。咁佢真係有俾我去，我講唔到係邊一 D 回應，俾我一個既感覺係，佢會去做野。

By worker's sense, worker assesses that client will commit to his plan. (P3a: W77)

R78: 即係俾咗你既感覺呢，佢會做野囉，個人鬆 D 啦，同埋你淨話講，佢有 D 回應係比較正面 D 既，譬如邊 D 回應你係覺得正面 D 呢。

W78: 譬如佢 prepare 自己真係無乜錢食野，咁佢都會，可能呢個都係佢 pattern，就係佢唔會好追求一 D，食野上面，慳到錢，佢有 resource，知道邊度有免費餐食，咁似乎呢 D 都係佢有一 D 既預備呀，我要 keep 起筆錢呀，係唔可以咁樣 fling 既，咁我睇到佢真係有呢 D 既諗法係到囉，咁如果我，我自己個刻，我都 confirm，OK，因為要 explore 佢個 D worries，係可以無窮無盡，即係我去到呢到，我覺得最大既 worries，自己覺得，如果一個人面對申請破產，都係驚被追數呀，點樣預備個筆錢呀，咁其實都係同佢 discuss 過呢，總結咗之後都係可以去另外一個 agenda。

Shift of agenda – Worker assesses that she has addressed the major issues around bankruptcy with client properly. So after rounding up this issue, she will shift to next agenda. (P3a: W78)

R79: 即係大致你覺得呢，你覺得重要 D，explore 咗啦，睇嚟佢都 cope 得到啦，梗住你就 shift 去……

W79: 有 D 方法 cope 得到。

R80: 同埋加上你覺得，時間亦都係一個考慮嚟既，你想係個 interview 入面，起碼都處理，用一 D 時間去處理呢個 part。

W80: 因為其實佢下一次嚟緊出糧，就係廿九號呀嘛，如果廿九號，佢係有限度咁去還債呢，suppose 佢已經 keep 住五、六千蚊架啦。

R81: 係，係。

W81: 咁佢已經係俾佢以前一種出糧沒晒，其實好多倍架啦，咁我就想 complete 咗呢一樣野，了解多 D，跟住先完呢個 session。

R82: 即係都會好現實，呢緊都殺埋嚟……因為，嚟緊……

W82: 因為嚟緊，佢廿九號會出糧既。

40: 48

R83: 呢度你有咩睇法?

W83: 我坦白講呢，佢呢個講法呢，都幾流既。

R84: 係呀。哈哈。

W84: 即係 hea 我架啫，咁但係我都要聽啦，所以我……

R85: 因為佢搞唔通，即係明明有得贏，都沒得贏，即係話……

W85: 係啦，唔係一次喎，仲要試過幾次，咁所以我當刻呢 有個判斷，就係呢，呢個唔係真係幫到佢往後佢唔會拎去賭，覺得自己無橫財命呀，沒運呀，個天同我講，都叫我唔好賭呀，其實個 D 係假既，個刻個 assessment 係，因為呢……

R86: 佢講個原因係假既，係咪?

W86: 係啦。

R87: 所謂既原因……

W87: 唔係最真囉，不過呢個係佢曾經出現過既諗法，我既 assessment 呢，就係，或者我自己既決定呢，D 事唔係尋日發生啦，唔係突然之間好有 insight，其實係個果過程，大家都有問既，個果……講緊既，唔係 present，即係我既理解係，個過程，係間唔中出現，但係點解去到今日，你先至會 conclude 呢件事，就係個天叫我，咁咁咁，或者唔俾我贏錢咁，你明我意思，哦?哈哈，唔怪之佢都唔明囉。

R88: 即係天唔俾我贏錢呢，你係覺得係好早期，已經發生過，定係點呀?

W88: 係，係。

R89: 嗱，點解個陣時，就無 insight 呢?

W89: 係啦，無 insight，去到今日，其實佢真係無錢，佢先至 get 到呢 D insight，或者覺得呢一個 message，幫到我，我咪要停囉……

R90: 你唔係好信既?

W90: 唔係好 convincing 既。

R91: 唔係好信，唔係好 convincing。OK。

W91: 反而，我既理解呢，因為佢宜家真係無賭本，佢就會停到。其實係個 environment，control 緊佢無得賭。

R92: 如果你用呢個 assessment，有錢，佢又會再賭架啦喎。

W92: 擔心架。

Worker is not convinced of client's alleged reason for stopping gambling, i.e. lack of luck, when he holds some money at hand later. Instead worker believes that client is still controlled by the environment but he has no insight on it. Thus worker worries that client will gamble again once he has some more money later. (P3a: W83-W92)

R93: 即係會擔心佢會再賭。

W93: 係呀，所以……都要 explore 吓，其實個諗法，點解佢覺得咁有信心，我 hold 到呢舊錢，完成到我面前個果 task 囉。

R94: 如果 follow 返你個諗法，應該係點樣，你會問佢，如果有錢個陣時，你點解唔會賭

呀，咁佢就 offer 一個原因俾你聽，而呢個原因呢，你唔係好 convincing，即係你唔係好信啦，唔係好 convinced。咁你下一步，會點樣去架？

W94: 再 explore 啦。

R95: 再 explore 呀。

W95: 或者我……希望佢明白其實呢個，唔係真係對佢嚟講，最……呢個唔係……呢個諗法，唔係真係持續去幫到佢，但我唔識點表達，突然之間，唔好意思呀。

R96: OK，OK，我想澄清，即係話如果……我再 repeat 啦，你當時問佢一個呢，如果你有錢個陣時，你有 D……唔會再賭，有 D 咩原因幫到你唔再賭呢，佢 offer 緊個原因俾你聽啦，你呢，就唔係好相信既。即係話你唔相信既話，你就有個 direction 呢，就幫佢 aware 返呢個原因呢，唔係好幫到你既。

W96: 嗯。

R97: 即係呢個係你既方向嚟既，我想搞清楚個問題。

W97: 係，係。可以咁講，可以咁講。即係唔好又呃我，又呃你自己呀嘛。咁當然我都要補返句，可能呢個真係佢既原因，每個人既諗法都唔同，但係呢個係我既經驗……

R98: 起碼你唔信啦，係啦，OK，好。

Worker explores how client can hold the money not for gambling later. But worker does not find his belief effective and hopes to help client beware of this. (P3a, W93-97)

44: 22

R99: 咁個 client 就講到呢，就話咩時候會再買六合彩呢，就話靈感到呀，靈感到呀個陣時，就好得意呀，咁你就 frame 咗佢呢，有 D 人呢，就爭 DD 爭 DD，爭 DD 就會去賭呀，咁你當時會有 d 咩諗法，而令你有呢一個 response 呀？

W99: 呢個真係 chasing behavior 裡面一 d 講法嚟既，即係 nearly miss 呀嘛，爭少少我就會贏大錢，所以佢哋，d 賭徒就會繼續去賭囉，下次就會中架啦，咁其實我想俾佢知道，少少呢，都唔可以同 client 傾得好深入呢，佢會有呢一個諗法。

R100: 但係好得意喎，唔係覺得自己爭少少，佢係講緊……靈感，係啦，靈感，跟住就有幾個字啦……

W100: 佢既意思，應該係佢有靈感呢，佢就會落注，去買六合彩，而佢又會好快去 shift 咗另外一樣，佢經歷過，好多時都中三個字。

R101: 哦，哦，係，係。

W101: 咁樣樣。

R102: 所以呢，好多時都中三個字呢，幫佢 frame 咗呢，爭少少爭少少，咁呢，爭少少爭少少呢，呢個就係 chasing behavior。

W102: 即係佢會繼續賭囉。

R103: 呢個係咪你淨話講，以往一般賭徒，一般既心態係咁既。

W103: 會，會，會。即係呢個係賭，其中一樣吸引佢既野，同埋我……如果補充，就係佢，呢一個，佢咁樣講既時候呢，其實我就會有個選擇，就唔同佢處理六合彩咁多先。

R104: Ok，Ok。

W104: 所以反而我應該 explore 佢會點樣落注，點樣 maintain 佢個果注碼，會大，又或者我係，之後，我係想俾佢去 assess 一吓，究竟我宜家咁樣既經濟能力，我用十蚊廿蚊，去買六合彩，係咪 affordable 呢，咁我如果相對安全呢，我就唔處理佢六合彩呢件事。

R105: Ok，Ok。

W105: 因為我就係知道，佢唔會停住囉，六合彩。

R106: 哦，明白，明白。即係話呢，如果你有個 assessment 呢，你覺得起碼係呢個 moment，佢唔會停住呢，你就反而呢，唔想處理呢樣野先，反而呢，會處理吓，會唔會……即係……

W106: 會唔會……用錢用係第二 d 地方，而唔係十蚊廿蚊，係相對 risky 既事會發生係佢身上面。

R107: Ok，Ok。反而你係諗緊，如果呢個唔係好 risky 呢，就唔好 work 住先，就反而你會

選擇一 d 比較比較 risky 個 d，咁樣。

W107: 係。應該係再 explore 吓個 d risky 既野，將會發生。

R108: Ok，Ok。

Based on previous case experience, worker finds that client's behavior with chasing thoughts will keep him gambling. But after exploration, she assesses that it is not risky for client because he only spends small amount of money on Mark Six. Thus she prefers to explore other risky situation. (P3a: W99-W107)

W108: 其實我都有諗法，如果佢 plan 好，真係四月、五月個 d 錢，係咁樣用架呢，我就唔想佢有意外發生啦，solve 咗個果問題先。

R109: 咁你提佢爭少少爭少少，係咩目的架，你當時咁樣講，個陣時。

W109: 其實呢個係正常回應啫。

47: 29

R110: 嚟到呢度，就講緊佢賭呢，一來，你 assess 緊佢，佢會賭啦，二來，你就開始 frame 呢，個果大賭同小賭既分別啦，咁佢講既小賭，一百幾十呀，咁你既回應，就話呢個唔係單單一百幾十既問題，而係你既經濟狀況而考慮，即係一百幾十如果好緊既話呢，個一百幾十呢，就都係好多既……

W110: 個比例好多囉。

R111: 個比例都好多既，你當時就咁樣講完之後呢，佢既回應呢，唔賭架啦………咁我想講返，係呢個 moment 入面你，你 assessment，或者你點樣睇呢？

W111: 等我諗吓先呀。

R112: 個困難呢，係我睇唔到佢果樣。

W112: 睇唔到佢個樣。

R113: 睇唔到佢個樣，所以我就係好知呀，我想知呢個對答，去到呢個 moment，你講完之後，好快，佢就話唔賭啦。

W113: 我個刻有個感覺係佢，佢想避既。

R114: 佢想避既。

W114: 因為佢一出，就出一個最安心既答案出嚟嗰。

R115: 即係令你安心既答案。

W115: 以為令我安心既答案。我諗起，就更加唔安心呀，係咪呀？同埋佢頭腦上面知道，佢點樣會係最好既，不過亦都反映緊佢一樣野，更加容易俾我知道，佢做唔到，因為其實唔賭架啦，或者，佢可以唔賭架啦，各樣野呢，佢唔係第一次 mention 既，不過佢點解會繼續賭呢，即係個實情係佢繼續賭，後尾再 explore，佢都係賭少咗好多既，個密度咁樣計，不過係，個最大既一個感覺出現呢，佢好想 stop 呢個話題既，我個果 assessment。

After worker shares that even less than one hundred dollars on gambling will mean a lot to client in view of his tight financial condition, client replies that he won't gamble more without much elaboration. Worker has an sense that client avoids this topic here and worries he will gamble again. (P3a, W110-W115)

R116: 即係當時佢話唔賭，即係你個感覺，唔係講緊唔賭，佢係想唔好再傾落去，係咪咁呀？唔好傾呢個 topic 太耐。

W116: 唔需要傾到咁深啦，因為我已經決定唔賭架啦，我個果諗法係咁。

R117: 你係咪有種感覺，佢係想 avoid 呢個話題，再傾落去。

W117: 嗯，avoid，我都覺得係，又未至於個程度係，即刻，落閘囉，唔好傾啦，有 D message 出緊囉。

R118: 咁呢一個 message 出緊，背後你個理解係反映緊 D 咩呀？

W118: 第一呢，就好 consistent，同一樣野呢，佢第一次見面，覺得係咁樣表達既。

R119: Ok，Ok。即係呢個 pattern 係以前都出現過既。

W119: 以前都出現過，唔係新野嚟既。

R120: Ok，Ok。

W120: 咁反應係佢覺得個樣野係唔重要先。

132

R121: 佢覺得呢個……

W121: 呢個話題，或者同我去傾，究竟我用幾十蚊，幾百蚊去買六合彩，我覺得對佢嚟講，好似唔係好重要。但係我既睇法，就係好重要呀麻，你唔夠錢，就申請唔到破產，成個 project，就係沒架啦，咁係個果睇法係好唔同。

R122: Ok，Ok。

After client has replied that he would not gamble more upon worker's exploration, worker assesses by hersense that he is trying to avoid more in-depth exploration on this topic. This also matches with client's previous pattern. Worker is open that this may reflect that client does not find it important. (P3a: W116-W12)

47:51

R123: 其實佢既 response 呢，有幾個 shift 架，第一個，佢第一個回應你呢，我唔賭啦，咁佢第二個回應呢，就係間中呀，其實佢係講緊，對於我呢講呢，賭呢，呢個既 issue 係轉緊既，即係你點樣睇呀? 嗱，即係個 response 好短既，佢一路咁樣轉既。

W123: 佢好短既時間就轉咗個回應既，可能佢覺得避唔到啦。

R124: 佢避唔到。

W124: 我諗係大家一定既反應，係互相影響既，佢見到當自己講唔賭架啦，其實我係沒俾反應佢，個一刻，咁跟住佢只係兩、三秒之間，我沒記錯，佢話，賭少 D，定賭少咗好多，間中，咁樣樣，我就……我沒架啦，我唔會俾佢走啦，我一個選擇，因為我個果 hypothesis，佢跌腳既話呢，之前傾過 D 野呢，都係對佢嚟講呢，係無用既，咁我就捉住佢，呢個講法落去囉，賭少 D，又係 D 咩呢，即係其實又係賭囉。

Worker keeps silent when client replies that he won't gamble more, which invites client to face his problem. Then client shares that he would gamble occasionally (間中) - worker then pick up this and reflect to client that he would gamble again. (P3a: W124)

41:01

R125: 嚟到呢度，佢開始講話間唔中賭啦，跟住你呢，就問咗佢，好多唔同既問題架，譬如間中點嚟啦，跟住佢就講咗係靈感啦，跟住你再問，靈感既情況係點呀，跟住佢就再答，發夢啦，再問發夢會點呀，跟住佢就話半夢半醒啦咁，跟住你就再問類似個 D 問題，跟住就係問幾頻密啦，咁佢就再答咗你，大概幾時幾時咁，跟住你又會再問，關於呢個，一個月一、兩次呀咁，你覺得密唔密呢，多定少，可以多 D 可以少 D 啦，咁係呢個過程入面，我就唔係好撐握個 client 當時係點樣，但當時佢有好多呢，D 身體呢 non-verbal 出咗出 嚟啦，靜啦，R 頭啦，拓住條頸呀，係呀，係呀，咁當時你係個果 moment 入面，你有一 D 既 exploration 去問，同埋睇到佢個 response，咁你當時有 D 咩 frame，同埋對個 client 有 D 咩睇法呀?

W125: 佢係有 D 避忌先，第一，我覺得。

R126: 第一，佢有 D 避忌。

W126: 因為佢呢……

R127: 呢個避忌，係佢唔想傾呢個問題呀，定咩野?

W127: 唔係好想好直接去答既。

R128: Ok，唔答 D 問題。

W128: 係啦，因為之前佢咁緊，佢仲有咁既錢去落注，即係係點既呢，佢都係好似無正面回應喎，係，咁就講返，發夢先至，如果有發夢，先至有靈感呀，咁先至會去賭架者，其實呢，我自己當刻呢，就有個擔心呢，佢就 D 野，永遠都講唔實既，咁我就即係諗，日日發夢，咁點呀，無得日日賭啫，咁但係，即係話，頻密呀，或者疏呢，係完全無概念架，咁我就好想有 D 野呢，係去到好落實，其實宜家個情況係點呢，佢覺得已經係接受呀，接受宜家咁，會好正，定係還是可以少 D，甚至乎我覺得我俾個空間你，你覺得多 D 既，咁我又可以 explore 係第二個既機會，咁第一，佢既回應，佢既 non-verbal，睇得到佢唔係咁 welcome 去傾呢一樣野，即係同頭先，傾 D 破產呀，個 D 野，好唔同既表現嚟既，咁亦都係另外一樣，反映佢真係未必個心，係諗住嚟呢到戒賭中心傾戒賭既。

133

As observed by worker on client's response and non-verbal behavior, client is more ready to work on the plan on bankruptcy and dealing with the debt. When worker comes to work with client on gambling issue after settling the bankruptcy and finance management, she finds that client is not eager to discuss these issues and even wants to avoid this topic. (P3a: W128)

R129:　Ok。

W129:　佢係……其實佢開宗明義既，我想搞 D 債，但係我既套餐，我會有責任搞 D 債，我亦都會同你傾戒賭，咁所以，好睇得出係兩種唔同既態度囉。

R130:　係，係，我想澄清，佢既感覺呢，一開始，就想同佢講，關於戒賭，或者 prepare 佢會唔會再賭既問題呢，你個感覺，係佢唔係好 welcome，或者唔係好 ready 去傾呢個 topic 咁呀?

W130:　嗯，嗯，不過我又覺得無我預期中咁抗拒。

R131:　即係有 D 抗拒，但係唔係咁抗拒，

W131:　因為第一個 session 呢，佢更加 hea 我，咁我自己就會覺得可能 engage 咗多少少。

R132:　Ok。

W132:　咁所以佢今次佢雖然無話好專注，或者好有 motivation 去同我去傾呢樣野。但係比第一個 session 呢，我覺得係好咗少少既。

R133:　係，係。

Worker is aware of different agendas at the beginning – client wants to deal with debt, but the service focus is on gambling problem as prescribed. After settling down the debt issue, they begin to work on gambling problem. As observed by worker, client is still not ready to address this gambling issue, but seems to be a bit more open to this as compared in first interview. (P2a: W129-W132)

51:04

R134:　你宜家呢個 moment 呢，就講返呢，佢呀，贏大錢個陣時，會好開心啦，咁跟住你去返個果 moment 個陣時，跟住會點呀，跟住個 client 好快答呢，就話唔會去諗架啦，諗咗會癲線呀，咁就繼續去呀，即係我既理解係咁，譬如你呢度一路 assess 咁呢，我了解咁呢，想 prepare 個 client，其實佢都有一 D 既衝動既，如果佢會諗返個果 moment 話呢，佢都有機會去再賭既，但係個 client 答你呢，感覺就係，我唔會諗呢樣野既……

W134:　佢拒絕呢件事會出現咁呀……

R135:　我既理解係咁啦，咁你係呢個 moment 入面，咁譬如你對個 client，即係話係賭個果 assessment 入面，有 D 咩睇法架呢，尤其是，focused 咗去賭馬。

W136:　因為六合彩，其實我自己睇，相對地穩定 D，都係會輸架啦，咁因為呢，承接就係佢所講既隨緣，不過佢之後先 clarify，我講六合彩啫，有少少偷雞既，講咗好耐，先至講隨緣係六合彩咁樣，我個果…，當刻，我睇，其實佢無諗過，即係佢無諗過，點樣去 control，賭呢樣野……

R137:　賭馬?

W137:　係啦，賭馬呢樣野，不過可能因為係佢真係無本，佢宜家真係無錢既，因為佢未出糧，都唔會有錢……

R138:　所以呢個就唔會諗住。

W138:　係啦，果 D urge 係唔會出現既，即係呢一刻相對地出現，就算出現，咁又點啫，我招呼唔到我 D urge，咁咪唯有等佢過囉，無得賭呀……

R139:　但係嚟緊，佢會有筆錢係身架嘛。

W139:　係啦，我都諗呢樣野，同埋呢，就係承接佢賭唔賭，都係隨緣既話呢，我好想佢去知道原來隨緣，我個日講唔到個 terms，係隨心所欲，個心幾時叫你去賭，個果係 gambling urge，如果你唔去有一 D control 自己既諗法，或者目標 set 咗既時候呢，就係話佢選擇去諗，我贏個陣時，我咩問題都無晒喎，我唔使搵個 D 咩，低息貸款，其實我贏到幾萬，或者幾廿萬，個果 moment，就咪得囉，咁我個果諗法，就係我擔心佢個種隨緣，叫咗去個果咁好既 experience，其實佢就唔會去諗戒賭啦。

134

R140: 你係想 prepare 佢去返個種感覺，佢點 handle 呢，咁樣，係咪咁㗎?
W140: 唔係，唔係，而係我想知道，佢<u>隨緣呢，就係有陣時，好似支針咁呢，去咗另一邊……</u>
R141: 去咗?
W141: <u>去咗贏錢個邊。</u>
R142: 但係從佢既答法呢，唔討論呢個 part 喎。
W142: <u>佢唔想討論㗎。</u>
R143: 佢即係無 address 到呢個 issue，即係跟佢答法。
W144: 係呀，係呀。<u>佢唔 aware……佢會有再賭呢個危機囉，個一刻佢未 aware。</u>
R145: 即係你而家從佢當時個判斷呢，佢係無 aware 呢一個危機，係咪咁既意思呀?
W145: 係，但我都想佢 aware 既。
R146: 你都想佢 aware 既，咁係咪即係有機會會再翻賭囉。即係如果咁樣講，因為佢唔 aware 呀嘛。
W146: 嗯，嗯。
R147: 你個 assessment 會……
W147: 係，係，其實都係擔心佢拎 D 錢去賭。
R148: 同埋係呢個 moment 入面呢，係無 aware 到呢個 issue 既，係需要處理 D 咩……
W148: 佢唔係好 eager 想去傾呢樣野。

Worker assesses that there is gamble urge in client from his key word, 隨緣 – follow from this key word, he may think of positive experience of winning in gambling which will motivate him to keep gambling. Worker wants to prepare client of this, but in vain. Worker finds client shifts and avoids the topic quickly. (P3a: W134-W148)

53:58
R149: 你宜家問緊佢呢，咁咁咁呀，如果佢有錢個陣時，點點點呀，咁當時個 client 即時答呢，我無錢，我宜家都水浸眼眉啦，無錢，就梗係唔會去賭㗎啦，其實佢個回應呢，好似唔係答緊你既問題，當有錢個陣時，會點面對，點處理，咁即係話你 raise，我唔知有沒理解錯啦，你 raise，諗吓個果 moment 會點呢，個 client 係沒諗到你問既問題既，咁佢直頭 ignore 咗既，然後，佢家家答緊呢，宜家唔會諗㗎啦，因為我宜家無錢咁樣，即係話會唔會，即係佢既理解係，佢無諗到你提出個果 issue，佢話當有錢個陣時點，點樣去處理，即係個種 urge 呢……
W149: <u>我又多一個諗法出現呢，因為我既角度，就係呢，總之，個萬幾蚊係錢，係錢呢，佢就有危機㗎啦，有危機去拎咗嚟做賭本，咁呀，都值得個一刻可以 explore 一樣野，會唔會其實佢好清晰，分門別類，個 D 係我用嚟申請破產既錢呢，而家水浸眼眉，我就要用個舊錢去救我，個 D 就點都唔係錢嚟既，個 D 係軍票嚟既，用唔到既，可能佢係一個咁既諗法，不過我無 explore 到……</u>

Worker has new understanding after reviewing the tape - client may just want to keep the money for bankruptcy procedure and thus he won't use it for gambling, instead of using it for gambling. (P3a: W149)

R150: Ok，Ok。
W150: 反而係我自己想像，總之係 cash，係用得既錢，個 D 就係危機啦。
R151: 即係如果 second thought 諗呢，就可能 check 吓，個萬幾蚊，佢係點樣睇都好既，係嗎?
W151: 係。
R152: 因為佢要 prepare 用嚟咁樣呢，咁就變咗佢一定唔會郁㗎啦。
W152: 即係我成日講，個 D 係軍票嚟既。用唔到既。

End of interview
W153: 我叫佢都記底，下次見面既時候，佢買咗幾多次六合彩呢。
R153: 咁個 case 就完晒啦，review 晒啦，譬如你宜家再睇返，聽返呢，咁你有沒 D 新 D 既睇法呀，或者對個 client，對自己既 intervention 呀，有沒 D 唔同既理解。

W154: 我諗有機會，即係睇返，或者諗一諗，其實佢個 D 回應係咩意思呢，我係諗多咗野既，let's say 係頭先都有提過，會唔會其實佢真係唔係純粹，<u>佢就係話個舊錢呀，頭先講笑呀，軍票咁，佢覺得點都唔會用既</u>，但係我就好似墜咗係個位，就係，我好擔心你，你會拎咗嚟，做賭本呀，咁我覺得係有機會 review 既時候，我可以多 D 角度去理解，其實佢係咁既，其實，當刻，我諗唔到，<u>原來我有一 D 野盲點嚟既</u>，咁如果可以再問，慢返 D，即係唔好俾自己個諗法，咁 dominate 自己，再諗多 D 佢個回應係點既時候呢，就即刻 clarify，或者我已經可以對佢有多 D 信心，<u>呢樣野再strength 佢</u>，你就係要咁樣做，咁其實個件事可以好 smooth。

R154: 即係多咗 D 既睇法?

W155: 嗯。

R155: 多 D 路走呀，咁?

W156: 係，係…

R156: 即係多 D 去。咁除咗呢 D 之外呢，譬如你對個 client 個 understanding 會唔會有D……

W157: 嗯，我諗再睇呢，<u>再睇到佢有 D，有個 D 矛盾位囉</u>。

R157: 多咗 understanding 既矛盾位?

W158: 佢又想去申請，但係又好似都係 refuse 呢樣野，但係又有 D 回應既時候，其實佢又係咗，其實都睇到佢 D 前前後後，或者我係 session 臨尾既時候，<u>我 echo 返佢呢樣野，我睇到其實你好似未係好落實去一 D 野，下次你再表達多一 D 俾我聽，你消化吓</u>，即係我諗，對於佢個果 planning，佢點樣執行，我相信會對佢有幫助，未必好多位可以 reflect 得到佢個果狀態俾佢知囉。

R158: 即係你再咁睇返，就 understanding 佢多咗 D 矛盾呀，掙扎呀，同埋你會諗，如果可以咁樣睇返，多 D 回應一 D。

W159: 無錯。

R159: 好。

Learning in IPR:
- It is better to check with client instead of being dominated by own pre-occupation, better understanding on client's struggle, have more directions for exploration, should consolidate some other points and work on them, should go slowly. (P3a: W154a, P3a: W158)

- More understanding that client may keep the money for bankruptcy instead of gambling. (P3a: W154b)

P3a: Overall analysis

On Motivation – Motivation for what? Seeming that motivation to abstain from gambling is not necessarily the first step to work on. Instead, worker will start from client's most concern issues, e.g. debt problem in this case, which can build up client's motivation for change on gambling problem later. This is also related to engagement issue.
- Worker usually works on motivation first. But if client does not have strong motivation to abstain from gambling, worker starts on client's other concern – in first session, dealing with debt in this case. (P3a: W2a)

- Worker finds that client becomes more relaxed and open, takes initiatives during the process as observed on client's posture. (P3a: W2d)

- Worker assesses that client is quite passive and not open to disclose himself. It seems that client just wants to work on debt problem. Thus worker is not sure if client wants to receive counselling after first interview. (P3a: W4a)

- Worker first settles down client's most concerned issue - debt, then she will deal with client's gambling problem. (P3a: W5)

- When client is stuck by the debt problem and seems hopeless, worker helps client to work out a feasible plan for it. (P3a: W19)

- Worker is aware of different agendas at the beginning – client wants to deal with debt, but the service focus is on gambling problem as prescribed. After settling down the debt issue, they begin to work on gambling problem. As observed by worker, client is still not ready to address this gambling issue, but seems to be a bit more open to this as compared in first interview. (P3a: W129-W132)

Client's agency is another key concern, whether client actively participates in the process. In this case, client actively considers the plan of bankruptcy as agreed in last session, modifies it and takes action for change. This reflects client's motivation for change to deal with the debt issue.
- Worker assesses that client's sense of agency is high as he will amend the plan as discussed last session after last session. Worker shows more recognition to client. (P3a: W2c)

- Worker is aware that client has considered the plan and made some modification on it since first interview – thus at least he has some motivation to solve the debt problem. (P3a: W25-W27)

- As client has taken action on working towards bankruptcy, this reflects client's motivation for change. (P3a: W69)

- Worker is not convinced of client's alleged reason for stopping gambling, i.e. lack of luck, when he holds some money at hand later. Instead worker believes that client is still controlled by the environment but he has no insight on it. Thus worker worries that client will gamble again once he has some more money later. (P3a: W83-W92)

On working on debt problem, client is struggling between his most preferred but not feasible plan and bankruptcy. Client is in a gradual change process, i.e. changes in a back and forth way. Worker is sensitive to detect the changes in client's attitude throughout the session or between the sessions, based on observations on client's posture / facial expression and use of her sense in assessment. In this case, worker finds that client is more ready to change to work on the less preferred but feasible plan.
- Worker, by her sense, assesses client is struggling among different ways of dealing with debt. Though client is aware that client's most preferred plan is not feasible, he has some hope on it. Client is not fully ready to explore the second best alternative yet. Worker is aware of client's struggle. (P3a: W9-W18)

- Worker finds that client finally accepts more about the 'second best' plan through the process, as observed on client's posture. (P3a: W65-W67)

- Worker assesses that client still sticks to his most 'preferred' but not feasible plan. She finds once client has tried it and finds it not feasible, he will accept other alternative more readily. (P3a: W70-W74)

Working on debt / applying bankruptcy – Client has lots of anxiety and uncertainty for it. Thus worker should work out concrete plan with client and prepare client of managing these in details. By use of her sense and previous case experience, worker is sensitive to client's struggle, anxiety and confused state. Worker also knows that client will commit to the plan once it seems to be feasible to client.
- From previous case experience, worker assesses that gambler with similar condition can make use of bankruptcy to deal with the debt problem, which seems to be helpful to this client. (P3a: W23)

- When client modifies the plan as agreed in last session, worker by her sense finds that client has strong feeling of anxiety and hope to deal with the debt problem successfully in one time. (P3a: W30)

- Based on previous case experience, worker finds that client has strong feeling of anxiety and confusion about managing the finance after bankruptcy without considering the budget in details. (P3a: W32)

- Based on case experience that many gamblers do not have a clear mind on their debt and how to manage their finance, worker assesses that this client may have similar problem. (P3a: W37a)

- By worker's sense, worker assesses that client will commit to his plan. (P3a: W77)

- As observed by worker on client's response and non-verbal behavior, client is more ready to work on the plan on bankruptcy and dealing with the debt. (P3a: W128)

Worker has to work out concrete plan with client on or prepare him of the followings: mastery of applying bankruptcy, finance management before and after bankruptcy, right for welfare after bankruptcy, dealing with the disturbance by loan company, etc. When client finds the plan feasible, his anxiety is much reduced and he becomes more motivated for change. Besides this increases client's commitment to the plan. Client's active participation in the process is also important, include modifying the plan, getting insight from worker's sharing. Through the process, worker makes continuous assessment on client's facial expression and posture, sometimes with use of her sense and previous case experience, and finds client in the good progress.

- Worker finds that client becomes more relaxed and open, takes initiatives during the process as observed on client's posture. (P3a: W2d)

- Worker will follow client's plan even client changes it since last session and worker does not think it is feasible. (P3a: W31)

- Worker helps client to work out the feasible plan on finance after bankruptcy. After client finds that it is feasible, worker observes that client is ready to accept the plan quickly as reflected from his posture and facial expression. Besides, client can move next step for action quite readily once he finds the plan feasible. (P3a: W33-W35)

- As client very worries that he will be disturbed by loan company later, worker share her experience as learned from others on how to deal with this. (P3a: W44)

- Worker assesses client's solution workable but he worries much about the situation. Thus worker prepares him of this. From client's feedback, worker finds client seems to get some insight from this – client finds his way of coping workable and becomes more relaxed. (P3a: W47-W54)

- With reference to previous case experience, worker knows that most clients do not know their right for welfare after bankruptcy and feel very stressed of this. Worker assesses this client have similar situation and thus prepares client of this. When client has learned about this, worker finds client becomes more motivated to change. (P3a: W59-W62)

- Client still considers his most preferred plan even he finds it not feasible. This reflects that client will sometimes change his mind on his plan back and forth. Worker finds she has to be patient with it and emphasizes that client has a choice so to help him accept this. (P3a: W63, P3a: W64)

Connecting debt / bankruptcy issue to gambling problem – after settling debt / bankruptcy, worker explores the risky situation related gambling to work on. Besides, she helps client to prevent relapse from gambling when client has some more money later, but seems not very effective.

- Worker helps client to work out the finance plan before bankruptcy and also prepare client that he may have some money at some moments so to avoid gambling again. (P3a: W37b)

- Based on previous case experience, worker finds that client's behavior with chasing thoughts will keep him gambling. But after exploration, she assesses that it is not risky for client because he only spends small amount of money on Mark Six. Thus she prefers to explore other risky situation. (P3a: W99-W107)

- After worker shares that even less than one hundred dollars on gambling will mean a lot to client in view of his tight financial condition, client replies that he won't gamble more. Worker has an sense that client avoids this topic here and worries he will gamble again. (P3a: W110-W115)

Working on abstaining from gambling. First, when client has settled down his most concerned issue – debt and applying bankruptcy, worker then work with him on gambling problem. Worker find client's behaviours with chasing thoughts may lead him to gamble again.
Building up motivation is important. For example, worker will explore client's reasons for it. But lack of money, as alleged, does not reflect client's real motivation for change. It seems that client is controlled by the environment only. Worker will pursue further exploration on the reason to abstain from gambling, but not effective. Worker assesses finds client's gambling urge in his key word, 隨緣. Thus worker prepares client to deal with it in future. Again, client does not get insight from it. Though worker assesses client's behaviour with chasing thoughts in Mark Six, she does not work on it. Instead she prefers to move to other more risky situation of behaviour with chasing thoughts. Worker is also sensitive to client's response at the moments that client tries to avoid sensitive issue upon exploration. Client seems to reply superficially that he won't gamble more without providing good reasons for it. Worker also use of silence to invite client to share his in-depth reason for abstaining from gambling in the middle of the interview (47:51), but seems not very effective.
It seems that worker cannot work on gambling issue with client quite effectively as client avoids the issue repeatedly. One of the reason is that client does not disclose in-depth personal reason for it before, which may be related to trust or engagement issue. In my speculation: worker and client focus to work on the concrete plan for finance in these two sessions. In these periods, exploration on client's history and other significant experience is not very successful which affects the therapeutic alliance.
- Shift of agenda – Worker assesses that she has addressed the major issues around bankruptcy with client properly. So after rounding up this issue, she will shift to next agenda. (P3a: W78)

- Worker finds that client does not gamble because of lack of money. Thus worker assesses that this does not reflect high motivation as his gambling behaviour is controlled by the environment. (P3a: W2b)

- When worker comes to work with client on gambling issue after settling the bankruptcy and finance management, she finds that client is not eager to discuss these issues and even wants to avoid this topic. (P3a: W128)

- Worker assesses that there is gamble urge in client from his key word, 隨緣 – follow from this key word, he may think of positive experience of winning in gambling which will motivate him to keep gambling. Worker wants to prepare client of this, but in vain. Worker finds client shifts and avoids the topic quickly. (P3a: W134-W148)

- After client has replied that he would not gamble more upon worker's exploration, worker assesses by her sense that he is trying to avoid more in-depth exploration on this topic. This also matches with client's previous pattern. Worker is open that this may reflect that client does not find it important. (P3a: W116-W121)

- Worker keeps silent when client replies that he won't gamble more, which invites client to face his problem. Then client shares that he would gamble occasionally (間中) - worker then pick up this and reflect to client that he would gamble again. (P3a: W124)

- Worker explores how client can hold the money not for gambling later. But worker does not find his belief effective and hopes to help client beware of this. (P3a: W93-W97)

Worker is taking a strength-perspective – she is continuously aware of client's strength, good intention and show appreciation / recognition to these.
- Worker can appreciate client's strength – taking initiative as he will amend the plan as discussed last session after considerations, being considerate, don't waste the resources. (P3a: W2c, P3a: W4b)

Learning in IPR:
- Be aware of own blind spot, better understanding on client's struggle, have more directions for exploration, should consolidate some other points and work on them, should go slowly and show more appreciation to client. (P3a: W154a, P3a: W158)

- More understanding that client may keep the money for bankruptcy instead of gambling. (P3a: W149, P3a: W154b)

Worker P Case Three Third Interview (P3b) with Analysis

At the beginning

R1: 我想問少少呢，呢個 interview 呢，其實成個 interview 入面，你大概個 focus 係想做 D 咩架?

W1: 第一，就承接第二次見佢既時候，佢就 prepare 填個果破產既表格，為咗佢可以 smooth 處理呢件事，同埋佢安心呢，頭個半個鐘呢，同佢睇返份表格，其實我睇到佢自己已經準備咗，處理咗好多既，同埋佢填得好詳細囉，佢就唔係求其填個 D，不過係個信心問題，咁其實我今次我想 engage 佢多少少呢，因為我覺得，處理個果債，個果部份呢，其實係差唔多告一段落，即係個 D logistics，個 D 咁既野，其實已經七七八八啦，咁當然佢好擔心個過程會係點啦，當然之後，有 D session 都要處理啦，我就想呢度有個，我唔知係咪咁樣稱呼，轉拆位呢，去同佢真係同佢去傾戒賭啦。

After client has dealt with procedure for applying bankruptcy adequately, worker will then focus gambling problem. (P3b: W1)

R2: OK，咁即係你意思即係話呢個 session 呢有部分，處理填個果破產既野，完咗之後，想同佢傾吓關於戒賭既問題，吓嘛?

W2: 但我都唔 expect 今次會傾到落去好多。我覺得佢今日嚟個個動機都係想去搞債，所以我係無好大期望可以傾到好多，或者係想再探討多 D，佢宜家既狀態，同埋佢點樣去諗戒賭，呢樣野，即係佢 own 唔 own 到呢件事，佢要去戒賭呢，還是點呢?想了解多 D 囉。

Worker should assess client's sense of ownership of his gambling problem after completing the procedure of bankruptcy. This helps worker to decide if this will be the focus to work on in this session. (P3b: W2)

39:19

R3: 咁呢，個 client 呢，講到呢，就話自己要搞破產，就好失敗呀，咁跟住你就講返，你都唔係……今次講……呢個失敗呀，咁當時你咁樣，選擇咗呢個位去 response 個陣時呢，當時你有 D 咩考慮，同埋你大概諗個果方向係點?

W3: 其實佢真係唔係一次講，覺得好失敗，我有少少想 clarify 佢覺得破產呢樣野，令佢覺得好失敗，還是係佢既經歷呀，甚至乎再大 D，人生呀。

R4: Ok，Ok。

W4: 即係其實想知道佢指緊既係咩失敗。

R5: 你想 clarify 失敗係講緊乜野呀。

W5: 但係我自己 underlying，我有一 D 野諗呢，就係佢沒親人架嘛，由好耐無乜工作機會，將來退休之後，其實又沒錢生活既，即係我有少少一 D 諗法，就係呢，佢係咪將所有野撈埋一齊，去覺得好失敗呀，即係坦白講，個果都係失敗既人生嚟既，去到晚年，乜野都沒呀，但係我好想，有 D 諗法係我想俾佢諗返，即係破產唔係失敗既人，先至選擇囉，反而係一種佢負責任既行動，我有呢 D 諗法。

Worker observes client's key word of failure for several times and is not sure about its meaning. She thus clarifies it with client further. But when worker can make use of her overall understanding on the case, including client's context and history, like social support, financial condition, age, coming to retirement, she gets new insight on it, i.e. more in-depth understanding on 'failure' from client's context and situation. This leads worker to reframe client's behavior – bankruptcy as a responsible behavior. Thus she wants to clarify with client on the meaning of this key word of failure. (P3b: W5)

R6: Ok。但起碼……呢個係你諗法，但呢一個 moment，選擇出嚟，純粹想講，澄清返個果失敗係咩意思。同埋你有種估計，呢個失敗，係可能涉及好大舊野嚟既。係整體人生呀，咁你想了解吓呀。

R7: 係呀，係呀。

59:57

R7: 個 client 就講到自己失敗呀，破產呀，無價值呀，咁樣，咁你就幫佢澄清呢，問佢點樣睇無價值，咁跟住你就 clarify，就同個破產有 D 有關啦，咁跟住你呢，就選擇咗 example 呢，鍾鎮濤呢，都破咗產呀，咁樣，當時，你係有沒 D 咩既諗法架?

W7: 我係……當然，我係……個陣時，當然我腦海裡面有兩個人破咗產，一個係鍾鎮濤，一個係許仕仁，當然我唔會拎許仕仁出嚟，同佢講，佢仲坐緊監，<u>即係其實我好想俾佢睇到多 D，破產係一個過程囉，其實佢破完產，都仲可以有好多，即係豐富既經歷</u>，但係呢個我亦都睇得到佢個狀態麻麻地，佢唔係一 D 好……坦白講，<u>今次第三次同佢見面，佢俾頭兩次好少少，我會形容係精神，但係佢又唔係個種放鬆。</u>

Worker is aware that client is not in a relaxed state when talking about bankruptcy, but he is in a better mental state as compared with previous two sessions. (P3b: W7)

R8: 即係好緊張，個 D 呀。

W8: 都有緊張，諗野都係負面，想佢有一 D 認識既例子，俾佢自己去諗吓，破產就係咪一個終點，或者係定案一個人，成功定係失敗咁樣。

Using the bankruptcy experience of a popular star, worker wants to show that bankruptcy means a process and people can still get a rich experience from it. Worker also wants to help client to see that bankruptcy is not the end point. (P3b: W7, P3b: W8)

R9: 即係其實你想用鍾鎮濤既例子去諗多少少，即係破咗產，未必真係咁既，即係可能仲有 D 其他野呀。

W9: 後尾去到後期，都有少少，轉咗呢，其實我去到個刻，我未去諗到佢個 package，佢既 package，就係……

Worker is aware that client's view towards bankruptcy changes a bit throughout the session. (P3b: W9)

R10: package 即係咩意思呀。

W10: <u>宜家面對個果狀況，佢就嚟六十五，破產又未搞掂，又可能有病痛，人生又比較消極呀，即係佢其實真係沒 hope 啦，即係我覺得佢宜家既狀態，就係無 hope，所以佢不斷有一個咁樣既表達，即係佢到後期少少，佢再講多 D，佢 worry D 咩野個陣時，我就明白多 D 囉。</u>

R11: 即係呢個 moment，就唔係好掌握既。

W11: 未係完全掌握，知道佢 factual 既野，但唔係佢個果 D 歷程係未係好掌握。

New understanding: After getting more information later, worker can have deeper understanding on client's sense of hopelessness from his overall context and history. (P3b: W10)

40:21

R12: 佢講到就覺得自己，無價值呢，就攞政府綜緩啦，蝗蟲啦，咁就即係好慘啦，即係好負面既評價啦，咁你即刻選擇咗個 example 呢，佢曾經做過既野，咁樣呀，佢拒絕過……

W12: 拒絕過。

R13: 拒絕過，當時你有沒諗你即時個諗法係點樣架? 即係呢一個 response，即係你好似對應緊佢，講個段說話。

W13: <u>其實佢講緊人哋用社會資源呢，我覺得佢 project 緊佢將來就係咁啦，呢個係……其實個果係好即時既反應，記起佢……佢個本質唔係咁囉，咁呢個係佢個 strength 嚟既，不過去到個果現實個限制既時候，佢……如果無得選擇的話，佢都會唯有接受，即係呢個係我俾返佢去睇，因為佢宜家有選擇，咁所以我再後少少既時候，我都覺得佢係可以去選擇佢宜家個生活係點，但係佢又無乜 hope 既。</u>

Worker recognizes client's strength that he hopes to rely on himself. (P3b: W13)

R14: 無乜 hope 同選擇，有乜關係呢?

W14: 當佢覺得其實無乜選擇既時候，佢覺得咪就係無選擇囉。咪就係個生活推我，去到邊度生活，我咪就要過一個咁樣既生活。

Worker assesses that client has strong feeling of helplessness for his future life, as he does not find he has a choice. Thus worker emphasizes client's action of choosing his present life to enhance his agency and sense of hope. (P3b: W13, P3b: W14)

R15: 咁佢講緊都係自己啦，跟住就講咗之後呢，講咗幾句，就停咗係到，就靜咗係到，咁跟住你個 response 呢，就話講咗呢 D 都唔開心呀，咁因為我係出面睇呢，佢講咗幾句，就停咗，咁當時你對個 client 有咩諗法或者……跟住你估計會係點架？

W15: 係既，佢個表情都係差既，即係係一 D 好感觸，「個刻我覺得有 D 後悔，有 D 怪責自己」，個種反應嚟既，咁所以我想 echo 返佢，係咪呢 D 野既時候都係會唔開心呀，個 term 就係唔舒服呀，但雖然答我係，我都會繼續落去既，因為我其實想進入去，去到戒賭個果話題呀嘛，咁……其實係一個位我想 echo 返佢，即係我希望佢知道我睇得到佢個狀況。

Client shares a bit, stops for a while and keeps silent. Based on client's expression, worker uses her sense to find that client has a strong feeling of regret and blaming himself. Thus worker reflects client's feeling and hopes client feels being understood. Worker tries to explore it more and connect this to gambling issue. (P3b: W15)

R16: 我唔知我有冇係出面睇錯呢，佢有 D 好 strong 既 emotion，係講到同講唔到之間，咁…我唔知有冇理解錯？

W16: 係，佢有 D 欲言休止。

R17: 係，講唔講之間，你個方向就 echo 返。

W17: 我唔想太 push 佢。

When client has strong feeling and feels hesitated to express, worker will pace with him and don't want to push client much to disclose. (P3b: W16, P3b: W17)

R18: 唔想太 push 佢。

W18: 或者我自己個諗法係，佢今日嚟，佢真係想處理個份文件，咁當然，宜家成個狀態，我係知道個果 part 完咗架啦，我就即刻同佢再傾啦，我未係覺得佢係好 ready 其實。

Worker assesses that client's major agenda for this session is working on applying bankruptcy. Even this part has been completed, worker finds that client is not ready to work on his gambling problem yet. (P3b: W18)

R19: 所以你個諗法，就好唔想 push 佢，覺得佢唔 ready，你睇到佢邊 D 唔 ready，所以你唔 push 佢呢？

W19: 其實佢都係講緊人哋多少少。佢唔係好講自己既，係點既。同埋我諗係佢果 D 表達，唔係好流暢，停吓停吓。

It seems to worker that client is not very ready to address his own issue from his presentation – he just shares other's experience not fluently after completing the part for applying bankruptcy. (P3b: W19)

R20: 咁所以你個重點就變咗，你想 echo 咗，就完啦。

W20: 再睇吓有冇得繼續落去先。

R21: 佢就係度停咗，我印象中呢，停咗幾秒既，咁跟住佢講咗話呢，好難講，咁跟住，就無辦法架啦，咁就五十知天命，孔夫子話，係呢個 moment 入面，你點樣理解個 client 個陣時，個果狀況架。

W21: 我覺得佢有少少想同我想拉返開，佢同我即係，點講呢，佢講緊一 D 道理囉，佢都唔係落去自己個度既，我就直接講咗，佢有 D 想避既。

Use of her sense, worker finds that client wants to get away from his personal issue by stating some grand saying for life, 人生大道理, even worker reflects to client and keeps focus on it. (P3b: W21)

R22: 你覺得係佢想避既，佢係有 D 野係唔想你掂落去。

W22: 係，係。

R23: 係咪咁既意思呀？

W23: 無錯。但係我相信個 D 野係重要架，一直以嚟，佢都冇去講佢自己過去 D 野，經歷咗 D 乜野，就乜野啦，咁頭先可能有少少佢靜咗，個果位，其實佢……我覺得係連繫到佢一 D 過去，我自己覺得，但係佢都想 block 住既，咁但係佢又要回應既，不過可能

呢一句，孔夫子呢句說話，真係對佢嚟講，有 D insight，咁我諗落，記得，我選擇呢，我好想知道呢句說話呢，係咪真係俾到佢 insight?還是係一 D 大道理囉，大道理係個個人都講得出架。

R24: 嗱，我再想澄清返你個理解呢，個果 moment 呢，佢靜咗個果 moment 呢，應該係可能 relate to 佢，一 D past，諗返佢將來 D 野，跟住佢就 shift 咗佢講孔夫子，講一段說話，咁你就想 clarify 大道理呀，係咪講對佢既 insight 呢，咁同埋佢既感覺呢，佢唔想掂呢一部分既野。

W24: 係，係，未 ready。

R25: 未 ready 掂，變咗轉去個度啦，係咪咁呀?即係你個理解。所以你呢，就想跟呢條線，就想澄清返，究竟呢一個孔夫子既說話，對佢嚟講係 D 乜呢，咁樣，係有 insight 呀，定係大道理呢?

W25: <u>同埋我個刻，我先相信呢句說話俾到佢有 insight</u>，咁我就……我記得我之後都有問既就係佢幾時，即係呢句說話好耐，由細聽到大，<u>呢句說話係幾時對佢係有提醒架呢?</u>咁其實都係想 clarify 一吓佢 D 諗法架。

Worker finds that client has not shared much about his past history before. At the moment when client has strong feelings and keeps silent, by worker's sense, worker assesses that client may recall some significant events / moments in the past. When client replies some grand saying for life upon worker's enquiry, it seems to worker that client is not ready to discuss these important issues yet and avoids these sensitive topics. From worker's assessment and use of her sense, client may have got insights from this grand saying for life. Thus worker wants to clarify when client gets the insight from this saying. (P3b: W23-W25)

47:39

R26: 咁呢度呢，就傾咗好多，就關於佢出咗糧呀，儲錢去搞破產之類個 D 錢呀，咁跟住佢最後尾呢，講到呢，就話唔會賭呀咁，咁跟住呢，你就問，就 pick up 返問賭，咁跟住就問佢，會唔會賭呀，咁跟住佢就話唔會賭啦，跟住佢就答咗一句，就係話;「無乜話……」，咁我既理解就係，係呢個位入面呢，其實你想 assess 佢呢段 period 入面，點樣處理賭既問題，同埋債已經 settle down 啦，宜家就要處理賭既問題，佢自己話唔會賭，因為個原因係無運，咁你當時聽到，會點諗架?

W26: <u>係既，但個果原因其實唔紮實既</u>，同埋呢度我覺得我既取向唔係淨係去睇佢呢六千幾蚊會唔會去賭，甚至乎會再遠少少，<u>就係佢有無諗過佢會真係乜野原因佢想去戒賭</u>囉，因為運個樣野係好虛無飄渺，咁但係當然我唔否認佢呢一刻覺得自己無運，但等我同佢澄清之後，再同佢傾，會唔會有一 D 事件發生既，令到你覺得好有運呢，其實，咁當佢一轉咗，我唔係無運，我有運架喎，其實咪即係由紅燈轉綠燈，佢可以去賭囉，咁呢個我聽落去，係唔安心既。

Worker believes that it is important to understand client's reason to abstain from gambling. She assesses that lack of luck is not a good reason and will explore further reason for it. Besides, worker will check with conditions that client will have luck later. (P3b: W26)

R27: 即係如果個 client 個運，呢個原因，去戒，唔去賭呢，就唔穩陣既。

W27: 仲衰過因為我無錢，所以唔賭。

R28: 係，係。但係我想搞清楚，即係其中一個 part 呢，就係你會處理無運既，唔去賭既，另外，你都會諗吓究竟佢乜野原因，戒賭呢?

W28: 係，係，係。

R29: 即係呢 D 線，會跟既?

W29: 有，有，有。

51:25

R30: 個 client 就講呢，佢話賭個果，運個度呢，跟住就話「即係唔係你，就唔係你啦」，跟住就講孔夫子，就話「五十知天命」，咁跟住你個 response 呢，就話呢段說話好多年啦，點解係今時今日先咁入心，去咁諗呢?咁當時你咁樣，選擇呢個位咁樣去講既時候，有 D 咩考慮架?

W30: 因為其實係佢……其實佢先係避咗一次既，我個刻……
R31: 佢避乜野?
W31: 佢避開，我係問佢，你幾時接受我有運，我就會贏錢，無運，我就唔賭啦，其實佢係無答我既，佢諗咗陣，又用返孔夫子個句說話，咁其實我知道，即使係跟佢個果思維，或者佢個 wording，再去傾落去既話呢，係……因為佢避緊呀，用緊一 D 大道理，呢一刻，我真係覺得係大道理啦，咁所以我就好想知道，呢 D 大道理係咪真係幫到佢，去 get 到 D insight，因為由細聽到大架麻。

Client avoids answering when he will have luck for gambling, by repeating the grand saying for life. Worker then follow up this question again - she wants to check if client really gets insight from this grand saying now, or how this grand saying is helpful to client. (P3b: W30, P3b: W31)

R32: 但係點解你會將大道理去 linkup 返，宜家對佢呢講，咁有用呢，咁有意思呢?
W32: 因為其實係佢回應，我覺得係承接緊之前點解你運氣呢 D 睇法，呢一刻係咁幫到你，但係其實佢無回應架麻，同埋佢即時又再講返句，金句，出嚟，架麻，咁其實我想，我係想 clarify 個句金句，係呢一刻點去幫到佢，果 D 思維係點樣去幫到佢。好複呀? 哈哈……
R33: 唔，Ok。

52:43

W34: 其實佢由頭到尾，都沒回應返條問題，點解呢一刻佢唔賭架麻，咁由頭先個思路，我想去睇吓佢係咪好安全，六千蚊可以用個幾月啦，跟住又想睇吓佢係咪真係想戒賭呀，即係佢好似 present 出嚟，俾我聽既係宜家係停低，但係我好想知道背後既原因呢，佢有講運啦，又講孔夫子，呢 D 大道理啦，其實去到最後呢，佢都係無答我，甚至乎佢話咩呀，佢話真係好難答呀，即係類以一 D 負面既，佢就好想 stop 咗係個度，所以去到呢一刻我就想直接 D，我去提出呢個話題，就係佢有沒諗過去戒賭，係咁樣，即係唔用……其實我既取向就係，我想睇吓佢本身佢有沒一 D 料，即係佢自己本身，有 D 料係裡面呢，佢係有 D 諗法係去戒到，我想知道佢已經潛藏咗，內化咗一 D 野，但係發覺原來佢係沒既，沒乜既。
R34: 講唔到。
W35: 係啦，係啦，無乜囉，我唔係感覺佢無囉，咁所以我記得我去到呢到，就選擇我去直接去同佢去 discuss，即係其實佢有沒諗過將來戒賭呀，或者 review 返以前賭博入面，係 D 咩呢。
R35: 即係話，簡單嚟講，你既策略上呢，係先用咗佢有沒 D 乜野，係戒賭既野，攞出嚟傾咗先。
W36: 佢 internal 已經有既。
R36: 佢 internal，如果沒呢，你就直接同佢 review 呀。
W37: 係啦，係啦。
R37: Ok，Ok。

Though worker has probed for several times, client still avoids it and does not provide good reasons to abstain from gambling, which worker is convinced of. The alleged saying seems too general and worker does not find these are good reasons. (P3b: W34a-W36a)

Worker hopes to get some reasons from client's 'internal', thus she worker raises the question directly to see if client has seriously considered to abstain from gambling. (P3b: W34b-W36b)

55:18
R38: 你問佢呢，佢會賭 D 咩啦，即係以前賭 D 咩，賭波啦……
W38: 賭馬。
R39: 賭馬，咁問佢，點解會唔賭，個 client 就答呢，就無運既，無運既。跟住，如果咁樣聽，你會有 D 咩既 assessment? 跟住會大概會點樣呢?
W39: 其實同之前都係，又係 loop 緊，佢又係 loop 緊。
R40: 即係呢個，佢答緊你，講緊之前佢唔賭既原因嚟既，其實去到呢個位入面呢，其實無乜唔同到既，係咪呀?

W40: 佢個諗法都係一樣既，佢都係認定自己無運，就唔會賭架啦，我就放棄個樣野啦。
R41: 係，係。
W41: 咁樣樣。
R42: 即係呢個對你嚟講，覺得唔穩陣既，呢個諗法。
W42: 係唔穩陣既，即係我信......我自己有一個理念係相信佢呢一刻咁樣去認定，但個樣野容易轉變，所以我就即時諗佢贏少，又或者有人話俾佢聽，「喂，你鴻運當頭喎」個D咁，咁會點呢，個D係一D好容易令佢轉，覺得自己有運既野，其實佢係點面對呢，都好想俾佢知道，純粹講我無賭運，呢樣野，其實唔係一個理想戒賭原因囉。

Worker finds client repeats similar reasons for abstaining from gambling, lack of luck, but worker is not convinced of. Worker assesses that client is in high risk of repeating gambling again. (P3b: W39-W42)

59:39

R43: 咁呢，你問佢啦，戒咗賭之後，會有一個新既生活，之後會點呢?咁就邀請佢諗吓，佢呢個答法，就話無架啦，話類似呢，就戒晒，我都成七十歲呀，類似個頭近呀......
W43: 好直接回應呀。
R44: 係呀，係呀。即係有D，我 as outsider 聽到，覺得你邀請佢諗吓戒賭係一個選擇，一D好既生活，但對佢嚟講呢，佢係答唔到你既，或者佢答你個果生活呢，其實都係好灰既。
W44: 係，係。
R45: 如果你咁樣聽到，即係大家都同意，咁你......
W45: 同意，同意，咁佢既限制，佢既年紀。
R46: 係呀，係呀，佢有D類似，我就戒得到嚟，我都個頭近啦，又退休，又咩咁，係啦，去到呢個位裡入面，你會有D咩評估，或者你個方向會係點呀?
W46: 佢咁直接去回應我，第一，了解佢個困境多D囉，咁所以我覺得可能正正頭先個問題，你可以有D新既生活，對佢嚟講，係無新野既，咁我......
R47: 都好似有D死路喎!
W47: 死路呀，掘頭路呀! 咁我就記得個一刻我，就知道其實佢無諗一D穩定既生活囉，即係較為掌握D既生活，唔係話我要去煩D債，夠唔夠錢洗呀，個D啫，咁所以我覺得係，對佢嚟講困境係度，咁樣啦，同埋我就更加諗到，當時果日啦，問號出現，就係其實佢係咪真係想戒賭呢，還是佢覺得「喂，我個頭近囉。如果我有D錢，就可能玩吓」，咁其實佢覺得，仲有D咩更加衰呢! 我都已經貼晒地囉，仲會俾宜家最差咩!
R48: 咁會唔會其實反映緊佢戒賭動機唔係好高咋喎。
W48: 其實係架。

New understanding on client's situation –When worker explores client's future life after abstaining from gambling, client does not respond directly and worker then comes to an dead end. By that moment, worker gets new insight when she can take client's perspective (his retired and old age) that he is now in the worst situation of his life. Thus worker now understands that client has not thought of stable living in future. She even questions if client really wants to abstain from gambling or he may just think of spending all his money as long as he likes because he thinks he comes to the end of his life. (P3b: W43-W48)

R49: 即係佢衰到貼地，即係都沒所謂啦，已經......
W49: 無野差得過宜家。
R50: 係呀，係呀。
W50: 咁所以其實我覺得好貼切就係，其實佢嚟，佢第一樣帶出嚟，係債，咁當個D債，叫做 settle 既時候，其實對佢嚟講，可能已經都對佢嚟講，無困難囉。即係個樣野唔再困擾佢囉。
R51: 但係佢又唔......佢 settle down 個D債呢，係呢個 moment 嚟講，都唔反映對佢好大動機想戒賭架喎。
W51: 無錯。但係佢 own 得到，係因為佢賭，所以有債，但係佢又唔去戒，即係唔係好有 insight，就去諗如果我將來，再賭，我可能又會有債，可能呢個係我 hidden，知道你仲

146

可以問 D 二三四五線財務借呀，因為佢宜家無呢部份既，佢好單純，就係我都無得再借架啦，咁可能我自己個諗法就係……

R52: 如果佢知道都可能會借架喎。

W52: 唔知呢! 都唔奇。

R53: 即係話如果佢後來知，都有機會借囉。

W53: 但係，又係好兩難既一樣野，但係你仲可以問 呢 D 地方借架喎，咁係 educate 咗佢，仲有出路呀，還是……唔應該提呢，咁我覺得個一刻，我無諗到咁多，亦都無意再同佢講，你可以再低一層，咁樣樣，我諗我就係知道，係囉，俾着我係佢，都覺得咁點啫。

R54: 係囉，係囉。

W54: 即係我都行到呢到囉，仲咁辛苦自己，可能係咁都唔定。

R55: 即係起碼呢個 moment，你個評估呢，戒賭既動機，唔係好高。

W55: 唔高既。

Worker assesses that client owns the gambling problem – aware that the gambling leads to debt problem. But after solving debt, worker finds client does not get insight that his gambling problem will lead to debt again. So worker assesses client does not have strong motivation to abstain from gambling. (P3b: W51-W55)

R56: 唔高既，唔強既。

W56: 其實佢自己都無咩呢 D 諗法添。

R57: 好，即係咁倒返轉講，即係佢其實都好有機會再返賭啦喎。

W57: 有機會，不過我又未係好掌握，即係，第一，梗係睇吓佢有無錢，咁當然，佢都無乜錢洗，但係佢都仲可以節衣縮食呀嘛，仲有 D 錢去賭喎。

R58: 唔，Ok。

W58: 唔，係咁呀。

1:02:56

W59: 因為佢好多既回應，佢都唔係講佢自己既一 D 諗法，睇法， 即係佢唔係去講好多佢自己既親身既經歷囉。

R59: 係。

W60: 係佢對身邊一 D 事睇法，令到佢人生好灰呀，咁當然我唔否定個 D 真係覺得好困擾，但係佢唔係好埋身架，所以其實個刻，我有興趣既係佢以往經歷係點，係 D 咩野呢，咁當然我想像係曾經風光過啦，咁點解佢，即係每次都係講緊佢自己既時候，都係會彈走咗呀。

R60: 係，係，係咪個感覺好似無乜講到自己個 D 經歷咁樣呀。

W61: 無既，無既。

R61: 即係講緊一般性呀，即係個 D 咁既野。

W62: 即係佢就係係一個咁既環境裡面，我點會好呀 。

R62: OK，OK。咁但係面對呢 D client，如果講呢 D 野個陣時，咁會點樣，即係點樣，會點 work with 架。

W63: 其實只係做咗個 engagement 先，咁我……所以我自己個諗法呢，就係我想俾 D preparation 佢，我下個 session，我想同你去傾呢部分，咁兩樣野架啫，你傾我 D 野，我就唔嚟架啫，咁我又覺得應該唔會唔嚟，即係個 engagement 都某程度都做得 Ok，咁佢再嚟既時候，我就會知一樣野 ，佢係……

R63: 佢係講呢 D 既。

W64: 係囉。

Worker finds that client has a negative view toward his life and feels hopelessness. Worker wants to understand these from client's history and personal experience, but seems not effective as client does not disclose much and will easily side-track the topic. This may reflect that the there is insufficient engagement. Thus worker will focus engagement issue more. She will work on this once she finds engagement is good enough later. (P3b: W59-W64)

End of interview

R64: 呢個 interview，我哋 review 完啦，咁譬如我哋就完晒啦，咁你宜家再睇返，你自己覺得有沒 D 咩，新既 insight，新既啟法呀?

W65: 我諗係聽得佢仔細 D 既一 D 反應，同埋佢想去避開個話題既時候，回應係點樣樣，即係呢個我，我諗我再掌握多 D 個 pattern 係點，同埋更加肯定，佢係一 D 既活動，話題上面，personal 一 D 既 issue，其實佢都仲係唔係 open 囉。

R65: 即係閃咗去既。

W66: 係呀，係呀。差唔多啦。

After IPR: Worker is more sensitive to the process that client tries to avoid some topic and understand more that client is not open to discuss some personal issue. (P3b: W65, P3b: W66)

P3b: Overall Analysis

Assessment
Assessing client's ownership for gambling problem is important – client is aware that gambling is a problem and he is responsible for it. But even client has ownership for gambling problem, this does not imply that he has strong motivation to work on it. For example, he may not get insight that he will be trapped into debt problem once he gambles again.

- Worker should assess client's sense of ownership of his gambling problem after completing the procedure of bankruptcy. This helps worker to decide if this will be the focus to work on in this session. (P3b: W2)

- Worker assesses that client owns the gambling problem – aware that the gambling leads to debt problem. But after solving debt, worker finds client does not get insight that his gambling problem will lead to debt again. So worker assesses client does not have strong motivation to abstain from gambling. (P3b: W51-W55)

Seeming that worker can help client to work on debt, bankruptcy and finance management, in which worker offers useful examples and information. Besides, worker also emphasizes client's participation and choice in the process so to enhance his agency for change.

- After understanding client's meaning of bankruptcy as a failure from his context and history, worker reframes applying for bankruptcy as a responsible behavior. (P3b: W5)

- Using the bankruptcy experience of a popular star, worker wants to show that bankruptcy means a process and people can get a rich experience from it. Worker also wants to help client to see that bankruptcy is not the end point. (P3b: W7; P3b: W8)

- Worker assesses that client has strong feeling of helplessness for his future life, as he does not find he has a choice. Thus worker emphasizes client's action of choosing his present life to enhance his agency and sense of hope. (P3b: W13, P3b: W14)

Worker is aware of client's positive change in the process when dealing the procedure for bankruptcy. Once client's most concerned issue gets settled down, worker will work with client on gambling problem.

- Worker is aware that client is not in a relaxed state when talking about bankruptcy, but he is in a better mental state as compared with previous two sessions and changes his views towards bankruptcy a bit throughout the session. (P3b: W7; P3b: W9)

- After client has dealt with procedure for applying bankruptcy adequately, worker will then focus on gambling problem. (P3b: W1)

Worker finds she should understand client's hardship, difficulties and sense of helplessness and hopelessness from his background, context and personal experience. Besides, these understandings can help worker to work on client's strong emotion as client may relate some significant thoughts / feelings to these experiences at these moments, but cannot articulate these clearly. Worker has to keep focus on it and facilitate client to express these. But worker finds it difficult to achieve so because she finds client is not ready. So the focus should be put on engagement and therapeutic alliance.

In later stage, worker links up client's lack of motivation to abstain from gambling to his history and context. Thus worker has new understanding that client really does not have preferred better future, which accounts for his lack of motivation to abstain from gambling.

It is found that worker's understanding on client is enhanced when she can link these up to client's history and context later.

- Worker observes client's key word of failure for several times and is not sure about its meaning. She thus clarifies it with client further. But when worker can make use of her overall understanding on the case, including client's context and history, like social support, financial condition, age, coming to retirement, she gets new insight on it, i.e. more in-depth understanding on 'failure' from client's context and situation. Thus she wants to clarify with client on the meaning of this key word of failure. (P3b: W5)

- After getting more information later, worker can have deeper understanding on client's sense of hopelessness from his overall context and history. (P3b: W10)

- Worker finds that client has not shared much about his past history before. At the moment when client has strong feelings and keeps silent, worker based on her sense assesses that client may recall some significant events / moments in the past. When client replies some grand saying for life upon worker's enquiry, it seems to worker that client is not ready to discuss these important issues yet and avoids these sensitive topics. From worker's assessment and use of her sense, client may have got insights from this grand saying for life. Thus worker wants to clarify when client gets the insight from this saying. (P3b: W23-W25)

- Worker finds that client has a negative view toward his life and feels hopelessness. Worker wants to understand these from client's history and personal experience, but seems not effective as client does not disclose much and will easily side-track the topic. This may reflect that the there is insufficient engagement. Thus worker will focus engagement issue more. She will work on this once she finds engagement is good enough later. (P3b: W59-W64)

- New understanding on client's situation –When worker explores client's future life after abstaining from gambling, client does not respond directly and worker then comes to an dead end. By that moment, worker gets new insight when she can take client's perspective (his retired and old age) that he is now in the worst situation of his life. Thus worker now understands that client has not thought of stable living in future. She even questions if client really wants to abstain from gambling or he may just think of spending all his money as long as he likes because he thinks he comes to the end of his life. (P3b: W43-W48)

Worker finds it important to understand client's reasons to abstain from gambling which should come from client's 'internal', not attributing to external factors (controlled by environment, e.g. lack of luck or money), or grand saying etc. Otherwise, client does not have motivation on working on gambling issue. However, worker cannot work on enhancing client's motivation effectively, seeming that client repeatedly avoids his personal issues or cannot offer good reasons to abstain from gambling. Maybe engagement is an important issue to work on here.

- Worker assesses that client's major agenda for this session is working on applying bankruptcy. Even this part has been completed, worker finds that client is not ready to work on his gambling problem yet. (P3b: W18)

- It seems to worker that client is not very ready to address his own issue from his presentation – he just shares other's experience not fluently after completing the part for applying bankruptcy. (P3b: W19)

- Use of her sense, worker finds that client wants to get away from his personal issue by stating some grand saying for life, 人生大道理, even worker reflects to client and keeps focus on it. (P3b: W21)

- Worker believes that it is important to understand client's reason to abstain from gambling. She assesses that lack of luck is not a good reason and she will explore further reason for it. Besides, worker will check with conditions that client will have luck later. (P3b: W26)

- Client avoids answering when he will have luck for gambling, by repeating the grand saying for life. Worker then follow up this question again and also want to see if client gets insight from this grand saying now. (P3b: W30, P3b: W31)

- Though worker has probed for several times, client still avoids it and does not provide good reasons to abstain from gambling, which worker is convinced of. The alleged saying seems too general and worker does not find these are good reasons. Worker hopes to get some reasons from client's 'internal'. Thus worker raises the question directly to see if client has seriously considered to abstain from gambling. (P3b: W34a-W36a)

- Worker finds client repeats similar reasons for abstaining from gambling, lack of luck, but worker is not convinced of. Worker assesses that client is in high risk of repeating gambling again. (P3b: W39-W42)

When working on strong emotion, worker has to pace with client carefully. Worker tries to understand client's feelings and be patient with this. Worker has an sense that these strong feelings may relate to client's significant experience in the past. Through reflection, worker hopes client can feel being understood. Worker also tries to explore it more and connect this o gambling issue to work on. But when client replies some grand saying for life, this may reflect that client is not ready to deal with these issues yet.
- Client shares a bit, stops for a while and keeps silent. Based on client's expression, worker uses her sense to find that client has a strong feeling of regret and blaming himself. Thus worker reflects client's feeling and hopes client feels being understood. Worker tries to explore it more and connect this to gambling issue. (P3b: W15)

- When client has strong feeling and feels hesitated to express, worker will pace with him and don't want to push client much to disclose. (P3b: W16, P3b: W17)

- At the moment when client has strong feelings and keeps silent, worker by her sense assesses that client may recall some significant events / moments in the past. When client replies some grand saying for life upon worker's enquiry, it seems to worker that client is not ready to discuss these important issues yet and avoids these sensitive topics. (P3b: W23-W25)

Worker adopts a strength-perspective.
- Worker recognizes client's strength that he hopes to rely on himself. (P3b: W13)

Learning after IPR
- Worker is more sensitive to the process that client tries to avoid some topic and understand more that client is not open to discuss some personal issue. (P3b: W65-W66)

Worker A Case One Second Interview (A1a) with Analysis

08:45

R1： 你剛才將案主所講總結咗，包括案主表示賭錢之後，逐漸還債，當還債到咗一個階段，覺得可以應付，就鬆落嚟，你再往上接，案主提到媽媽曾跟自己講既講話，你好似選擇咗呢個焦點作為探討既重點，係咪咁呀?

W1： 係呀，因為一開始既時候，<u>我慣常係第一、二次面講想多 D 了解案主沉溺賭博既歷史，係歷史裏面引發戒賭既動機</u>，我從剛才幾分鐘既講話裏去了解，佢講到自己好理性，原嚟好理性都係會繼續去賭錢，雖然佢仲會還錢俾朋友，<u>佢形容自己好理性，原嚟係好理性去賭錢，然後去還錢，但呢個係一個循環嚟既，佢卻睇唔到自己係呢個循環裏，有咩原因要到呢個中心呢?</u> 佢上嚟既原因，正因為佢上一次佢同我講，因為媽媽最近跟佢講咗一番話，令佢真既要上嚟，所以我想係呢個裏面引發佢既動機，從佢同媽媽既一番話去引發佢既動機。

Worker uses 'rational' (理性) in assessment，identifies the cyclic pattern which client is not aware as problematic: gambling → in debt → clearing the debt → gambling. (A1a: W1a)

Worker connects the message of significant other (mother) which triggers client to receive counseling and works on why come here so to enhance client's motivation for change. (A1a: W1b)

Worker explores client's gambling history so to arouse motivation to abstain from gambling. (A1a: W1c)

R2： 即係引發佢改變既動機?

W2： 係既。我一邊聽，<u>我感覺到佢還債並唔困難既</u>，佢可以一邊還，一邊賭，咁為咩要到中心呢? 呢個問題我當時心裏都係想，一路還，一路賭，一路還，一路賭，無問題，直至還到某個階段，又再賭，可以呢樣假設，假若案主唔到中心求助，那係呢一刻又再收制，以後又再用以往既 pattern 繼續賭少 D，繼續還俾朋友，<u>咁為咩要到我地既中心呢?</u>

Worker assesses that client can clear his debt readily and thus wonder why he comes here for service. Thus worker is uncertain about client's motivation. (A1a: W2)

R3： 另一個 point，你係咪認為佢關心到當還債到一個地步，佢會感到 out of control，就會重覆去賭錢，而係呢一刻，你就選擇媽媽跟佢講話作為焦點去探討?

W3： 係呢一刻，我選擇媽媽跟佢既講話作為探討焦點，後嚟我先 address 另一個 issue.

R4： 你覺得兩個都係 issues?

W4： 兩個都係。

R5： 只係呢一刻你有呢個選擇?

W5： 係既，因為係我既理解裏，<u>過往有好多個案都有呢個現象，當還債到咗一個階段，又再賭錢</u>，我會稍稍後再澄清，而係第一次見面，佢提到媽媽跟佢講既一番話，<u>impact 好大</u>，所以先選擇呢個作進一步探討。

From previous case pattern, worker finds that gamblers usually repeat gambling after clearing the debt to some extent. Thus he will check this out with this client later. (A1a: W5)

R6： 即係呢一刻，你 recall 上一次印象深一 D 既，就係佢媽媽同佢既一番話，令佢觸動大一 D，所以你有呢個個選擇.

W6： 係既，<u>所以我選擇呢個點去 reinforce 佢</u>，為咩要到我地既中心。

Selection of focus: Worker chooses to focus the message of significant others as mentioned in last session because it seems that this has great impact on client and is the reason that client comes here for service. (A1a: W6)

16:24

W7： 我想 highlight 一點，一路既過程，即你問到為咩要選擇媽媽一番話呢個焦點，然後我繼續問落去，問完之後，我覺得上一次佢提到既時候有好大既 impact，但今次講到既時候，佢又講到，其實媽媽耐唔耐都會咁樣講，今次又好似突然間… 我感覺上，呢次係咪真既有好大 impact 呢? 當時我係有 D doubt，<u>所以我即時回想番，佢講到賭錢，借錢，然後還錢，再借，再賭，呢個時候我就想到一個情況，會唔會跟佢探討一下佢</u>

151

點樣還債。

Worker assesses that the impact of significant other on client in this session is not as great as that in last session. This leads to worker to re-focus on how client clears his debt. (A1a: W7)

R7: 呢個你認為係更加重要?

W8: 係既，因為我一路問，佢回應「阿媽一路都有同我講呢番話」，今次講到既時候 impact 就無上一次咁樣，上次佢跟我提起時，阿媽呢番講話令佢隨即打電話俾我地中心，果次係好強烈既感覺，但今次我問既時候，好似都有，但係咪我想像中那麼大呢? 聽落去好似唔覺係呢個樣，所以我立即轉，一邊轉既時候問佢既債，其實都係另一種理解，我腦裏面要做一 D assessment，根據 DSM-5，即以前既 DSM-IV，一路 assess 現在佢既狀況係點樣，有無 chasing，有無 tolerance，有無 withdrawal symptoms，一邊跟佢講債務既時候，因為佢寫俾我地，所欠既錢碼係 11 萬，原本係 hotline 提到既 8-10 萬，寫出嚟 11 萬，講俾我知係 18 萬，我一路諗，佢透露既數目一次跟另一次唔同，我於是想利用呢一點嚟俾佢明白，佢以往係咁樣還債俾其他人，佢一路有賭，一路有還債，都 OK 喎，直至某一刻，我又再賭得嚴重一點，佢睇起嚟好似好有理性，佢好似可應付得到，我就係想 counter check 一下，而家你又面對呢個問題，而你呢有決心，即係媽媽跟你講過之後你呢有決心，所以你到呢個中心，我想了解你點樣面對呢個債項? 所以，我開始一路問關於債務既狀況。

Worker assesses that the impact of significant other on client in this session is not as great as that in last session. This leads to worker to re-conceptualize the case and guides him to have further exploration on debt with the assessment framework of DSM-5, using the concepts of chasing, tolerance and withdrawal symptoms – what triggers client to receive service here. (A1a: W7, A1a: W8)

R8: 你當時有幾個想法。第一個想法係，呢個欠債既數目係 inconsistent，即後嚟透露既數目係更大既，第二，佢一方面佢提到自己係理性咁還債，但 cycle 好似好得意既，你當時還有咩想法呢?

W9: 其實我有個假設，佢呢個方法係唔 work.

R9: 即你估佢呢個個還債既方法係唔 work 既?

W10: 係既，因為當佢提到 4500 元作家用時，跟住要還 18 萬幾，我問佢要多少錢去還債，佢提到萬三，其實係 unrealistic，但佢面部表情又話，無問題既，就係咁樣還債，一路轉吓轉吓，就會還到既，但係我既理解係，好多賭仔係呢個過程裏面，每當有一次，譬如係某一期數到期，數一轉唔到，就會去賭，我一路想慢慢俾佢睇見，過去可能有呢個 pattern。

Based on previous case experience, worker finds that when gambler is stuck in the way of clearing the debt, he will then repeat gambling. Worker finds the client has similar pattern of this as he believes client's way not realistic. (A1a: W10a)

Worker helps the client to see his past pattern (gambling and clearing the debt) ineffective so to motivate him to change. (A1a: W10b)

R10: 所以你有 D 懷疑佢過往還債既 pattern 係無法應付既?

W11: 係既。

R11: 但佢表面上好似好理性既。

W12: 係既，而呢個應付唔到亦係引發再去賭博既時刻。

R12: 即一卡住就會令佢再去賭博。

W13: 係既。

R13: 你係咪想呢個 pattern 反映俾案主知道，俾佢 aware of 當卡住咗，就會令佢去賭博?

W14: 係既。

Worker assesses that client cannot cope with the debt and this will trigger client to gamble again. Thus worker helps client beware that he will repeat gambling once he cannot manage the debt. (A1a: W11-W14)

24:00

R14: 當時你 check 完佢既數，欠多少，還多少，跟住你有咩想法? 因為你隨即將整盤數俾

152

佢睇，當時你有咩想法?
W15: 其實一路問，我已經心裏有數，就係佢根本就無足夠錢去還。
R15: 你點樣覺得佢無足夠錢去還?
W16: 剛才佢簡單講有多少開支，有多少收入，根本就唔夠還債既，簡單計算一下，將收入減去支出，就沒法還債既，但佢話俾我知有方法點樣還債，我係想了解佢究竟用咩方法，而呢個個方法，我都想俾佢睇清楚，究竟呢個方法係 work 抑或唔 work，當中會唔會有 D 事係我唔知道既，又或者還債過程中，佢既媽媽為佢頂幾個月，我係唔知道既，又或者還唔到既時候再搵朋友借錢，我都唔知道，其實呢個係想 counter check 佢既 coping behavior，佢究竟點樣還債，佢當中會唔會有賭錢既成份呢? 或者搵家人幫佢呢? 又或者搵朋友呢? 又或者賭錢? 我一路搵落去。

Worker assesses that client cannot deal with the debt and he still works out its details with client for two purposes, a. confirm if it works or not, b. clarify if there are some other ways of dealing with problem – worker remains open to his hypothesis. (A1a: W15, A1a: W16)

R16: 即係佢背後有 D 事無講清楚既。
W17: 係既，所以我不斷要去澄清，始終係第二次見面，仲未掌握好多既資料，係呢個個案我選取債嚟講落去，係因為一開始佢講媽媽既部份，好似入唔到，債務方面好似入得到，就嘗試由呢個方面進入。

39:27
R17: 你跟佢好仔細講到點樣還債既細節，跟住就總結，講完之後，你覺得對案主情況既了解有無唔同? 抑或認為案主係過程中有無改變呢?
W18: 我覺得，其實佢既轉變並唔好大，不過係過程裏面已經俾佢知道有 D 係真係過唔到關既，而佢迫於無奈都會表示可能要向囝囝埋手，我一邊講，一邊想，都想像佢唔知點樣可處理呢 D 債務，就算到現在你問我，我都認為係唔 work 既，就算佢表示如何調動呢個數目，從我既經驗睇，呢個應該係唔 work 既，不過係呢一刻，我唔會繼續 push 佢，或一路 confront 佢，so far 因為未試，起碼我現在知道佢有呢個計劃，而呢個計劃佢亦睇到，最終一定要向囝囝方面埋手。

After working the details of clearing the debt, client is at least aware that his way of clearing the debt does not work. Client thus begins to think of other alternative – seeking help from his son. (A1a: W18a)

Worker will work out the details of clearing the debt with client and show this to client to help him realize if it works or not. But worker avoids pushing him further or confrontation. (A1a: W18b)

R18: 佢講到要向兒子埋手，係咪亦一定程度反映咗佢 aware 呢個方法唔係好 work 呢?
W19: 我希望佢有呢個 awareness，我既方向係呢咁樣既，我會跟佢講「你都要問囝囝喎」，佢自己亦主動提呢一點。呢個係我既 intention，希望佢可以話俾自己「呢個無辦法，可能要向囝囝埋手」我亦都相信，呢 D 方法就跟佢一開始講到「轉吓轉吓就得架啦」，原來佢所謂「轉吓轉吓就係咁都得呢」，係現實中有多嘢佢係未必會正視既，而見到最終都係要向囝囝埋手。

Worker helps the client beware of his ineffective coping (managing the debt) quite indirectly, by mentioning that client has to seek help from his son. (A1a: W19)

56:00
R19: 你將佢賭既情況總結之後，好似 tentatively 幫佢定咗目標，當時有咩想法?
W20: 我既用意係既然已討論過呢個 D，好似，債務方面，佢又覺得 Ok，賭錢方面，係咪連六合彩都唔買，佢又覺得自己好似又 Ok 啦，咁我總結咗之後開咗另一方向，俾佢自己問番自己，究竟自己係未來既時間裏面，佢想全戒，抑或有節制賭博呢? 其實我兜兜轉轉都係再問番同一樣事情，其實佢過去有節制賭博係唔 work 既，背後我係想呢樣嘢，所以我兜嚟兜去，都係想鼓勵佢停止戒博，選擇全戒。

When worker clarifies client's counseling goal as controlled gambling or total abstinence, he wants to help client beware of his controlled gambling not effective. Thus he hopes client will choose total abstinence as counseling goal. (A1a: W20)

R20: 你係咪感覺到佢有傾向於有節制既賭博呢?

W21: 我覺得佢係想有節制去賭博。

R21: 但佢又好似並唔 aware 呢個係唔 work 既,係嗎?

W22: 係既。但中間有 D 時刻,佢都會表示「係呀,呢個係有問題既」。所以,有好多對話係有 inconsistent。

Worker finds client's inconsistent messages – client hopes to maintain controlled gambling and finds it ok, but sometimes he expresses that this is a problem. (A1a: W21, A1a: W22)

R22: 我唔知有無聽錯,所以你總結時,先指出有節制賭博係唔 work 既,然後再提出兩路俾佢選擇,係咪呢個樣呢?

W23: 同意,可以咁樣講。當然,點樣唔 work,我亦問番佢過往既經驗,由佢確認呢個 D 方法唔 work 既時候,<u>你上嚟要定出戒賭計劃</u>,當然你要做個決定,你亦有呢個大既決心,<u>從我既經驗睇</u>,如果賭徒有好大決心既話,我地會鼓勵佢嘗試一次去戒,但我地又唔會提議佢不如全戒啦,我地希望用呢個 D 方法引導佢選擇全戒既 option。

Worker explores with client to confirm that previous ways and controlled gambling are problematic and then motivate client to make decision to abstain from gambling. (A1a: W23a)

Based on past case experience: If client has strong motivation, worker will encourage client to try some ways first and later to guide him to focus on total abstinence. (A1a: W23b)

R23: 當你引導佢選擇全戒既 option,同時以佢有好大決心作為考慮既。

W24: 係既,正正佢表示有好大既決心,十分大,所以 push 佢選擇呢個 option.

59:43

R24: 我想了解為咩係呢一刻,你再問番佢戒賭係為咩?

W25: 我一路跟佢講落去時,佢一路表達俾我聽,佢好似好 aware 自己既問題,但係我自己<u>心裏面又覺得…</u>,佢自己都講咗一句話,佢其實唔用上嚟都可應付既,只係到咗某 D 階段,有個情況出現,<u>手頭鬆番 D,可能係呢個個時候誘惑又返回嚟</u>,又想再去賭,但今日佢選擇上嚟,<u>呢 D 說話係有 D 自相矛盾</u>,<u>我既想法係</u>,其實佢覺得自己唔上嚟都可以,直至某一刻佢才需要,從一般人角度嚟睇,到那時候才上嚟啦,為咩要上嚟呢? 但佢現在又覺得自己有問題,<u>其實究竟佢一路想咩呢?</u> 我一路跟佢講「你為自己既問題都想過好多」,<u>但其實我感覺到佢唔係諗得好實</u>,唔單止水浸眼眉就要上嚟,所以果一刻我就問,其實第二節我都想引發佢既動機,引發動機方面,<u>我前前後後用債、用各方面都無法令佢肯定話俾自己,呢個係 right time 上嚟</u>。<u>因為我經常係心裏問,為咩你會係呢個一刻選擇到嚟戒賭呢?</u> 似乎佢唔能話俾自己呢個一點,為咩呢個一刻要上嚟戒賭? Why now? 所以係呢個一刻我問佢,你知唔知賭係為咩呢? 再一個加強版令佢 aware 果問題。

Worker finds that client thinks he can solve his problem by himself, but worker assesses that client has not thought of his problem thoroughly. Worker has tried various ways to help client convince that it is the right time to receive the service, but in vain. Thus worker repeats the question why client come here now so to help him beware of the reason for it once again. (A1a: W25)

1:06:00

R25: 你問咗一個問題,我想了解一下。戒賭係為咗開展一個新生活,但之前無提到咩新生活,為咩你係呢個裏提出呢個個問題? 案主只係提到戒賭既困難,就算最後都係講到收支平衡,但你就無跟進呢個 D,卻提出為咗咩既新生活?

W26: 那一刻…. <u>應該咁樣講,似乎果一刻,我腦裏面想,究竟佢經常 stuck 左係,…點解當佢手頭鬆動少少又去賭,鬆動少少又去賭,好似仲係好長時間,我要俾佢睇到,佢到嚟戒賭係開始新既生活。</u>

R26: 但呢個新既生活,案主無提過既。

W27: 係呀,<u>所以我講完之後我都覺得好奇怪</u>,其實我係想講一件事,<u>一嚟我正 test 佢</u>,想知道佢點樣睇戒賭既生活,開始新生活既時候,唔賭錢,可以做其他事,但佢又話俾我,佢平時可以收得好埋,可以完全無人知,呢 D 事,我聽完之後都覺得好 shock,

咁你平時可以賭得收收埋埋，又無人知，咁你去到某一刻，手頭鬆動，你又再賭番，咁呢一刻你究竟到嚟呢度，想點樣呢? 我想開一個 picture 俾佢睇，要 start a new life.

R27: 點解你會 come up with an idea，去問呢個個方向呢?

W28: 點解? 因為我想借呢個條問題，去了解佢背後以往過點樣既生活，佢想過點樣既生活，因為我一路鑽落去，佢係呢節一小時裏面，佢提到那一刻，手頭一鬆，就去賭，但似乎係呢方面我唔可以再鑽落去，因為鑽唔落去，我希望可以試試問其他問題，因為我覺得呢個唔係 right time，係呢個時候向佢進行 irrational beliefs 既 clarification，所以我希望建議開展一個新生活，嘗試了解佢點樣睇將嚟開展既生活，同以後點樣既生活，背後就係點樣呢，而咁樣亦幫助我去解佢平時既生活係點樣既，將嚟可以係點樣既。

Worker's new understanding leads to new direction of exploration: Worker suddenly finds that client could manage the debt / gambling problem well by himself – repeat gambling once more money is available and no one know this pattern before – worker feels shocked to hear this. Worker finds that he has spent nearly one hour on working on this pattern but not fruitful. Thus he hopes to explore different direction: to help client to explore a new life to break the cyclic pattern and also understand his preferred future. (A1a: W28a)

It is not the good timing to work on irrational beliefs as client accepts the present pattern. Instead, worker explores client's present and future lives. (A1a: W28b)

1:12:48

R28: 你再重提戒賭既目標，案主講到係媽媽既一番話令佢有點慚愧、有點羞愧，成為一部份既動力推動佢去戒賭既，呢個相對比較清楚，但有另一個訊息，我都想跟你澄清，佢講咗好耐，但唔清楚佢為咩要戒賭，只係提到唔知為咩去賭，但好少講到戒賭既動力，我想了解你既觀點，你跟佢講咗呢個咁耐，你對佢戒賭既動機有咩意見?

W29: 現在回顧，當日跟佢咁樣講，其實我覺得呢個案主表面好知自己為咩，但一路講落去，按我既 understanding 同 assumptions，發現佢有好多事 unclear，同埋 inconsistence，所以我未必會係呢一刻選擇跟佢澄清「忍到一段時間再去賭」，我暫時唔會跟佢討論呢 D，反而我想 ensure 佢有戒賭既動機，想係呢個方面打好基礎，我既角度係，你要有清晰既目標，知道為咩要上嚟。

Based on worker's understanding and assumptions, worker finds that a lots of client's messages are unclear and inconsistent. Thus worker wants to clarify the goal to ensure the motivation first. (A1a: W29)

R29: 但你覺得佢清楚嗎?

W30: 佢還未清晰，未 clear，我既感覺係呢個案主無好多 wordings 去表達，「呀，點樣講呢? 點樣講呢?」，佢唔容易表達清楚，我又唔完全了解佢既背景，所以我會俾佢係好多 topic 都講一講，去掌握佢多一 D 資料，我就用呢個方法。

Worker assesses that client is not clear about his goal and reason for coming here for service. By worker's assessment, client lacks adequate wordings to express himself clearly. So worker lets the client freely to talk more on many topics. (A1a: W30)

R30: 你跟佢講咗一段時間，都想掌握佢既動機，但仍唔完全清晰，你下一個方向會點樣既?

W31: 我一般做法都係想了解佢當時會表達咩，用呢 D 內容作為觸發點，然後再跟佢講講呢 D issues。

1:14:36

R31: 你 round up 時作咗總結，講到來年既計劃，都有 D 具體內容，有 D 部份我感到多 D 興趣，其中你介紹咗小組服務俾案主，呢個係你一般既工作流程，抑或特別係對應著案主既處境?

W32: 呢個唔係一般既流程，不過都會俾案主知道我地有呢個 D 服務，有呢個小組，但係那一刻，我要俾案主知道，我嘗試 address 佢既 issue，為咩戒嚟戒去都唔成功，或者戒到一個階段又會再戒呢? 正正係可能好多賭徒係呢個過程裏面，都同樣呢 D 想法，或者都出現過呢個情況，俾佢睇見原嚟有好多同路人係呢個裏，希望可以俾佢一個訊

息，唔單只輔導員會幫助佢，俾佢知道原嚟有一班同路人，可以聆聽佢們會點樣處理呢個 D 問題，呢個都係配合我稍後會相向地為佢們提供服務，一方面佢可以參加小組，另一方面我地可以再討論一 D risk factors，所以今次我去了解既係一方面有個 basic understanding, goal setting，然後再 enhance 佢戒賭既動機，而將嚟 address 佢既 issue，唔係單單上嚟接受輔導服務，如果唔呢個樣 address，佢可能會感到講咗個半小時，就係擔心呢個個問題，我現在為咩上嚟。

Client has tried to abstain from gambling repeatedly but it was not successful. For this reason, worker introduces the group to help client to explore his beliefs and patterns with other gamblers, which may be helpful to client. This also partly addresses client's concern for receiving service here. (A1a: W32)

R32: 你覺得小組可 address 佢既需要，但呢個唔係 regular 一定會提到既服務，你係咪有種想法，認為 group service 可能對佢都有幫助? 你從那方面既評估，而認為小組可能對佢有幫助呢?

W33: 主要係我睇到呢個案主既 beliefs，正正係係小組裏面透過 peer's sharing，好多就會自拆解到，所以 based on 我跟佢既講話，之後再加上小組經驗，令呢個拆解既情況就更加鞏固。

Overall feedback

R33: 剛才討論既過程，我地會係一 D 重要既地方停下嚟，了解你對個案、案主有咩了解同想法等，呢個探討既過程對於你了解案主、反思自己回應等，有無新既體會? 第二點，你對於呢個回顧方法，你有咩觀點呢?

W34: 我想，我地一起討論既過程，你有幾個 point 問我既時候，我會即時想一想，係喎，我當時無特別… 應該點樣講，你亦 brainstorm 我點樣睇呢個個案，當然，那一刻我點解問呢個問題，剛才有一、兩條，你問我既時候，我會想一想，係喎，我為咩咁樣問呢? 關於對個案既方向會唔會唔同，或者日後會點樣處理呢，討論既時候未必有好大幫助，反而我好 appreciate 剛才你問既一 D 問題，為咩我那一刻會選擇問呢個問題，我背後考慮咩呢? 而呢個樣考慮，對個案前程係咪有幫助呢? 呢個個討論刺激我去想既。

Learning in IPR: The process increases worker's self-awareness and understanding on reasons for his own responses. Besides, it widens his perspective to think about the case. (A1a: W34)

R34: 或者你係咪會當場更深入反思為咩當時有呢個樣既回應呢?

W35: 會，特別係你剛才有一條問題，你再追問我既時候，我會反問係咪我平時慣常咁樣問? 係咪我自然會問呢個問題? 你再問我既時候，我發現自己呢刻為咩咁樣問，或者刺激我將要問既時候，我會再想得仔細一 D，當然每個個案都好唔同，今日我睇到呢個個案，兜兜轉轉都係嘗試去鞏固佢戒賭既目標。

Learning in IPR: Worker has more in-depth reflection in giving an account for his questions. (A1a: W35)

R35: 我另一個問題係，呢個 IPR 係要求你代入當時既情境，我地相隔上次 interview 只係一兩日，剛才你係咪可以投入面講那個時刻既反應同感受呢?

W36: 都投入到，都想像當時自己既狀況，不過有一條問題「跟住你會點樣?」我就未必肯定我當時既想法。第一，相隔時間只係一兩天，印象仲好新鮮，第二，一路再回顧呢個過程，我係容易代入呢個處境，當時我有咩想法? 為咩有呢個想法?

Review on IPR: Worker can tune into the role of himself during the process. (A1a: W36)

A1a: Overall Analysis

Worker's assessment framework: Identifying the cyclic pattern – gambling → in debt → clearing the debt → gambling again, which client may not be aware of.

Worker should assess client's view on handling the debt - if client thinks he can manage it readily and can keep gambling, then worker will doubt his motivation for change. Worker finds that he may have different judgment from client's. For example, when worker finds client's way does not work, this

will trigger client to gamble again and thus he should help client beware of it. In this case, worker has worked on this direction.

- Worker uses 'rational' (理性) in assessment, identifies the cyclic pattern which client is not aware as problematic: gambling → in debt → clearing the debt → gambling. (A1a: W1a)
- Worker assesses that client can clear his debt readily and thus wonder why he comes here for service. Thus worker is uncertain about client's motivation. (A1a: W2) (8:45)
- Worker assesses that client cannot cope with the debt and this will trigger client to gamble again. (A1a:W11-W14) (16:24)
- After working the details of clearing the debt, client is at least aware that his way of clearing the debt does not work. Client thus begins to think of other alternative – seeking help from his son. (A1a: W18a) (39:27)
- Worker finds that client thinks he can solve his problem by himself, but worker assesses that client has not thought of his problem thoroughly. Worker has tried various ways to help client convince that it is the right time to receive the service, but in vain. Thus worker repeats the question why client come here now so to help him beware of the reason for it once again. (A1a: W25) (59:43)

When worker comes to work with client on debt issue or client proposes ways of clearing the debt, worker should be very clear about the details to see if this really works. If it does not work, worker will help client beware of it. But it is not always easy to achieve this. In this case, client gets some insights that his way is not effective after exploration.

- Worker assesses that client cannot cope with the debt and this will trigger client to gamble again. (A1a:W11-W14)
- Worker helps the client to see his past pattern (gambling and clearing the debt) ineffective so to motivate him to change. (A1a: W10b)
- After working the details of clearing the debt, client is at least aware that his way of clearing the debt does not work. Client thus begins to think of other alternative – seeking help from his son. (A1a:W18)
- It is not the good timing to work on irrational beliefs as client accepts the present pattern. Instead, worker explores client's present and future lives. (A1a: W28b)

In this case, worker finds client's messages inconsistent and not clear – seeming that client is in ambivalent stage – hope to maintain controlled gambling and finds Ok, but sometimes expresses that this is a problem.

Worker should clarify with client on his goal for counseling / service – through his reason for coming here, but not sure about it.

- Worker finds client's inconsistent messages – client hopes to maintain controlled gambling and finds it ok, but sometimes he expresses that this is a problem. (A1a: W21, A1a: W22)
- Based on worker's understanding and assumptions, worker finds that a lots of client's messages are unclear and inconsistent. (A1a: W29)
- Worker assesses that client is not clear about his goal and reason for coming here for service. (A1a: W30)

Based on previous case experience, worker uses the patterns of gamblers for assessment and guiding his intervention, but he remains open to check it out with client.

- From previous case pattern, worker finds that gamblers usually repeat gambling after clearing the debt to some extent. Thus he will check this out with this client later. (A1a: W5)
- Based on previous case experience, worker finds that when gambler is stuck in the way of clearing the debt, he will then repeat gambling. Worker finds the client has similar pattern of this as he believes client's way not realistic. (A1a: W10a)
- Based on previous case experience: If client has strong motivation, worker will encourage client to try some ways first and later to guide him to focus on total abstinence. (A1a: W23b)

Worker's assessment:

- Worker assesses that client can clear his debt readily and thus wonder why he comes here for service. Thus worker is uncertain about client's motivation. (A1a: W2)
- Worker assesses that the impact of significant other on client in this session is not as great as that in last session. This leads to worker to re-conceptualize the case and guides him to have further exploration on debt with the assessment framework of DSM-5, using the concepts of chasing, tolerance and withdrawal symptoms – what triggers client to receive service here. (A1a: W7, A1a: W8)
- Worker finds that client thinks he can solve his problem without the service, but in fact he has not thought of his problem thoroughly. Worker has tried various ways to help client convince that it is the right time to receive the service, but in vain. Thus worker repeats the question why client come here now so to help him beware of the reason for it once again. (A1a: W25)
- By worker's assessment, client lacks adequate wordings to express himself clearly. So worker lets the client freely to talk more on many topics. (A1a: W30)

Worker's new understanding leads to new direction of exploration:
- Worker suddenly finds that client could manage the debt / gambling problem well by himself – repeat gambling once more money is available and no one know this pattern before – worker feels shocked to hear this. Worker finds that he has spent nearly one hour on working on this pattern but not fruitful. Thus he hopes to explore different direction: to help client to explore a new life to break the cyclic pattern and also understand his preferred future. (A1a: W28a)

Enhance motivation
- Worker connects the message of significant other (mother) which triggers client to receive counseling and works on why come here so to enhance client's motivation for change. (A1a: W1b, A1a: W25)
- Worker explores client's gambling history so to arouse motivation to abstain from gambling (A1a: W1c)
- Worker helps the client see his past pattern (controlled gambling and clearing the debt) ineffective and problematic so to motivate client to change (A1a: W9, A1a:W10, A1a: W23a), sometimes quite indirectly by mentioning that client has to seek help from his son. (A1a: W19) When worker clarifies client's counseling goal as controlled gambling or total abstinence, he wants to help client beware of his controlled gambling not effective. Thus he hopes client will choose total abstinence as counseling goal. (A1a: W20)
- Clarify the goal to ensure the motivation first, before clarifying client's inconsistent / unclear messages. (A1a: W29)
- Thus worker helps client beware that he will repeat gambling once he cannot manage the debt. (A1a: W11-W14)
- Worker assesses that client cannot deal with the debt. He still works out its details with client for two purposes, a. confirm if it works or not and show this to client to help realize it him. But worker avoids pushing him further or confrontation, b. clarify if there are some other ways of dealing with problem – worker remains open to his hypothesis. (A1a: W15, A1a: W16, A1a: W18b)
- Client has tried to abstain from gambling repeatedly but it was not successful. For this reason, worker introduces the group to help client to explore his beliefs and patterns with other gamblers, which may be helpful to client. This also partly addresses client's concern for receiving service here. (A1a: W32)
- Explore the new life to break the cyclic pattern and also understand the past and his preferred future. (A1a: W28b)

Selection of focus: Worker chooses to focus the message of significant others as mentioned in last session because it seems that this has great impact on client and is the reason that client comes here for service. (A1a: W6)

Learning in IPR:
- The process increases worker's self-awareness and understanding on reasons for his own responses. Besides, it widens his perspective to think about the case. (A1a: W34)

158

- Worker has more in-depth reflection in giving an account for his questions. (A1a: W35)

Review on IPR: Worker can tune into the role of the interview in IPR. (A1a: W36)

Worker A Case One Third Interview (A1b) with Analysis

07:42

R1: 案主提到有節制既賭博係呃人既，特別係提到以前有節制既賭博，<u>你就反映俾佢知道</u>，我想了解咁樣既觀點你係咪同意，佢咁樣講法，跟之前係唔同既，<u>之前佢覺得過往有節制既賭博係可行既</u>，但<u>今次就改變咗，其實係覺得唔 work，</u>你係咪覺得案主有呢個轉變呢?

W1: 係既，<u>我察覺到，亦同意呢個轉變</u>。

R2: 你對於呢個轉變有咩想法?

W2: 我覺得會唔會上次跟佢討論既時候，俾佢察覺到，一直所謂既收支平衡、有節制賭博，最後得出嚟既結論係: 阿媽問佢「你賭咗咁多年，一 D 錢也儲蓄唔到呀?」，可能係上一次呢 D 對話，令佢察覺這究竟係咪 work? <u>今次由佢自己講出嚟，表示都係唔 work</u>。

R3: 當你係呢刻，有咗這多 D 既了解，<u>知道佢察覺有節制賭博係唔 work</u>，對你點樣組織呢個面談，或介入等，有無影響或唔同?

W3: <u>會有影響</u>。當佢講我知，經過上次既面談，<u>佢呢方面既觀念已經有咁既改變</u>，今次我<u>會更加打蛇隨棍上，更加 re-ensure 佢要全戒</u>。

Client's awareness is increased since last session – client finds present pattern of controlled gambling problematic / not work and his beliefs change after last session. (A1b: W1-W3)

New understanding guides the intervention: When worker finds that client is aware of controlled gambling problematic, then worker encourages client to have total abstinence. (A1b: W3)

R4: 即係你會鼓勵佢朝向全戒既方向?

W4: 係既。因為我<u>仍有 D 擔心</u>，佢會係籌算著上次既債務點樣，可點樣調配錢去處理呢 D 債務，<u>難得佢告訴我咁樣係唔 work，我便假設上次既介入令佢係這方面既觀念有改變既</u>。

Worker assumes that client got insight that he became aware controlled gambling problematic in last interview. (A1b: W4)

10:30

R5: 你係呢刻去 <u>check 案主對全戒既 commitment</u>，當時我有呢種感覺 (W: 同意)，而從案主既反應，你有咩想法?

W5: <u>佢都係有 hesitation</u>，都係果句說話「而家戒又得，之後就好難講啦」，因為係呢一節，我跟佢講要處理兩件事，第一就係目標，第二就 address 呢個 issue，呢一刻你要戒可能無問題，但難保日後當鬆一鬆，或鬆動些，或其他唔同誘因，<u>我就嘗試 address 呢個 issue</u>。

Thus worker sets up the agendas for this session – a. working on goal, b. how to maintain its motivation. But he assesses that client has hesitation for total abstinence as client says he has little confidence in future. (A1b: W5)

R6: 當你感到佢對全戒有保留，你點樣構思下一步既介入?

W6: <u>我既理解係佢好想全戒</u>，但擔心自己做不到，原因可能係有好多唔同既誘因，或者還到某個階段就鬆咗落嚟，所以餘下既環節我便跟佢談，就係 addiction 呢個問題，令佢更清晰為上來戒賭，<u>係因為要處理這舖癮</u>。

Worker assesses that client does not have confidence for total abstinence. Thus worker will focus to work with client on addiction. (A1b: W6)

R7: 你係咪有種感覺，案主還未能夠提到這舖癮?

W7: 係既，佢還未能講到，所以想<u>一路舖排下去，俾佢意識番，based on DSM-5</u>，一路去做 assessment 時候，<u>令佢自己知道，原來過去一路所謂鬆一鬆，背後既誘因就係這舖癮既問題</u>。

Worker assesses that client still does not acknowledge his addiction properly. Worker hopes to help client be aware that his urge for gambling is related to addiction, based on DSM-5. (A1b: W7)

R8: 你係想一步步俾佢講到呢舖癮，然後才 work 下去? 而感覺係一路佢都未能講得到這舖癮。

W8: 係既，因為而家到咗第三節，佢仍然好擔心呢件事，但好有趣既係，佢對自己既信心有 100 分，有點 inconsistent，針對呢刻佢有呢個擔憂，仍 recognize 佢有信心面對呢個問題。

Worker wants to help client articulate his addiction of gambling and then work on it. Worker is aware that client has full confidence to abstain from gambling, but still worries about it. (inconsistence) Worker recognizes that he has confidence. (A1b: W8)

26:17

R9: 你剛才提到唔睇報紙等，但又返回一個主題，當我無錢借既時候就一定唔會賭，但當還錢到手鬆既時候，又會心動再去賭，呢個主題前前後後提到好多次咗，係呢度佢又再重覆，你係咪同意佢重覆呢個主題呢? 或你有咩想法?

W9: 同意，佢係重覆既，但亦係我計劃中，希望佢可從中找到 inconsistent 既地方，disturbance，即從 Motivational Interviewing 既一 D disturbance，正正佢提到不經過投注站、不看報紙，就唔會賭，但佢講落去，現實上當錢鬆動時，賭錢又會出現，我俾佢浮現出嚟，我既 intention 係想鼓勵佢拋掉馬經，但佢無呢個意欲，我想佢主動提出「不如拋掉這份馬經」。

R10: 你認為拿著馬經係唔 work 既。

W10: 係既。最好係當買咗報紙，立即掉咗馬經，但我真係希望佢可以自己察覺呢一點，知道咁係唔 work 既，我記得後部份有咁樣問佢既，佢回應係「點樣樣、點樣樣」，咁係唔 work 既。

Worker finds that client's way to abstain from gambling is ineffective，but client is not aware of it. (A1b: W10)

R11: 你將 ambivalence 放到裏面,…

W11: 係既，而且增強這 ambivalence.

Worker amplifies the disturbance / inconsistence from the repeated pattern to encourage client to make decision to abstain from gambling based on Motivational Interviewing. (A1b: W9, A1b: W11)

29:47

R12: 你而家係選擇咗一個焦點，就係還債到咗一個階段，鬆咗落嚟就再去借錢、賭錢，你對案主當時有咩理解? 並且點樣組織你既回應?

W12: 呢個建基於過去兩節面談裏，案主都重複又重複提到，還到一個階段，鬆咗一 D，然後就會有些衝動，正如我開始時跟佢說，我會 address this issue，所以跟佢討論完目標之後，我覺得有需要跟佢 address this issue，而我也採用佢既一 D episodes，正正切合番，佢每一次跟我說都係咁樣既情況，不如我就用呢 D episodes 跟佢講，俾大家更明白佢裏面究竟咩令到佢會有心思思既感覺，為咩呢? 我嘗試係裏面去探討，究竟我假設係這舖癮既原因，係咪正確呢?

R13: 即係你背後假設佢有舖癮，到而家還無說出嚟?

W13: 係既。

When there is more money available, client feels more relieved and thinks of gambling again. Client has not articulated the addiction issue yet. Worker wants to explore with client to see if this is client's addiction for gambling by examining these episodes. (A1b: W12, A1b: W13)

32:36

W14: 剛才我同佢既說話，都係探討一個 issue，「當你還債，還到鬆動既時候，就會出現一舖癮」，但佢一邊講落去，提到當有 D 錢係手，本來係呢個月既開支，佢亦會攞去賭錢，其實呢一刻，我就想到，同你講到既「鬆少少」係好唔同既，我係咪需要改變策略呢?

R14: 你提到「唔同」，係咪指你既理解跟案主既情況唔同?

W15: 係，因為每次提到還債到咗鬆動些既時候，就會去賭，但佢提到番借，有一筆錢回來

時，已經會去賭，係兩個唔同既 episodes。

R15: 你覺得自己既理解有錯?

W16: 可能有錯既，原來我翻借，我已經…

R16: 已經有鬆動，原本你既想法係你還債並且儲咗錢，咁先叫有鬆動。

W17: 我嘗試多一重理解，我可能理解有錯，原來係翻借已經係有鬆動 (還係自己有錢剩呢)，係既，其實我可以一開始就問，你還萬三元，你還到咩會感到鬆動呢，點樣先算鬆動，每次提到鬆動就再去賭，原來唔係我想既咁樣，呢個 episode 話俾我知，原來翻借既一刻，都當作鬆動既。吓，我心裏既反應係，「原來呢個情況你都會覺得鬆動既，難怪你一直係咁樣」，我心裏不停打轉，會唔會我理解錯咗，抑或佢自己都唔察覺咁都係鬆動既時刻。

R17: 我想再澄清一點，到咗呢一刻，你就發現有咗新既了解，多咗了解之後，對你嚟講有咩意思呢?

W18: 對我嚟講，點樣跟佢 define 咩係鬆動，然後有一個… (shared understanding?)，係既，佢經常掛係口中「一有鬆動，我就唔敢講，不過而家手頭咁緊，一有鬆動我就擔心控制唔到，又再去賭」，呢個係一個 high risk situation，如果呢個 high risk situation 背後，佢有咩想法呢? 而呢個想法係咪有一 D 迷思係裏面呢? 而當我有新既理解之後，原來佢咁界定鬆動既時候，我就要重新思考，佢日後會不斷翻借，呢幾個月都有可能要翻借，呢幾個月都會出現鬆動既時候，即係呢幾個月都會有好大既 risk，就係會有 relapse 既情況。

R18: 即係根據呢個新既理解下，你估計 risk 會增加。

W19: 係既。

New understanding: Worker becomes aware of his different understanding on client's key word – 鬆少少, which leads worker to have further exploration and assessment. Besides, high risk situation is identified based on this new understanding and worker will explore the beliefs associated with these moments. (A1b: W14-W19)

39:21

R19: 呢個過程，佢提到知道自己有 D 錢可以翻借，自己就鬆咗，就會攞呢 D 嚟再賭，你就探討鬆既感覺，但你一直有個假設，其實佢背後有個心癮，一直未有講出嚟，講到呢度，你認為佢可以將呢種賭癮表達出嚟嗎? 而你其中一個方向就係探討呢個賭癮既情況。

W20: 係既，我問佢鬆既感覺係了解一下，佢可唔可話我知，呢個癮究竟係咩嚟既，會唔會呢種鬆既感覺，就係有 D symptoms 出現咗，就係當有賭癮出現時，就會有些 symptoms。

R20: 你覺得佢以說出嚟嗎?

W21: 未必可以說出嚟既，我嘗試 read 吓，究竟佢講到既這種鬆，有咩感覺係裏面。

Worker assumes that there is an urge for gambling when there is more money available and client feels relieved. Worker hopes to explore this and help client to express the symptoms of addiction. (A1b: W20, A1b: W21)

R21: 你正係 check 這種鬆跟癮係咪有關嗎?

W22: 係既，正嘗試咁樣 check 吓，因為正如上次所講，佢未必 well expressive，所以我用唔同既方法，一路去 check 佢，一方面希望可以搵到佢多一點既 ambivalence，另一方面不斷 counter check，令我無 read 錯佢既意思。

Worker assesses that client is not expressive, and thus worker will use different ways to explore client's ambivalence which is related to addiction. Worker continuously counter checks with client to make sure that he understands client's message accurately (A1b: W22)

47:18

R22: 我想先講講我既理解。你將佢媽媽之前跟佢講，關於理財既概念，亦關於收支平衡既概念，一塌糊塗，將呢個 picture 告訴佢知，咩係收支平衡，跟著案主講，據我所聽到既，佢係同意你既講法，「係既，係既」，不過，有 D 情況下呢 D 全都消失，對於呢個

回應，你有咩睇法? 唔知我有無理解錯，你純粹將呢 D 理財既概念、收支既概念，反映俾佢知咩係一塌糊塗，但從佢既回應來看，你點樣睇呢?

W23: 我既理解係，佢一直提到鬆既感覺，<u>其實佢係無意識去達到一個收支平衡，而收支平衡裏佢無一個概念去儲蓄</u>，所以我一路舖排去話佢知，<u>俾佢知道你原來就係咁樣，</u>跟住佢自己講一塌糊塗，<u>有 D 部份佢唔係好同意，</u>跟住我就想，係果一刻，係咪有些地方我又理解錯呢? <u>我這刻就不斷打轉，</u>究竟佢講到呢種鬆既感覺，係理財之後既地方嗎? 抑或仲有 D 地方我唔清楚佢既情況，<u>我係一路係咁樣打轉既，跟住不斷問自己，下一步點樣呢?</u> 點樣呢?

Worker assesses that client is not aware how to keep balanced budget and has no idea of developing the saving habit. But from client's response (disagree to part of worker's views), worker is alert that he may misunderstand client's situation and re-examines his understanding. Worker also wonders the next step in the interview. (A1b: W23)

R23: 但佢個回應呢「我好清醒既時候會點樣點樣，一轉去向就全都無」

W24: 其實呢一句，正正就係佢，<u>所謂既口頭禪，而家都戒得到。</u>

R24: 即係係一個 pattern?

W25: 係既。好似又返到那個 pattern，<u>我係三、兩個月無問題啦，不過遲 D 又不得，我對佢理解就係咁樣。</u>

R25: 就係佢轉唔出去。

W26: 係既。

56:50

R26: 剛才你介紹咗收支平衡既概念，包括咗儲蓄既部份，亦將儲蓄部份對應案主所講，如有儲蓄，就唔會影響佢日常生活，再去借，或者賭，呢個過程有 D psycho-education 既 (係既)，我想再了解多一 D，當你介紹咗呢個概念之後，你從案主既回應，你認為佢係咪接納呢個觀點? 抑或唔肯定呢? 當時佢提到，我以前都有儲蓄既，後來又點樣點樣。

W27: 佢當時咁講，at least 我係腦海裏咁樣想，「咦，<u>原來你竟然有儲蓄。</u>」無我想像咁差，原來我講到既概念佢一直有既，不過係咪因為賭，令佢無再去儲蓄，所以我更加強化佢，而我仍係 test 中，所以會唔會因為佢賭博之後，呢個儲蓄習慣就無咗。原來佢一直理解收支平衡，可能會有呢個概念，不過可能一路以來，因為各樣既原因而做唔到。所以，更加要話佢知，呢個原因就係賭。

R27: 係咪你有點感到 surprised，原來佢有呢個概念?

W28: 係既，原來佢有儲蓄，仲會做零存整付、供股，<u>好多賭仔也唔會做呢 D 既。</u>

R28: 要好 discipline 自己才可以做到既。

W29: 係既，有 D 朋友教佢，而佢肯去做，<u>我係頗為 surprised 既</u>，發現佢都有 D strength，<u>這過程中都搵到佢既一 D strength，</u><u>譬如佢為爸爸媽媽，</u>咁樣借錢都情有可原，因為自己無錢，所以更加強化佢，假若改變佢而家既處境，唔再賭錢，還清之後，可以儲蓄，不幸再遇到呢 D 情況，其實佢就唔使再去借。

New understanding: Based on previous case experiences, many gamblers do not have the habit of saving and investment. But worker finds the client is different from this pattern and worker feels a bit surprised. (A1b: W29)

Hypothesis: Client had the habit of saving before, but does not save money after getting involved in gambling. (A1b: W29)

Strength-based perspective – worker can identify client's strength: saving habit, borrowing money for his parents. (A1b: W29)

1:05:50

R29: 我想問，你係呢度 introduce 案主有賭癮既問題，而將癮作為比喻，跟吸毒有相似既地方，我想澄清你係咪有個訊息想帶出嚟既?

W30: 係既，<u>因為佢曾經講過「跟食白粉無分別」，佢曾講過咁樣既一句話，所以我再連繫到呢果地方。</u>

Worker uses client's previous metaphor to connect gambling as addiction. -<u>跟食白粉無分別</u> (A1b:

W30)

R30: 呢度我想澄清一點，佢提到賭既過程，當鬆動一 D，會借多一 D 錢，警戒低一 D，就會再去賭，佢一直唔覺得係賭癮既問題，或者佢無用呢個 term (係既)，但當你 introduce 賭癮之後，你覺得佢係咪都採納賭癮既概念去了解自己既情況呢?

W31: 我覺得一半一半既，我係 introduce 俾佢知道，因為即使佢講到有癮有癮等，佢點樣理解呢鋪癮係咩嚟既? 成個 addiction concept 係咩嚟既? 佢係無清晰表達出嚟，但因為佢 name 咗好似食白粉那樣，其實為咩會食白粉，為咩千方百計去食白粉，就係有鋪癮，可能大家一路既理解係，道友有鋪白粉癮，咁賭仔有無賭癮呢? 我覺得用佢自己去 name 到同樣既情況，我就正式話佢知「係呀，呢果係賭癮既問題」，一方面係 introduce 俾佢，另一方面，佢亦有提到一 D，所以我希望係呢個階段更加 symbolic，更加具體俾佢知道就係這鋪癮。

Worker introduces addiction concept for gambling problem to client and also hopes the client beware of it and articulate it. From client's feedback, worker is not sure if client has taken worker's framework to treat gambling as addiction. (A1b: W31)

Overall Feedback

R31: 係這兩節，即第二、三節面談裏，你覺得跟佢討論既過程，major themes 係 work on 咩重點?

W32: 我想第一樣係佢既 motivation，因為佢談到信心既問題，佢有幾大信心呢? 我嘗試唔同既方法，希望佢能夠更加形象化、具體一 D 去了解佢既…佢既動機係邊度，第二，我就係希望，有 D psycho-education 成份，一路傾談，一路灌輸一 D 訊息俾佢，第三，希望能夠帶領佢回顧，其實每個賭仔上嚟，戒賭不單單係唔去賭，仲要去處理果鋪癮，從好多 episodes 既出現，從我既理解，係源於果鋪癮，希望 round up 這兩節，總結這幾點，俾佢察覺到對這幾方面既認識。

R32: 有 psycho-education，有處理 motivation，還有處理賭癮這幾個問題，我有另一個問題，我跟你 review 和 report 上次，過程中，你對於這三個 focus，或者 themes，有無新既理解，或加深認識?

W33: 你曾經問過一、兩條題目，其實我無 aware 到，例如究竟佢儲蓄那些事，當剎那我真既係…「吓，原來你係有儲蓄既」，我立即想到，那個情境怎麼會令到佢,…怎去幫助佢? 但你問我既問題時候，帶領我…我而家不能 exactly recall 那條問題，令到我「係呀」，原來自己…，有點擴闊自己去看，例如特別談到一 D episodes 既時候，我更加會 name 到自己，係喎，可能佢未必會 articulate 到自己既情況，咁樣事情可能我 miss 咗，都有點幫助既。

R33: 除咗這點，還有無其他呢?

W34: 可能自己工作咗一段日子，一路面談既時候，可能有個 pattern，可能遇到 client 有呢個問題時，我會好快用呢個 approach，去做 intervention，但一路跟你傾談，我不知道，但相信有另一個角度去看呢個 case，而呢個目既，都係希望我去想想，當時有無呢個想法呢? 而坦白說，當時我也未必有呢個 awareness，而這過程可幫我多咗一個角度看，但係坦白說，我也係要看看下一節既情況，honestly 來說，Ivan 你可以俾與一 D feedback，提出既一 D 問題，我最深刻既係上一次，你問咗一條問題，我突然間想咗一想，原來我從來也無想過，而咁樣係會刺激我去想，跟著下去會唔會有新既方向呢?

Review in IPR:
- Worker is more aware that client has the habit of saving. He gets some more perspective on understanding client and knows that he may have missed some important points for exploration in which client has not expressed clearly. (A1b: W33)
- Worker is more aware of his usual pattern for intervention, the process has widened worker to understand from other perspective during the exploration in IPR. (A1b: W34)

A1b: Overall Analysis

Worker is aware of client's change between sessions which guides his intervention accordingly.

164

- Client's increased awareness since last session – finding present pattern of controlled gambling problematic / not work and his beliefs change after last session. (A1b: W1- W3)
- New understanding guides the intervention: When worker finds that client is aware of controlled gambling problematic, then worker encourages client to have total abstinence. (A1b: W3)

Addiction is an important concept for assessment, coming from objective assessment framework of DSM-5. Worker assesses that client does not acknowledge the addiction clearly yet and thus helps him be aware of and articulate it by exploring the feelings and reasons for it at the moments of repeated gambling, particularly exploring the patterns when there is more money, client feels more relieved and think of gambling again. In appropriate timing, worker connects gambling with the metaphor of addiction as mentioned by client, but worker is still not sure if client has taken this perspective.
- Worker assesses that client still does not acknowledge his addiction properly. Worker hopes to help client be aware that his urge for gambling is related to addiction, based on DSM-5. (A1b: W7)
- Worker wants to help client articulate his addiction of gambling and then work on it. Worker is aware that client has full confidence to abstain from gambling, but still worries about it. (inconsistence) Worker recognizes that he has confidence. (A1b: W8)
- When there is more money available, client feels more relieved and thinks of gambling again. Client has not articulated the addiction issue yet. Worker wants to explore with client to see if this is client's addiction for gambling by examining these episodes. (A1b: W12, A1b: W13)
- Worker assumes that there is an urge for gambling when there is more money available and client feels relieved. Worker hopes to explore this and help client to express the symptoms of addiction. (A1b: W20, A1b: W21)
- Worker uses client's previous metaphor to connect gambling as addiction.– 跟食白粉無分別. (A1b: W30)
- Worker introduces addiction concept for gambling problem to client and also hopes the client beware of it and articulate it. From client's feedback, worker is not sure if client has taken worker's framework to treat gambling as addiction. (A1b: W31)

It is quite interesting to note that worker's assessment on client's awareness of his controlled gambling (or way to abstain from gambling) changes throughout the interview. At the beginning, worker finds that client has clearly indicated his awareness of controlled gambling ineffective (A1b: W1- W3) (7: 42), but later worker has different assessment – client is not aware that his way of abstaining from gambling does not work after around half hour of the interview. (A1b: W10) (26:17)
- Client's increased awareness since last session – finding present pattern of controlled gambling problematic / not work and client's beliefs change after last session. (A1b: W1- W3) (7:42)
- Worker finds that client's way to abstain from gambling is ineffective，but client is not aware of it. (A1b: W10) (26:17)

Besides, worker introduces repeated gambling as Addiction to client, or uses client's metaphor of addiction to connect to it. He also checks to see if client takes this perspective. But finally, worker is not sure if client has taken this perspective.

Working towards total abstinence – it is worker's agenda. When worker finds that client is aware of controlled gambling problematic, he will encourage client to have further change and re-ensure total abstinence. But later it is found that client feels hesitated for total abstinence and have ambivalence for it (have full confidence but still worries about it). Another direction: amplifying disturbance / inconsistence – concept related to Motivational Interviewing.
- When worker finds that client is aware of the pattern (controlled gambling) problematic, then worker encourages further change and re-ensure total abstinence. (A1b: W3)
- Worker assesses that client does not have confidence for total abstinence. Thus worker will focus to work with client on addiction. (A1b: W6)
- Worker sets up the agendas for this session – a. working on goal, b. how to maintain its motivation. But he assesses that client has hesitation for total abstinence as client says he has little confidence in future. (A1b: W5)

165

- Worker is aware of inconsistence in client: Client has full confidence to abstain from gambling, but still worries about it. (A1b: W8)
- Worker amplifies the disturbance / inconsistence from the repeated pattern to encourage client to make decision to abstain from gambling based on Motivational Interviewing. (A1b: W9, A1b: W11)

Worker has used his case experience to understand the client's situation, e.g. assuming some patterns and characteristics of gamblers as a framework. Still he remains open to these and checks with client to make sure if he understands client correctly. He will correct his understanding on client once new information emerges. This also helps worker to have different direction of exploration and intervention.
- Worker assesses that client is not aware how to keep balanced budget and has no idea of developing the saving habit. But from client's response (disagree to part of worker's views), worker is alert that he may misunderstand client's situation and re-examines his understanding. Worker also wonders the next step in the interview. (A1b: W23)
- Worker becomes aware of his different understanding on client's key word – 鬆少少, which leads worker to have further exploration and assessment. Besides, high risk situation is identified based on this new understanding and worker will explore the beliefs associated with these moments. (A1b: W14-W19)
- Saving and investment pattern of gamblers is from worker's initial assessment, based on previous case experiences – the client has the habit of saving and investment which worker feels a bit surprised. (A1b: W27, A1b: W28)
- Worker assesses that client is not expressive, and thus worker will use different ways to explore client's ambivalence which is related to addiction. Worker continuously counter checks with client to make sure that he understands client's message accurately (A1b: W22)
- Based on previous case experiences, many gamblers do not have the habit of saving and investment. But worker finds the client is different from this pattern and worker feels a bit surprised. (A1b: W29)

Hypothesis
- Client's awareness is increased since last session – client finds present pattern of controlled gambling problematic / not work and his beliefs change since last session. (A1b: W2, A1b: W4)
- Client had the habit of saving before, but does not save money after getting involved in gambling. (A1b: W29)
- Client had the habit of saving before, but does not save money after getting involved in gambling. (A1b: W29)

Review in IPR:
- Worker is more aware that client has the habit of saving. He gets some more perspective on understanding client and knows that he may have missed some important points for exploration in which client has not expressed clearly. (A1b: W33)
- Worker is more aware of his usual pattern for intervention, the process has widened worker to understand from other perspective during the exploration in IPR. (A1b: W34)

Assessment: Strength-based perspective – worker can identify client's strength: saving habit, borrowing money for his parents. (A1b: W29)

Worker A Case Two Second Interview (A2a) with Analysis

5:18

W1: 我係呢果 Case 一開始時都是關心佢既 mental health situation, 因為第一次佢嚟既時候主要係 CP refer 果嚟, 即係 Castle Peak Hospital, 青山醫院, 佢哋 refer 過嚟既時候, 佢都講過個情況, 係裏面呢佢好混亂既自己, 佢都唔係講到好多關於 gambling 既情況, 但係對佢自己既 mental health situation 就比較掌握, 因為佢係裏面已經覆診咗一段好長既時間, 所以係我呢個 engagement 既時候呢, 我用咗一 D 時間去了解下, update 佢既 mental health 啦, 咁同埋我著意係睇下佢會唔會依時食藥呀, 呢樣野有無影響佢賭博既習慣, 咁我嘗試 cross check 下佢啦, 咁佢都講緊原來佢都有最後果次覆診既時候, 佢都無再食藥, 以致到可能佢既 mental state 可能出現咗一 D 混亂, 以致到會唔會呢樣野都會影響佢參與賭博呢樣野, 呢個都係我既 hypothesis, 所以我就會問佢啦, 根據我哋睇番既資料呢, Path Way Model 講緊, Path Way Three 呢其實就係 (Path Way Model?), 係 Path Way Model, 2002, Alice Slinky?, 係 Addiction Journal 可以搵到, Path Way Model, 果個 Path Way Three 正正就係講緊呢個 category, 可能有 mental health 既 patient 如果接觸賭博既時候呢, 其實係好難處理, 過去我哋都處理過有 mental health problem 既個案呢, 真係好難處理既, 所以我自己既 assumption 就係我希望係開始就多 D 時間關心佢既 mental health, 了解佢食藥, medical compliance 既情況, 咁樣, before 我去再了解佢其他今日既 issue 咁樣既.

Worker assesses client with problems of gambling and mental health by use of medical model and formal theory which are used to explain the gambling problem but not to treat the problem. Based on previous case experience, worker finds difficult to deal with this kind of client and should assesses client's compliance on medication. (A2a: W1)

R1: 即係話你呢個階段要了解啦, 同埋有個 framework, 就係 Path Way Model 去你 conceptualize 緊一 D 野.

W2: 係啦, 係啦.

R2: 咁 so far 你見到佢既情況, 同 Path Way Model 比較, 你覺得對唔對應緊果 Case 架?

W3: 嗱, Path Way Model 就係一個 Model 啦, 佢話呢類既朋友呢, 如果佢哋接觸到賭博呢就 conditioning 就好強既, 咁亦都係好難去處理既, 但佢就無好仔細講如果咁就點點點, 無既, 佢就無既, 果 Model 就解釋緊一個現象, 係啦, 就 Path Way One, Two, Three, 咁每一個 Path 就係咁既情況, 咁解啫, 咁我..我就會覺得呢位 client 呢其實, 某個程度因為 MSW 醫務社工果面轉介過嚟, 亦都講到我聽其實係有 schiz, 其實都係果個問題, 亦都令我好快就有個 asssumption, 有個假設其實佢都係屬於 Path Way Three 啦.

R3: 咁即係你有個 sense 如果佢有 mental health problem, 個 conditioning 會好強既 (唔), 咁呢個 case so far 你有無呢個判斷架?

W4: Up to 呢個 session, 呢個 moment, 我未有既, 未既, 因為我了解到佢實際佢一 D 既賭博既 issue, 咁囉.

The Model helps worker be sensitive in assessment / diagnosis, to identify the characteristics of the client of this type (with strong conditioning). But he does not find these yet. (A2a: W2-W4)

7:48

R4: 佢之後就講咗小小佢既病啦、睇醫生既情況, 咁你就 highlight 咗話佢有果囡囡既情況, 跟住就叫佢講多小小果女既情況, 當佢講完果病睇醫生, 你就咁樣去了解, 當時你有無 D 特別既考慮呀?

W5: 因為佢一開始都有講果情況就係, 佢未來要搵工, 佢搵工既原因係佢唔食, 佢果女都要食, 咁所以嚟就, 但係我既 understanding 裏面呢就佢以往就係因為話要搵工, 就唔食藥, 咁我而家又想確保佢食藥, 又要返工, 咁…咁佢點解要咁強烈要返工呢, 背後佢講緊就係果女, 佢唔食佢果女都要食, 咁所以我想先了解佢病情, 佢有無準時食藥啦, 佢以往點解有咁既情況都可能同佢無 compliant medication 有關啦, 咁再帶返佢今日所呈現既問題就係, 佢知道佢唔食佢果女都要食, 甚至佢有 D 債項要還既時候, 呢樣野都話緊俾佢聽, 即係有種搵工既迫切性, 咁我想從佢話囡囡果面, 佢唔食佢女都要食呀, 所以請佢

講多 D 佢囡囡既情況俾我知道。

As guided by the Model, worker assesses client's compliance on medication. Worker now knows that client has stopped medication for work and he has strong urge for employment for supporting his young daughter's living, for he is in great debt. (A2a: W5)

R5: 即係同佢傾佢果女既情況時候, 同佢搵工係有關既 (唔), 即係背後 (唔), 而搵工亦影響緊佢食藥呀咁樣。

W6: 係呀, 係呀, 因為頭先佢一路講俾我聽, 佢過去因為最後一次覆診, 咁跟進佢就掛住做野啦, 就影響佢食藥啦, 以致佢一路落去呢, 果賭博問題即係一直出現既。

Worker assesses that if client stops medication for work, this will lead to gambling problem later. (A2a: W6)

10:13

I6: 你而家開始了解佢家庭狀況, 跟住你係果板上想畫果圖, 咁跟住對住講, 我想了解你呢果做法, 係一般咁做, 抑或針對呢果個案既做法, 咁我睇個 case 既 understanding 呢, 你就將佢既家庭背景同一 D 事係呢度畫番出嚟, 咁你當時有無 D 特別考慮架?

W7: 咁就唔係個個個案都會咁做既, 通常我會 er.. 遇到一 D 類似 mental health 呀, 或者年紀比較大 D 呀, understanding 無咁明白既時候呢, 咁我就會借助呢塊板呢令到佢可以多 D 明白啦, 甚至有 D case 呢 令到佢都話俾你聽其實佢好混亂呀, 唔知點呀, 咁與其咁混亂佢講俾我聽, 不如寫低出嚟, 咁就大家都清清楚楚啦, 大家都可以睇到, 所以我就唔係個個 case 都會咁樣做既。

I7: 咁你係呢果 case 咁樣畫呢, 係因為你覺得佢有小小混亂, 所以你先咁樣做, 咁既考慮。

W8: 係呀, 因為佢上一次話俾我聽...其實上次呢, 佢真係好混亂既, 咁果次我哋果間房都... 都有畫過小小, 所以我都有小小資料係度, 咁但係我都同佢講話, 不如下一次我都用多小小時間了解你既狀況啦, 咁樣, 所以我地希望用呢塊板呢令佢清晰 D 睇到佢自己既問題。

Worker put client's messages on board when client gets confused or has difficulty in articulation, like old people or client with M.I. symptoms. This helps client better organize his own experience and review these more effectively and also facilitate shared understanding between worker and client. (A2a: W7, A2a: W8)

19:40

R8: 咁正話, 我唔知有無聽錯啦, 其實你係想了解佢關於細既時候點接觸賭博, 同埋賭博既過程, 主要係咁傾啦 (唔), 咁據我了解, 你其實都係做緊一 D assessment (係), 咁 so far 從佢講咗咁耐, 咁你對佢賭既過程有 D 咩睇法, 或者初步 assessment 既睇法呢?

W9: er... 當其時, 我一路攞緊 information 啦, 咁我收到既信息就係, 即係佢呀爸有接觸賭, 即係佢呀爸有賭博啦, 佢細細果週圍既環境都好容易 access 到呢樣野, 因為成班人都會賭錢既, 咁呢樣野都係造就咗, 我地講 Path Way Model 裏面講既 conditioning 係點樣產生出嚟既, 咁我就未...未...未聽到佢呢果個成癮果個過程 (未出現既?) 未出現既, 即係佢成日講緊都係...都係輸錢囉, 所以我即刻問, 咁成日輸錢, 咁有咩吸引到你呢? 我嘗試了解會唔會係...即係有物野原因會吸引到你, 令你明知係咁樣輸錢都係要賭, 係朋友同事既壓力呀? 定話你自己都係有 D 唔憤輸, 背後一 D 我地所講既 belief 係後面呢。

Worker explores client's gambling history - client was influenced by significant others (father) and he could easily access gambling when he was very young. On assessing conditioning process according to Path Model, worker wants to know how client becomes gamblers and beliefs behind, but is not sure about these yet. (A2a: W9)

R9: 咁你問咗, 佢答咗之後, 答唔答到你想知既?

W10: 未既, 未知, 係啦係啦, 即係佢講欠信用咁呀, 又負債呀, 但我唔 make sense, 即係一賭就開始負債, 除非...除非佢真係即係一開工就晚晚都賭, 賭到好快就無晒錢, 問人借錢, 咁其實佢其後有講果呢 D 野既。

R10: 但係你開頭聽既時候唔係覺得好唔 make sense。

W11: 唔 make sense。

R11: 即係無理由一開始就欠咁多錢。

W12: 係啦, 佢一開始就話又欠唔數, 又問財仔借嚟冚咭數, 然後又再賭錢咁樣。

After initial exploration, worker is aware that he cannot make sense of client's gambling as client lost money and was in debt when he started gambling. (A2a: W10-W12)

R12: 即係話簡單嚟講, 你係呢果 assessment 裏面, 你想知多小小賭果個成因, 或者有咩 belief。

W13: 係呀, 即係賭博既原因啦, belief, 同埋 addiction 果個 level 去到度邊, 即係成癮程度去到邊度。

R13: 但係果段就仲未搵到既。

W14: 未到, 未到既。

Worker wants to assess client's reasons for gambling, beliefs and severity of addiction, but is not sure about these yet. (A2a: W13, A2a: W14)

22:08

R14: 咁就講咗小小佢混亂既情況, 話俾佢知, 如果你唔舒服可以講番俾我知咁, 咁你就 rounding up 呢果 part, 咁你總結咗之後有個 focus, focus 係你講到你後生就搵到錢啦, 當時你揀咗呢個 focus 同佢傾既時候, 當中你考慮 D 咩?

W15: 因為…亦都同我地過去做好多, 即係茶樓呀、飲食既朋友都有一個咁樣既諗法呢就係, 後生因為果段時間既飲食業都幾蓬勃既, 其實係無人做既, 所以如果 D 人工係高 D 既, 我過去亦都有 D case 係咁樣, 所以佢地有 D 心態就係, er… 講真我今日又未結婚, 我又搵到錢, 可能我果度兼職, 果度又兼職, 果度散炒, 可能仲好過做正職既, 咁呢 D 亦影響佢地參與賭博既情況, 所以係呢一刻呢我正正我就係想 work 番佢頭先講過類似既說話, 我又後生呀, 我又搵到錢, 我就想明白多 D, 想明白多 D 究竟佢賭博…即係點樣 reinforce 佢繼續賭錢呢, 會唔會其中一個 belief 就係, 反正我仲後生, 輸咗, 唔緊要。

Based on previous case experience, worker assesses that client of this type (high income of similar job, young and single and prefer to work on part-time job) will be engaged in gambling quite easily. Worker also wants to check if client has some beliefs of similar cases which reinforce his gambling (W2a: W15)

R15: 即係一方面你有類似 case 既 background (係呀), 即係搵到錢容易既, 可以再去賭既 (係呀), 而你有個 hypothesis 想 check 下係咪呢個原因令到佢再去賭既。

W16: 係呀, 係呀, 至於頭先我關心佢會唔會有 D 唔開心呀, 因為, 因為佢一路講都俾我既感覺佢都有 D emotion, 即係佢眼尾有 D 眼濕濕咁, 變咗我都問下佢, 即係睇下佢會唔會其實佢一路講既時候自己都有好多內心既一 D 感受, 咁我又想關心下佢咁。

R16: 咁你關心既過程有無睇到… 即係我睇唔到佢果樣, 咁你當時睇到佢係唔係有 D emotion 出, 咁你咁樣講…

W17: 係呀, 係呀, 正正係有 D 眼濕濕, 係啦係啦, 所以我都會關心番佢, 同埋我都會 recognize 番佢既, 因為佢第一次見我既時候呢, 佢都好坦白俾我聽「其實我好多野都唔記得既, 講唔到既」, 咁我搵果個盧姑娘呢, 即係醫院個 referrer, 「佢都講唔到俾我聽好多野架」, 咁佢都話俾我聽呢, 呢果 case 就係同盧姑娘講「我好多野都好混亂, 好多野都無晒記憶」, 咁就變得…我又覺得佢一路講, 其實都好有果種組織性果度喎, 其實即係透過我一路 step by step 咁樣問佢既時候, 我又唔覺得佢真係 lost 咗好多 memory, 即係我既感覺啦, 當然佢無講晒事實既全部我唔知道, 但我都好 recognize 番佢, 但另一方面就係當佢一路咁講, 我見你有 D 眼濕濕, 我都想關心佢呢個情況。

Worker is aware of client's strong emotion by his tone and non-verbal expression and thus he recognizes it and shows concern to client. Worker further facilitates him to express more. (A2a: W16, A2a: W17a)

Worker makes sense of client's situation by using different sources of information, like messages of client and referral, previous case experience and worker's direct observation. Worker is also aware that client does not lose lots of memory and can organize and present his idea quite systematically, which is a bit different from referral's comment. (A2a: W17b)

R17: 你見佢眼濕濕既時候, 你估係 D 咩架?

W18: 我估會唔會係某一 D point touch 到佢一 D 既…emotion, 而果 D point 可能係 er…我哋唔知㗎, 可能同屋企人關係, 或者同 D 同事, 又或者觸動到佢, 人生一 D 好大既挫折, 或者第一次欠銀行錢果個咁既感覺, 唔知點樣面對, 好多都唔知既, 所以我哋咁樣問佢既時候, 佢會唔會講下講下會講多 D 俾我聽, 等我可以再深入 D 了解佢果情況, 咁我就prefer 有大框架聽晒佢 D 野既, 但如果有 D 位佢肯同我傾呢, 我會鑽落去。

R18: Ok, Ok。

When worker observes client's strong emotion, he speculates that client may get in touch with some significant event / moment. Worker prefers to let client to share these gradually. (A2a: W18)

32:10

W19: 頭先我呢果 summarization 主要想, 第一我都聽咗一段時間, 真係想 counter check 下我既 understanding 係咪準確, 同埋我搵到一個 point 就係, 佢話佢轉咗到港島區做酒家呢, 就賭少咗, 咁我成日都想搵一 D exception, 會唔會佢係某一 D 地方原來隨住佢無接觸果D 人呢, 原來佢都有能力去賭小 D 喎, 呢果係我當刻一 D 咁既諗法, 梗係問佢啦, 當然佢亦都講到俾我聽就係, 佢係賭小咗, 不過攞咗 D 錢去玩多咗, 但係我即係諗咗就, 呀, 原來佢都好受當其時週圍既人同環境既影響, 咁呢果亦都係講緊好多呢一類型既 patient呢, 亦係我哋 D client 呢, 其實都會係咁既, 即係 schiz, bipolar…但 bipolar 就更加惡劣既, 佢哋有自己既一 D 諗法, 咁都會既…都會好容易,…比一般人更加容易受環境既影響, 咁樣囉。

After listening for a while, worker summarize client's message to check if these are accurately understood. (A2a: W19a)

When worker finds there is exception, he further explores this. Worker finds client is easily influenced by people around him and this characteristics is quite similar to client of this type. (A2a: W19c)

37:07

R19: 我想問小小呢, 你之前就將佢賭既經歷畫畫畫完咗出嚟, 咁你總結咗之後就話你咁咁咁, 咁跟住呢你就好似邀請果 client, 問佢你覺得點呀, 好似有個 open ended question 咁問果client, 咁 client 就答咗 D 野, 係呢個 moment 我想問問呢, 你當時問果一刻你考慮 D 物, 同當時你睇到 client 咁樣回應果陣時, 對 client 咁既回應有咩睇法?

W20: er…我自己既…即係係呢果 case 裏面, 呢果 moment 呢, 點解會問佢…用一個 open-ended question, 因為第一我唔想俾個 yes or no question 佢, 第二其實係總括番成個 table裏面, 即係成個 white board 裏面寫既野, 都俾佢講一講佢自己既一 D 感受出嚟, 即係其實我係想讓佢自己講 D 感受啦, 咁當然係我 hidden agenda 裏面我都心裏面慢慢推使佢, 促使佢呢行一個戒賭既目標, 讓我哋去俾…即係讓我去知道其實佢經過自己既…既一D 咁既回顧呢, 簡單既回顧呢, 佢可以幫到佢去覺得呢個即係…即係今日咁既回顧呢, 係俾佢睇到就係我需要再去行多一步, 去處理自己既問題。

Worker put client's message on board to summarize his gambling history so to help client to express his emotion / feelings, and to encourage client to develop the goal on gambling subtly (A2a: W20)

R20: 即係有兩個目標, 一係俾佢講下自己感覺係點呀 (係呀), 第二係希望可以幫佢建立個目標去戒賭, 向前行多步咁 (係呀, 係啦), Ok, Ok, 明白, 明白, 佢當時咁樣講法呢, 咁同你自己 expect 係咪達到到, 定係點?

W21: 通常都未達到既 (即係呢個 moment 未達到既), 係呀, 未達到既, 係呀, 即係似乎佢, 似乎佢…亦因為佢亦都唔係好 well-expressive

R21: 即係佢唔好講到點睇…

W22: 應該係話呢…應該點講好呀, 我其實都係一個 testing out behavior, 一個 testing out question。

R22: 你想 test out 咩㗎?

W23: 佢幾…有幾 own 到佢自己而家面對緊既問題, 所以我問佢, 你點睇呀, 咁我都唔會…雖然我係心裏面話…呀你行戒賭呢個目標啦, 但係我又唔想講到出口, 所以我就用一個

170

open-ended question, 就等佢自己可以講一下佢一 D 感受先, 咁睇下佢自己有幾領略到, aware 到自己既情況果 pattern。

Worker finds client is not expressive and cannot formulate the goal yet. But worker explore client's goal on gambling, he want to see if client will own his problem. (A2a: W21-W23)

R23: 你既意思係咪除咗 aware 到佢自己既問題之外, 都好希望佢 own 自己 problem 咁架? 咁而家佢 response 唔係好明顯呀。

W24: 係呀, 係呀。唔明顯架, 係呀。

R24: 但係, 佢既 response 一來唔明顯佢自己會 own 啦, 另外佢 commit 戒賭既目標, 係咪都唔係好明顯架?

W25: 你講跟住?

R25: 我意思係呢個 moment.

W26: 呢個 moment 其實佢都唔係好明顯。

R26: Ok, Ok, 即係其實你想佢 aware 番佢自己點睇自己既 pattern 啦, aware 番, 想佢講下感受啦, 同埋想佢 own 自己既問題之後呢, 希望佢有 motivation 去戒賭既, 即係 review 完咗之後。

W27: 係呀.

39:15
R27: Client 講果段就話呢佢係兜兜轉轉呀, 自己賭呀, 願賭服輸呀, 咁佢就講呢條路係自己揀既, 咁呢果講法係咪同你即係所想像係為自己賭博負責係咪相近既意思, 定唔係同一樣嘅, 定係點呢?

W28: 貼近既, 貼近既, 開頭我...我唔係好明佢果個「願賭服輸」既意思, 到最後原來佢講個「願賭服輸」唔係我哋一般做 counselor 所講既願賭服輸, 咁...咁我就乘...乘佢講話呢條路過去成二十年係自己揀既, 咁咁我咪...因為我有 hidden agenda, 就係你...跟住會點行呀, 咁樣, 其實就係 hidden agenda 就係好似我頭先所講咁, 就係話我可唔可以鼓勵到佢承擔果問題之外, 佢真係要 do something 去改變呢個問題呢咁樣, 所以我就會問佢將來會點揀呀, 會點行呀, 咁其實進一步我想推一推佢, 其實我...我自己一路都係咁樣做法, 就係我推一步啦, 向前行一步, 如果佢得既, 就行到, 唔得既我就退番後, 我一直既做法都係咁既, 咁所以我就用呢個方法, 就係既然佢講過去係咁, 咁你將來係想點呀?

At the beginning, worker cannot understand the meaning of client's key word (願賭服輸). But later he knows that client's meaning is different from common understanding of counselors. Then worker follows client's meaning of emphasizing his choice for the past twenty years so to explore his next step and his preferred future, moving forward step by step. Worker's hidden agenda is to enhance client's responsibility and encourage him to take action for change. If not work, worker will step backward. This is worker's common pattern of working with client. (A2a: W28)

R28: 係, 係, 將來想點係...我既理解係想試下佢 formulate 果 counseling goal (係呀) , 但係你已經講咗幾個 process, 你會推下佢, 試下佢, 如果向前行, 就 Ok, 如果唔係你就會退番後, 第二樣我想問呢, 如果你幫佢諗既時候其實都會有個 assessment 呢? 我想 check 下, 係要佢 own 咗自己有個問題先, 佢負責任先, 然之後你先落去幫佢諗下個目標係點呀, 係咪咁呀?

W29: 自己果 logic 係要佢 own 到自己果問題既意思呢, 其實佢 own 到啦, 即係意識到呢個係一個問題。

R29: 咁, 呢果算唔算佢意識到個問題?

W30: 佢而家知道自己有呢個問題, 但覺唔覺呢個問題需要改變呢, 就另一個問題啦。

R30: 我而家開始理解你既 own 既意思, 即係覺唔覺呢個問題啦, 同埋有無需要改變啦。

W31: 佢第一 own 個問題, 起碼知道自己有呢個問題先...

R31: 即係自己搞成咁?

W32: 係呀, 知道自己搞成咁, 佢需唔需要改變, 或者佢想唔想去改變呢, 係另一樣野嚟既。

R32: 即係你要 assess 到佢覺得係一個問題, 同埋佢想改變, 你先至去下一步。

W33: 係呀, 係呀.

R33: 咁係呢個 case 果度, 佢係咪覺得呢個問題要改變呢, 你既 assessment?

W34: 呢個 moment 去到呢度呢, 我就覺得佢自己知道自己有問題, 但係係咪需要去改變呢, 我都仲未好 sure。

Worker's assessment framework: Client should be aware that a. there is a problem, i.e. gambling is disturbing to him, b. he has responsibility for it – it's due to his past behavior, and finally c. he is ready to take action for change. From worker's assessment on client's feedback, client is not ready to take action yet. (A2a: W29-W34)

R34: Ok, 換言之, 據我了解唔知有無錯呢, 你都係有 D 博博地既, 即係你唔 sure 你去改變, 但係你都向前推咗佢一步先。

W35: 係, 係, <u>因為係頭果幾次呢, 我都係做 engagement</u>, 咁我就未必好快同佢傾好多 treatment goal, 咁但係<u>如果大家既 conversation 裏面都傾到呢樣野既時候, 咁我自己既做法就會一路 test 下, test 下佢</u>, 第一究竟佢有幾 own 到自己既問題, own 到啦, 佢覺唔覺得係一個問題, 如果覺得係一個問題, 咁佢覺唔覺得需要改變, 咁如果覺得需要改變呢, 咁就係要落去, 呀, 真係要改啦。

R35: 唔, 唔, 明白, 明白, 咁我試下 clarify, 希望無聽錯啦, 你講 own 果 problem, 同 client 講 own 既 problem 有 DD 唔同既, 你講既 own 既 problem 有幾個層次, 第一, 係佢知道自己搞成咁啦, 第二, 佢覺得係一個問題嚟既, 同埋佢覺得需要去改既, 咁如果聽果 client 講呢就係, 佢覺得係佢自己搞成咁既, 呢果都係一個問題, 但係對佢嚟講需唔需要去改呢, 你就唔 sure 既, 咁你一般嚟講會等 sure 之後, 就 test 下個 goal, 但都唔係咁 rigid 既, 有 D 時候傾到某 D 位入面, 就算你唔肯定佢係咪想改呢, 你都會 test 下, 試下, 推下佢, 係咪咁呀?

W36: 係, 係呀。

R36: 即係你唔係咁 rigid 咁跟晒。

W37: 唔使要跟晒, 因為事實上如果去到呢度呢, 我覺得呢, 俾我既印象其實比一般其他 client 呢係快講到呢樣野添, 即係以佢既 background, 即係佢好多 background 啦, 上一次我哋都討論過, 即係佢自己既 presentation, 我覺得佢係呢個 moment 已經講到係自己搞成咁呀, 係一個問題呀, 已經比我其他既 client 呢, 係快既。

R37: 所以你就想再推下…

W38: <u>係啦, 所以想再推前小小。</u>

When worker finds that the relationship is Ok and client talks about related issue, worker will try to push a bit further even he is not sure client is ready to take action (worker is flexible on this). (A2a: W35-W38)

40:17

R38: 呢果時候, 你問佢, 之前人生係你揀呀, 將來你想點揀呢? 其實 underlying…唔係 underlying, 你之前講咗啦, <u>你想佢諗下 counseling goal, 佢想點呢, 即係類似咁, 但係你咁問咗之後呢, 跟住果 client 答你呢, 就順其自然啦, 即係話係咁就咁啦, 類似講咗咁上下既野, 咁跟住你問咗幾個問題, 第一個就係當日盧姑娘轉介你嚟見我, 你就咁啦, 果 client 答就話, 係佢叫我嚟架, 但係你就 frame 咗佢, 雖然佢叫你嚟, 但係你都嚟呀, 咁其實係你自己 make 咗 decision 嚟呢到見我咁樣</u>, 我想問小小呢個片段呢, 我既理解, 我想 check 下唔知有無錯啦, 你係想同佢 explore 個 counseling goal 既, 即係對 gambling 既 goal 係想點呢? 但係果 client 唔係好清楚, 唔係好清晰答到既, 果講法係咪咁呀? 當時你同唔同意呢個判斷?

W39: 我, 係既, <u>我係覺得佢係唔係好理解到 set 甚麼 counseling goal 呀</u>, 佢淨係講順其自然既時候, 我就…我果一刻即刻諗呢「咦, 頭先你講願賭服輸, 我有另外一 D 理解喎, 咁今次你講順其自然, 會唔會又有另一 D 講法呢」, 咁, 其實當其時我就係度諗, 呀, 我會唔會再問多佢小小野, 因為我承接我自己既睇法就問佢, 咁你將來條路係點揀呀? 咁佢就話順其自然既時候, 咁即係點呢? 係咪即係原地踏步呀。

When client answers that he is being referred by others and seems not accept his responsibility for change, worker emphasize that it's client's decision to accept it and come to see the counselor. Then worker explores client's reason for coming here for service so to work on

172

his motivation for change. (A2a: W39a)

After getting insight of misunderstanding client's previous message, worker thus question his understanding on client's another message – that leads him to clarify the meaning with client. (A2a: W39b)

R39: 順其自然係咪即係唔會諗到將來條路係點揀囉?

W40: 係呀, 總之有浪嚟就去冚啦咁, 所以我…我有咁即時印象既時候, 我又覺得, 咁即係你想企係度喎, 企係度即係…

R40: 當時你有果判斷就係佢就係想企係度。

W41: 我就覺得佢就想企係度囉, 同埋我覺得佢有 D…有 D 係無奈既, 無奈可能過去既歷史話俾佢聽, 其實你條路就係咁行。

R41: 即係你 feel 到佢有 D 無奈既。

W42: 係啦, 係啦, 咁變咗我就會, 想睇下可唔可以加強番啦, 佢今日嚟呢度, 即係如果佢話, 即係順其自然的話, 其實佢唔需要嚟呢度啦, 即係我咁去理解, 如果順其自然就唔需要嚟呢度。

When worker is aware that he may have different understanding on client's key message, he tries to read client's emotions behind, and links these up to client's history to get a new understanding. Still he cannot make sense why client comes here for service. (A2a: W40-W42)

40:36

R42: 咁你問佢順其自然, 呀你嚟見我啦, 係呀我自己嚟見, 咁你再問啦, 咁佢自己答呢, 都係講緊係順其自然既, 不過佢就再多一句, 都唔想好似咁樣, 佢講完咗之後呢, 佢果樣好似有 D 唔同呀, 跟住你就回應佢, 呀你好似講到有 D…係咪感觸呀? (感觸, 係呀) 咁你當時睇到, 同埋佢咁樣講果陳時, 有 D 咩睇法架? 因為你…你去番之前呀, 其實你唔想佢 take 呢個 frame, 就係順其自然咁既, 咁 so far 佢都係答順其自然啦。

W43: 其實, 我…當其時呢不斷係度諗, 咁我應該點呢, 我嘗試都要 address 番佢當時既 emotion, 即係佢開始有 D 感觸啦, 同埋似係有小小淚光。

R43: 係呀, 佢 D 聲都有 D 轉咗唔同。

W44: 係呀, 佢有淚光, 我都想放慢番, 去了解佢果個情況係點樣, 即係佢講唔講度佢自己一 D 內心既掙扎呀, 咁講俾我聽, 所以我又諗, 會唔會都停一停, 即係唔同佢執著係果個…果個咩順其自然住, 我都想睇下佢果個情況。

R44: 咁, 佢當時答話順其自然啦, 又講咁咁咁, 唔想咁, 有 D emotion 出咗, 你就想 slow down, 咁你對 client 既 understanding 有咩諗法架? 即係果 moment 你問咗佢幾次啦, 跟住佢答咗你, 大概咁上下, 順其自然啦, 不過又唔想繼續咁呀, 講呢句說話既時候, 同時間你睇到佢果樣啦, D 聲啦係有 D 情緒既

W45: 即係佢係無奈 (你 feel 到好無奈), 係呀, 即係我會覺得佢好似無辦法, 即係好多野都係無辦法既, 無奈, 咁所以係我自己既信念就係, 如果佢就真係咁既時候, 我就會製造好多 alternative 俾佢睇到, 即係你唔一定係咁架喎, 咁果一刻佢都有小小淚光既時候呢, 咁我都想停落嚟, 想了解佢果情況。

R45: 即係你睇到佢無奈啦, 即係唔知點咁啦, 無辦法咁, 你講咗幾個 point, 停落嚟, 俾佢講下啦, 重有 D 咩考慮架?

W46: 都無物特別。

R46: 我聽講, 好似停落嚟唔想迫得佢太緊, 係咪咁呀?

W47: 係呀。

Worker works on client's strong feelings of helplessness: address it first, slow down the process, and facilitate client to express more so that worker can understand more. Then worker constructs other alternatives that it's not a must without pushing client too hard. (A2a: E43-W47)

43:45

R47: 當時你就停一停, 因為發現佢有 D emotion, 想了解佢點樣睇呀, 咁 client 答話佢呢 D 都無得逃避啦, 都要面對咁, 咁跟住呢段呢, 你係將 client 講無得逃避, 佢曾經講過既一 D

facts link up 番, 咁就一步步將呢 D facts 講番, 俾果 client 知佢無逃避到, 你就做咗做咗呢 D 野, 咁正正係呢, 所以你係有勇氣去面對, 去做一 D change 呀咁, 即係 roughly 大概係咁上下, 咁我又想了解下呢, 同你之前講果講法呢, as a outsider 係有 DD 唔同既, 係想了解 client, 俾佢講既, 咁呢度呢就唔係啦, 唔係單單了解啦, 而係 input 緊一個 information, 用 client message 講番佢無逃避到, 佢想 make change, 你當時有 D 咩考慮架? 因為據我了解呢, 如果你想俾佢講, 想了解佢多呢, 其實 process 既空間會多既, 係佢會講下 D 野係點點點, 但睇嚟係會 shift 咗, 做法係唔同既。

W48: 事後呢, 我自己再睇番一次, 其實我都覺得呢...果刻我係...行得快咗, 我都覺得應該係, 真係要停落嚟俾佢講多 D 佢既情況, 可能我自己急得滯, 呢果我會覺得 er..er...

R48: 即係係呢果 moment 應該要慢 D。

W49: 應該唔係講呢 D 野啦, 即係事後 before 我同你見面果時我自己睇番一次呢, 我都覺得自己係叫做快咗, 係啦, 係啦, 如果佢唔係有 emotion 既情況底下, 可能會 ok, 可以係一個 appropriate 既做法囉, 係啦, 係啦。

R49: 即係我想搞清楚, 如果你 sense 果 D 位入咗去, 有 D 無奈, 有 D emotion, 你 prefer 俾 D 空間佢去講, 多過 input 一 D 咁既 message 俾佢。

W50: 係呀, 係呀, 不過果刻我可能快咗。

After reviewing the process: Worker learns that he is better to slow down the process, engage the client properly when working on strong emotion, instead of providing some information to him or emphasizing client's motivation for change (getting too rush to intervene) (A2a: W48-W50).

44:49

R50: 你問佢, 你直頭問佢, 你想有咩改變呢? 果 client 答咗你幾次既, 就順其自然, 順其自然呀, 咁果 client 無再答過你佢想見到咩改變, 你都問得好直接咁樣, 咁呢果 moment 佢講順其自然就話, 果 D 野發生咗嚟到, 咁咪做囉, 咁如果係呢個過程裏面, 你對 client 有咩睇法, 同埋你會有咩考慮? 即係你都問得好直接架。

W51: 因為佢 before 我問佢改變既時候, 佢就話佢想改變呀嘛, 所以佢話想改變既時候我就乘勢佢想點樣改變, but at the end 佢都係要順其自然, 我都覺得...唉...

R51: 我想補充一點, 我同意既, 佢先講咗話我想改變, 跟住你問佢, 佢想有咩改變, 你問咗之後, 佢答咗幾次, 都係順其自然, 同埋呢 term 佢講咗幾次。

W52: 係呀, 講咗幾次啦, 就住頭先我同佢通電話既時候, 佢都係講呢樣野, 咁似乎當其時啦, 我係諗唔到其他野, 我都可以諗緊既係, 佢果種無奈呢, 係令到佢淨係得一個選擇, 就係順其自然, 我覺得佢一而再, 再而三咁講順其自然呢, 必然係反映佢以往生活既經歷, 令到佢真係要用呢一個 term 去講緊佢點樣去面對佢既未來。

R52: 即係 feel 到佢唔係好有動力改咁呀? 我想搞清楚, 你 feel 到佢無奈啦,...

W53: 佢...佢..., 我諗佢應該都...佢可能知道都要改, 但係佢真係無力, 我真係唔知佢係咪無力啦, er...俾我 sense 到既佢都話好想改, 佢想改既, 但點呢, 就似乎係佢...佢一片空白囉, 空白, 但係, 但係有無能力去改呢, 我就未掌握得到。

R53: 起碼你 feel 到佢一片空白啦, 你啱啱講過佢有無奈啦, 但佢覺得自己有無能力改, 你就唔 sure 啦, 咁如果係呢 D 理解之下, 你會諗下一步大概會係點, 即係你有幾個 sense, 第一個 sense 係佢想改既, 但問到佢想改, 有咩目標改, 佢答唔到, 你又 feel 到佢係好無奈既, 佢腦一片空白既, 但你唔肯定佢有無能力改既, 咁如果有呢 D 咁既 understanding, 咁你下一步會係點既呢?

W54: 一般嚟諗就係, 下一步就係睇下可唔可以搵到 D small change 囉, 我果直覺呢一刻我都會講, 睇下會唔會搵到 D small change, 令到佢, 即係俾佢感覺到原來係, 真係可以改到喎。

R54: 即係下一步係搵 small change, 根據呢 D 理解。

W55: 係啦, 係啦。

Client repeats his key word (順其自然) again when worker explores his future. Worker find very difficult to follow up as he cannot make good sense of this. After reflection, worker can now

have deeper understanding on client's sense of helplessness from his history. Worker believes that as client has experienced lots of frustration and hardship before, client does not have any idea of his choice for his future. He can only accept it as it is. Maybe this is the real meaning of client's key word – as understood by worker. With this new understanding, worker finds he can later explore client's small changes within his control. (A2a: W51-W55)

48:58

R55: 咁呢段, 我覺得其實係你同佢討論, review 佢既 pattern, 同埋其中討論既一個概念呢, 據我理解係順其自然既概念, 如果我理解錯, 請你同我講聲, 咁你其中一個 part 呢, 你就幫佢明白番順其自然呢, 其中背後既含意呢, 係想照顧果女, 諸如此類, 一定要唔賭錢, 先可以順其自然既, 係咪咁既意思架?

W56: 唔,...er, 我既講法就係你唔賭錢呢, 就係可以照顧到果因因, 咁佢一路所講既順其自然呢, 因為佢頭先一路所講既順其自然, 又要返工呀, 又要搵錢俾個女呀, 要還錢呀, 要儲錢呀, 咁所以我既理解就係咁你既意思係咪唔賭錢, 唔賭錢先可以儲到錢。

R56: 咁唔賭錢同順其自然有咩關係呀?

W57: 因為我嘗試將呢樣野連番落你所講既順其自然, 你要順其自然, 但係要做野, 要搵錢, 要儲錢, 咁所以我講既儲錢呢背後係講緊呢, 好多賭仔呢係唔識儲錢既, 咁如果你能夠要儲到錢呢, 咁就係要唔賭錢啦, 咁順其自然唔等於你唔賭錢, 但係你要能達到順其自然呢, 其中一樣你要做既呢, 就係你唔好賭錢, 我果 frame 嘗試咁樣諗, 但係因為始終佢講咗好多次順其自然, 係 D 咩呢, 所以當其時我會咁樣做囉。

R57: 你而家講既順其自然我開始明多 D, 即係順其自然, ultimately 佢要照顧屋企呀, 或者要照顧果女呀咁, 你要唔賭錢先可以照顧得到果女既, 咁你要唔賭錢呢...即你要順其自然呢都要唔賭錢既。

W58: 唔, 係呀, 係呀。

R58: 呢個係你果 frame。

W59: 呢個係我果 frame, 唔等於我果 frame。

R59: 咁果 client take 唔 take 呢果 frame 呢?

W60: 未必 take 囉。

R60: 未必 take, 未必 take, ok, ok, 咁你從 client response 裏面有無 D 咩 feedback, 即係你有一個 frame, 希望 client 會 take 啦, 但係感覺唔係好 sure client take 定唔 take 啦, 係咪咁呀?

W61: 係呀, 同埋我一路嘗試因為佢自己都講唔到好實在俾我聽, 咩叫順其自然, 咁佢講, 順其自然啦, 我繼續做野啦, 我照顧果女啦, 咁我嘗試幫佢 construct 咗一野出嚟先, 咁睇下佢 take 唔 take。

Client has not elaborated his key word fully. Thus worker is not sure about its meaning even he has better understanding on these. Worker tries to connect this key word with his pattern described before – to work, to save money, to clear the debt (thus no more gambling) and to take care of the daughter. By using logical extension, worker connects this to the more desirable agenda to work on – instead of passively waiting for the result, client should take actions to for change. But worker has to check with client to see if client will take this perspective or not. (A2a: W56-W61)

R61: 但係你就唔 sure, 或者唔 obvious 呀, 另外 client 講咗一個 point, 你就...我想了解你點諗, 呀我明, 順其自然都係一 D 藉口嚟啫, 咁你當時點睇架?

W62: 其實我唔知佢諗 D 咩, 不過, 不過我果刻我會諗, 咦, 佢諗緊咩藉口呢? 我會好奇想知道。

R62: 但係你無問到?

W63: 無呀。

50:51

I63: 你啱啱之前問過一個問題, 就係你個戒賭目標係咩呢? 咁佢答唔到你, 咁跟住你第二個問題問, 你願唔願...即係去戒賭呢? 即係你轉咗第二個問題, 對住第二個問題佢就講七三分賬啦, 答完七三分賬之後, 果七同三呢, 個 focus 就 shift 咗果三個度, 即係七成佢想

戒, 但三成佢自己控制唔到, 可能工作原因, 跟住佢慢慢 elaborate 就係呢果控制唔到我就唔轉啦, 嗱, 我講講我自己既睇法, 呢個係你自己想同佢傾 counseling goal, 或者你 assess 佢有幾大 motivation 去 change, 咁個問題其實係之前幾段都問緊類似既問題, 咁去到呢一度既話, 佢既 response 係重覆緊呀, 定係有唔同到呀? 定係點呢? 唔知你同唔同意。

W64: 有小小唔同。

I64: 即係同之前都做緊類似既野架?

W65: 係呀, 係呀, 有小小唔同, 起碼七三先啦, 係嗱。

R65: 咁你係呢果 moment 對 client 既 assessment 係點樣架?

W66: 呢果情況, 我唔…第一, 佢至少講到俾我聽呢, 佢有…七成想戒先啦, 咁當然佢有三成佢覺得好…好無奈呀, 或者戒唔到呀, 或者種種咩原因既時候, 咁就嘗試理解佢…佢果三成係 D 咩嘜, 咁我覺得至少好過…er, 都仲係純粹講順其自然呀, 即係俾我覺得, 順其自然呢係好空泛既, 所以係一個好無奈既結論, 咁但係呢至少講七三呢, 但都欠咗 D 實質既野, 我係聽到。

R66: 即係你而家了解佢七三呢, 咁同之前有唔同啦, 咁係咪你都想再 explore, explore 咩野? Explore 果三成?

W67: er…我而家唔係好記得 (ok, ok)…不過我就會諗其實呢七三, 果三…三係源於咩問題既出現咗, 令有呢個三呢, 係咪, 你有七成願意去戒喝, 三成戒唔到, 係咩原因呢, 我就了解呢樣, 印象中。

End of interview

R67: case 第二次 interview 睇完一次啦, 我唔知有無理解錯啦, 其中有一個好大既 focus, 就係 assess, 同埋 work on client change motivation, 或者佢上嚟戒賭有咩目標啦, 咁我睇到你既一個 focus, 我想問下, 除咗呢個 focus, 係呢個 interview…咁當然要睇下你同唔同意呢個係你既一個 focus? 除咗呢個之外, 想了解下你係呢果 interview 裏面有無 D 咩 focus 要 work on, 同埋你對果 case, 成果 interview 有 D 咩睇法呢?

W68: 首先我都同意既, 成個過程呢都係 engagement, 再加埋想睇下佢有幾 own 果問題啦, 幾有 motivation 想去改變啦, 呢果係自己過去都係一路以嚟都係用呢 D 方法既, 咁, overall 我睇呢個 case 呢其實, 我一路同佢傾既時候呢, 佢一路話俾我聽, 佢好亂, 佢諗唔到好多野, 咁我就嘗試用好多唔同既方法, 即係譬如寫落 white board 到呀, 將好多 information 寫落去, 等佢容易 D 去整理, 咁讓佢可以講到佢想講既野, 咁當然 the end of the session 我都覺得有 D 野未做到既。

R68: 譬如咩?

W69: 例如即係頭先佢講既順其自然, 係 D 咩呢? 咁, 咁, 其實都係都仲係我腦裏面一個疑團嚟既, 咁但係我覺得成個 session 裏面, 至少一樣呢, 我會覺得就係佢話緊俾我聽呢, 佢自己要…要戒賭波既, 係啦, 咁至於其他果 D 既情況, 其實我自己心裏面去諗, 如果你繼續賭馬, 你又繼續去還債既時候, 其實係我既睇法裏面, 你到時呢 D 數迫到埋嚟, 你又買緊馬, 你覺得又控制到, 買買下會唔會都得啦, 呢果係我心裏面都唔係好有信心, 但當然我要 respect 呢一刻佢…佢有果果睇法啦, 咁所以就 er…對於呢果算係我 work with 呢 D 有 mental health problem 既 client 嚟講, 呢果算係好講到野啦, 即係 at the end 我自己感覺啦, 可以表達到, 算係…雖然混亂, 但係透過一個 step, 一個 step, 咁樣講既時候呢, 佢都講到一 D 佢自己既野俾我聽, 咁當然我自己再睇番呢個 session, 當然有 D 地方, 譬如佢有感觸既時候, 即係我自己都覺得可以慢番落嚟, 唔使咁快去第二 D 野度。

Worker has presented the client's history with chart / graph to help him to review it more effectively, particularly client has mental health problem and has difficulty in expressing himself. (A2a: W68-W69a)

Worker is still not sure about the meaning of client's repeated key word as expressed by the end of the interview. He is aware that he has different views from client's – seeming that client has much more confidence on self-control to keep gambling. Worker respects client's view here. (A2a: W69b)

Learning from reviewing the interview: Worker should slow down the process. (A2a: W69c)

A2a: Overall Analysis

Rely on medical model for assessment, model of classification of gamblers with M.I. symptoms, medication come first.
Worker assesses that client has difficulty in expressing himself – various strategies adopted – summarize and present with graphs / charts on board. This helps client to organize, express and review his ideas / experience more effectively.
- Worker assesses client with problems of gambling and mental health by use of medical model and formal theory which are used to explain the gambling problem but not to treat the problem. Based on previous case experience, worker finds difficult to deal with this kind of client and should assesses client's compliance on medication. (A2a: W1)
- The Model helps worker be sensitive in assessment / diagnosis, to identify the characteristics of the client of this type (with strong conditioning). But he does not find these yet. (A2a: W2-W4)
- As guided by the Model, worker assesses client's compliance on medication. Worker now knows that client has stopped medication for work and he has strong urge for employment for supporting his young daughter's living, for he is in great debt. (A2a: W5)
- On assessing conditioning process according to Path Model, worker wants to know how client becomes gamblers and beliefs behind, but is not sure about these yet. (A2a: W9)
- Worker assesses that if client stops medication for work, this will lead to gambling problem later. (A2a: W6)
- Worker put client's messages on board when client gets confused or has difficulty in articulation, like old people or client with M.I. symptoms. This helps client better organize his own experience and review these more effectively and also facilitate shared understanding between worker and client. (A2a: W7, A2a: W8)
- Worker put client's message on board to summarize his gambling history so to help client to express his emotion / feelings, and to encourage client to develop the goal on gambling subtly (A2a: W20)
- Worker has presented the client's history with chart / graph to help him to review it more effectively, particularly client has mental health problem and has difficulty in expressing himself. (A2a: W68-W69a)

Assessing gambling and motivation – assessing client's awareness on a. gambling problem is disturbing to him, b. he has responsibility for it, and c. he is ready to take action for change. Besides, client's history, beliefs behind gambling, reason for gambling and conditioning process are the foci of assessment, but these should be assessed following the flow of interview.
- Worker explores client's gambling history - client was influenced by significant others (father) and he could easily access gambling when he was very young. On assessing conditioning process according to Path Model, worker wants to know how client becomes gamblers and beliefs behind, but is not sure about these yet. (A2a: W9)
- After initial exploration, worker is aware that he cannot make sense of client's gambling as client lost money and was in debt when he started gambling. (A2a, W10-W12)
- Worker wants to assess client's reasons for gambling, beliefs and severity of addiction, but is not sure about these yet. (A2a: W13, A2a: W14)
- Worker finds client is not expressive and cannot formulate the goal yet. But worker explore client's goal on gambling, he want to see if client will own his problem. (A2a: W21-W23)
- Worker's assessment framework: Client should be aware that a. there is a problem, i.e. gambling is disturbing to him, b. he has responsibility for it – it's due to his past behavior, and finally c. he is ready to take action for change. From worker's assessment on client's feedback, client is not ready to take action yet. (A2a: W29-W34)

Worker uses his case experience for assessment and guiding intervention and he remains open to these. He will amend and check with the assumption or patterns of previous gamblers of similar type.
- Based on previous case experience, worker finds difficult to deal with this kind of client (gambler with mental health problem) and should assesses client's compliance on medication. (A2a: W1)
- Based on previous case experience, worker assesses that client of this type (high income of

similar job, young and single and prefer to work on part-time job) will be engaged in gambling quite easily. Worker also wants to check if client has some beliefs of similar cases which reinforce his gambling (W2a: W15)
- Worker makes sense of client's situation by using different sources of information, like messages of client and referral, previous case experience and worker's direct observation. Worker is also aware that client does not lose lots of memory and can organize and present his idea quite systematically, which is a bit different from referral's comment. (A2a: W17b)
- Worker finds client is easily influenced by people around him and this characteristics is quite similar to client of this type. (A2a: W19b)

Working on strong emotion
a.   1. address it first, 2. slow down the process, 3. facilitate client to express more – so that worker can understand more, 4. working on helplessness, provide other alternative that it's not a must
b.   When working with strong emotion, worker is better to slow down the process, engage the client properly, instead of providing some information to him, emphasizing client's motivation for change.
- Worker is aware of client's strong emotion by his tone and non-verbal expression and thus he recognizes it and shows concern to client. Worker further facilitates him to express more. (A2a: W16, A2a: W17a)
- Worker makes sense of client's situation by using different sources of information, like messages of client and referral, previous case experience and worker's direct observation. Worker is also aware that client does not lose lots of memory and can organize and present his idea quite systematically, which is a bit different from referral's comment. (A2a: W17b)
- When worker observes client's strong emotion, he speculates that client may get in touch with some significant event / moment. Worker prefers to let client to share these gradually. (A2a: W18)
- Worker works on client's strong feelings of helplessness: address it first, slow down the process, and facilitate client to express more so that worker can understand more. Then worker constructs other alternatives that it's not a must without pushing client too hard. (A2a: E43-W47)

For engagement, periodical checking with summarization and looking into client's feedback (to see if client will take worker's view) seem important. Don't work too hard with client for change. But if worker finds relationship is Ok, he may push client a bit further.
- After listening for a while, worker summarize client's message to check if these are accurately understood. (A2a: W19a)
- From worker's assessment on client's feedback, client is not ready to take action yet. (A2a: W34)
- When worker finds that the relationship is Ok and client talks about related issue, worker will try to push a bit further even he is not sure client is ready to take action (worker is flexible on this). (A2a: W35-W38)

Enhancing motivation – exploring client's reasons for service, reframing it as client's decision to accept referral's recommendation for service (also enhance client's responsibility), exploring client's preferred future, exception and something that is within his control (self-efficacy) (it is important particularly when client feels helpless)
- When worker finds there is exception, he further explores this. (A2a: W19b)
- Then worker follows client's meaning of emphasizing his choice for the past twenty years so to explore his next step and his preferred future, moving forward step by step. (encourage client to take up his responsibility) (A2a: W28)
- When client answers that he is being referred by others and seems not accept his responsibility for change, worker emphasize that it's client's decision to accept it and come to see the counselor. Then worker explores client's reason for coming here for service so to work on his motivation for change. (A2a: W39a)

Worker first gets stuck for he cannot make sense of client's key word (願賭服輸). Later he gets new understanding on this which guides his exploration and intervention – so to explore client's next step

and preferred future.

When worker finds stuck at other moment later, he questions that he may misunderstand client's meaning again. Again he cannot make sense of client's repeated key word (順其自然) and he works hard to understand the meanings. He tries to read the emotions and link these up to client's history. Gradually worker understands client's helplessness more and knows how client cope with his future in his way. Worker now has more ideas of how to proceed by connecting the meaning of this key word with client's pattern as described. Besides, worker knows that he can explore client's small change within his control later.

- At the beginning, worker cannot understand the meaning of client's key word (願賭服輸). But later he knows that client's meaning is different from common understanding of counselors. Then worker follows client's meaning of emphasizing his choice for the past twenty years so to explore his next step and his preferred future, moving forward step by step. Worker's hidden agenda is to enhance client's responsibility and encourage him to take action for change. If not work, worker will step backward. This is worker's common pattern of working with client. (A2a: W28)
- After getting insight of misunderstanding client's previous message, worker thus question his understanding on client's another message – that leads him to clarify the meaning with client. (A2a: W39b)
- When worker is aware that he may have different understanding on client's key message, he tries to read client's emotions behind, and links these up to client's history to get a new understanding. Still he cannot make sense why client comes here for service. (A2a: W40-W42)
- Client repeats his key word (順其自然) again when worker explores his future. Worker find very difficult to follow up as he cannot make good sense of this. After reflection, worker can now have deeper understanding on client's sense of helplessness from his history. Worker believes that as client has experienced lots of frustration and hardship before, client does not have any idea of his choice for his future. He can only accept it as it is. Maybe this is the real meaning of client's key word – as understood by worker. With this new understanding, worker finds he can later explore client's small changes within his control. (A2a: W51-W55)
- Client has not elaborated his key word fully. Thus worker is not sure about its meaning even he has better understanding on these. Worker tries to connect this key word with his pattern described before – to work, to save money, to clear the debt (thus no more gambling) and to take care of the daughter. By using logical extension, worker connects this to the more desirable agenda to work on – instead of passively waiting for the result, client should take actions to for change. But worker has to check with client to see if client will take this perspective or not. (A2a: W56-W61)

Learning after reviewing the tape – is more aware that he should slow down the process when working with strong emotion, learns his different view from client that client has much more confidence on controlled gambling.

- Worker learns that he is better to slow down the process, engage the client properly when working on strong emotion, instead of providing some information to him or emphasizing client's motivation for change (getting too rush to intervene) (A2a: W48-W50).
- Worker should slow down the process. (A2a: W69c)
- Worker is still not sure about the meaning of client's repeated key word as expressed by the end of the interview. He is aware that he has different views from client's – seeming that client has much more confidence on self-control to keep gambling. Worker respects client's view here. (A2a: W69b)

Worker A Case Two Third Interview (A2b) with Analysis

At the beginning

R1: 你啱啱見完個 case，仲有 D 記憶既，你係第三個 interview 整體嚟講有 D 咩睇法咁?

W1: 我就覺得果 client，er…即係果方向有 D 唔同，因為第二次見同啱啱第三次見佢呢有果好大既轉變，就係佢嚟到好似好想 look for 一 D tangible 既野，因為現實都話緊俾佢聽，可能屋企既經濟都有困難，咁佢都表現俾我知佢想….當然佢想做野啦，但係未做到野之前，咁可以點呢? 咁佢都會接受一個現實，可能佢想申請一 D 緊急既援助呀，咁樣，咁變咗同我第二個 session 見佢果時呢，當其時佢都覺得係緊既，譬如可能去到債務既問題，都好緊，但係佢都有 D 空間去諗一下佢自己既情況，但係第三節我哋即係見佢既時候呢，即係佢可能已經經過咗果兩個 sessions 呢，佢可能會清晰 D 就，或者可能再埋身 D 就真係面對果個債務，咁所以佢嚟到都好…好直接讓我知道其實佢好有呢方面既需要。

Worker observes client's change between these two sessions – looking for more concrete financial help. This leads to different directions in this session. (A2b: W1a)

Worker's speculation - client may be clearer on his own agenda after exploration in first two sessions. (A2b: W1b)

R2: 所以感覺係好 focus 去處理債務好 tangible 既野，係咪呀?

W2: 係呀，tangible 既真係經濟上有問題啦，咁點算呢，佢亦都表示暫時佢 D 朋友同佢講，其實抖多陣先囉，休息好先去做野啦，唔急住做啦，但係似乎佢又唔係好想，呢樣野亦都講緊就係其實佢…佢 consistent 既，應該咁講，即係話做野呢果係佢由第一個 session 到而家呢，佢一路俾我好清晰既方向就係隨住佢身體既狀況 ready 呢，其實佢都想做番野既，呢樣係講緊佢要履行佢自己係家庭既責任呀，還債既債任呀，咁樣囉，咁佢係，呢果都俾我感覺佢….佢真係有個感覺要面對果問題啦，即係煮到埋嚟啦，要處理啦。

Worker is aware of service limitation of his Centre，i.e. his Centre cannot offer financial assistance to client as he expect. Thus worker will explore to see if client has reached other services that may be helpful to him. (A2b: W2a)

Worker assesses that client is consistent through these sessions，but comes clearer on his agenda for requesting financial help in this session. (A2b: W2b)

5:34

R3: 我想問小小呢，你問咗佢，知道佢要睇醫生啦，了解佢有無見 MSW，即係醫務社工，你係咪而家有果 frame 想做 D assessment 架? 我想了解下。

W3: 我當其時就係諗緊呢，過去有無曾經接觸過呢 D 服務，即係之前曾經 MSW 幫佢做過一 D 轉介，或者正在進行中既野，咁樣囉。

R4: 你係呢果 moment 裏面，你對果個 client 有咩評估或者有咩睇法架?

W4: 因為我睇到呢，頭先我自己都講就係可能呢果個案呢其實佢最終既目標都係想做野，可能係呢果 moment 裏面，可能真係有一個短暫既需要，所以我就諗下就話…

R5: 短暫需要係指經濟援助?

W5: 係經濟援助，我講緊係經濟援助，所以就諗緊會唔會真係有 D tangible 既野可以俾到佢呢，但係我哋呢度既 setting 有果限制就係我哋唔係一 D IFSC 可以寫到既，或者做到既 assessment，咁所以先幫他了解下會唔會有 D 機構或同工做緊，或者未做既，我都了解先，然之後可以再進一步可唔可以跟進到。

R6: 我唔知有無了解錯呢，即係你係呢果 moment 入面呢，assess 到 client 好想搵野做，都想處理一 D 經濟援助，咁所以你係呢個 moment 呢，就會 assess 會唔有轉介啦，或者聯絡過，呢 D 服務會 bridge 到去處理呢 D 所謂經濟果部份。

W6: 係啦，係啦，因為係我角度我睇到，如果佢都講到出嚟話其實好緊呀，過去果兩節都講到好緊啦，而佢亦都講類似有無關愛基金呀，咁我覺得佢已經 express 咗佢果 need 出嚟話俾我聽，佢可能真係有呢方面既需要既時候，咁我就嘗試用唔用既方法去了解佢果個狀況。

Worker assesses that client may not get his tangible service for financial help from his Centre. Thus he explores to see if client has reached to other services, like MSW that may be helpful. (A2b: W3-W6)

13:33

R7: 就呀…我唔知有無理解錯啦，果 client 嚟到就講關於想搵錢，想搵野做，咁又講關愛基金啦，又 struggle 過，如果精神好 D，會搵 D 錢做下野咁，類似咁上下啦，咁你…我只係講番果 process 啫，咁你又了解下果情況啦，又問咗佢有無睇醫生呀，即係見 MSW 呀，係呢個位入面呢你就問果好 specific 既問題，問佢介唔介意轉介佢去 ICCMW，咁 client 無直接答你佢介唔介意，咁 exactly 果 client 係呢果位就話佢有 D 擔心，佢擔心將來呢唔知搵唔搵到工，即係我唔知有無理解錯呢? 佢係咁答你既，當你咁樣問，嗯，類似就話我會轉介你會咁咁咁，咁跟住 client 就唔係 exactly 去唔去既。

W7: 即係佢驚影響到佢將來去搵工。

R8: 係啦，咁係呢果 process，你有 D 咩睇法㗎? 首先果過程係唔係咁呀?

W8: 唔，<u>果一刻我都會諗</u>，咦，<u>我估佢會唔會誤會咗我咩意思呢</u>，其實 refer ICCMW，其實到時會唔會有陪診既服務，或者家訪呀，其實都係關注佢既 mental health，可能我無清楚表達俾佢知道既時候呢，<u>我一講佢即刻就話最緊要唔好影響我搵工</u>，咁樣，即係我估會唔會就係，呀，即係呢果感覺令到佢覺得咦，係咪我轉介佢去某 D 政府部門，令到佢好難搵到工呢，可能係咁樣，係啦，我即時都有果咁個感覺，即係覺得我係咪將佢果問題掉去另一度，然之後令佢再遲 D 先搵到工。

From client's response, worker is ware that client has misunderstood worker's referral or service (ICCMW) as referred. (A2b: W7, A2b: W8)

22:26

R9: 咁你講果段內容呢，<u>有 D 係重覆既</u>，咁你當時有無 observe client 有無 D 特別野令到你將 D 內容再講多一次?

W9: 係呀，係呀，<u>因為佢一開始已經同你講佢好边啦</u>，但係一路傾既時候呢，即係<u>我見佢都 dump 下 dump 下隻眼</u>，咁其實我又唔係覺得 appropriate 問佢，你聽唔聽到我訊息呀，咁所以我都希望藉住一而再，再而三咁重覆咗，好似好边贅咗，但係呢因為當其時我見到佢狀態，<u>好似收唔到</u>，所以想 make sure 佢收到，但係，但係其實我最後呢次傾都係攞多咗 information 就話，可以 present 我將咭片俾醫生知道，因為呢我唔知道當其時醫院方面，醫生知唔知呢 MSW 轉介呢果個案俾我嚟呢到，我唔知㗎，<u>應該話我唔知醫生知唔知</u>，呢果 case 已經轉介去一 D 社會服務機構 for further follow up 咁樣，我唔知㗎嘛，所以我就講多咗果 information 俾佢，<u>可以帶咗咭片</u>，<u>話俾醫生聽</u>，咁樣。

Worker observes client is very tired. He is not sure if client get his points in the process and so he repeats his message for several times. (A2b: W9)

R10: 你係咪都想 bridge 番同醫生有接觸咁㗎? 譬如我想像到，如果佢跟你講啦，俾醫生睇啦，即係俾醫生知道我果 case 咁樣跟進，咁俾醫生知道咗有咩目的㗎?

W10: er…<u>第一，俾醫生知道其實佢而家佢係攞緊一個 service</u>，咁同埋就係會唔會，醫生可以再…因為呢通常我所認知既就係，如果醫生再見到有咁既情況呢，佢點都會呢再叫 <u>MSW 同佢傾下</u>，係啦，即係話醫生寫紙，叫 MSW 見呢果 client 多一次，係啦，<u>通常都會係咁既</u>。

R11: 你係咪都想 bridge 佢番 MSW。

W11: 係啦，我都想係咁樣。

R12: Bridge 番 MSW service 有咩好處呢?

W12: 想睇下 financial，facilitate 佢呢方面既需要可以處理，係啦，咁樣。

Worker wants to let the doctor know that client is now receiving gambling counseling indirectly by asking client to pass worker's name card to doctor in coming medical consultation. He thus hopes to facilitate doctor to refer client to MSW for follow up. (A2b: W10-W12)

R13: 就呢果 issue 我想問多小小，你正話講，講既時候就重覆咗啦，因為你睇到 client 唔夠精神，唔係好專注呀，如果咁既話呢你就，因為你有 D 重要既訊息你想 make sure 佢聽

到，所以你講多幾次，呢果我明啦，第二個問題我會問，當你係果 interview 見到果 client 咁樣，佢已經唔係好有精神聽你講野，甚至佢一嚟既時候都話好劫呀咁樣，咁你 有種 sense 就係，呢個人既精神狀況唔係幾好啦，如果係咁既話，你會係果 interview 果 時你會考慮 D 物，同埋果個方向會係點?

W13: 如果我一路 assess 果情況就係，如果佢真係好唔掂呢，我可能會話你會唔會返去抖一抖 呀，早 D 休息呀咁，係啦咁樣，以往我都會咁樣做既。

R14: 即係如果佢好專注唔到呢，你會早 D 完果 interview 既。

W14: 係呀，係呀。

Worker will terminate the session earlier if he finds client to too tired to get involved in the interview. (A2b: W13)

40:43

R15: 我試講下 client 講過既情況，睇下啱唔啱呀，佢覺得如果我有兩萬蚊，好似平時咁返到 工，咁扣埋呢 D 扣埋呢 D，佢覺得生活 OK 既，manage 到 D 債既，甚至佢覺得有錢剩 添，咁再加埋呢如果佢仲狠心 D 戒埋煙戒埋賭波，仲多兩千蚊，咁佢覺得成個 financial management 呢，即係我唔知有無理解錯呢，係呢果 moment 佢覺得係處理到既，只要 返工既話呢，所謂欠果 D 債呢其實佢覺得係無問題既。

W15: 我當其時既理解佢…佢都係咁樣既，係，咁當然係我角度呢，唔係既，因為呢，<u>因為佢 一路 present 俾我聽其實有一 D 係，佢一路話處理到呢係還緊果息，還緊果息即係話 呢，你一路還果息，咁即係話你果本仍然係無還既時候呢，其實係未處理到問題，同埋 你可以想像過去一路以嚟，如果佢都係咁既情況底下，點解你果問題會 last 度咁耐啦?</u>

Worker assesses that client's plan to clear the debt is not feasible. (A2b: W15)

R16: 咁如果根據你咁樣講法，其實…我試下咁樣理解你同 client 有果唔同既睇法，client 覺 得呢果係 manage 到，你就覺得果問題呢一路係無處理，同一路 last 得好耐，咁所以會 唔會從你角度嚟講 client 係無 motivation 去改變?

W16: 又唔係既，咁起碼第一樣野佢有個 motivation <u>我 sense 到佢肯去返工</u>，provided 如果你 mental state 係 Ok 既時候，咪返工囉，<u>咁跟住第一個 step 就係，好啦當你返工，開始還 債既時候呢，我就會 further 同佢傾下</u>，咁好似你還嚟還去都還唔掂喎，如果你果 D 數 係講緊淨係還釘，係咪呀，咁會 further 再同佢傾下，如果呢 D 數搞掂咗啦，接住落嚟 應該點樣處理呢，<u>咁我係逐個逐個 step move on 去即係…即係 guide 果 client 去處理果 個問題。</u>

Worker will work with client's plan first even he does not find client's plan feasible – start with the first step for change. Once client begins to get employed, worker work with him step by step to review the plan on clearing the debt. (A2b: W16)

R17: 我試下理解你果 frame，唔知係咪咁呢，如果 in case 佢果 mental state 係 stable，佢可以 返到工，<u>咁你會幫佢 move 去講下 D 債，要佢 aware 到其實佢未搞得掂 D 野，然後先 work on 呢 D issue</u>，係咪咁呀?

W17: 係呀，因為佢返到工就還到債，因為有 D 數係分期還咁呀嘛，有 D 數係淨係還釘呀 嘛，咁佢而家 prefer 淨係還咗分期既先，釘果 D 都還咗咁多年啦，咁就算啦，咁所以 就要慢慢，慢慢真係逐步逐步咁去還，逐步逐步咁去處理，因為到而家呢一刻如果係我 角度就係，你而家同 D 大耳窿講分期還都無用，因為而家都無錢還俾你，咁既然可以 俾你遲 D 先還，唔使咁急啦，咁果 D 唔使咁急就唔使還住，唔使處理住先。

R18: 咁如果咁講你…但係果 issue 好似講好多係 mental health，返工，但係呢果 moment 嚟講 就係無…無好多討論過賭既問題。

W18: 係呀，係呀，因為…因為即係呢幾個 sessions 我都係 understand 佢既 background 呀，做 engagement 呀，咁變咗我都要了解佢係還債果方面點樣處理，咁我先可以了解到…即 係逐樣逐樣了解到既時候，我先可以有一個再清晰 D 既 picture 咁，咁究竟我下一步可 以點做呢。

Worker focused engagement and understanding client's background in first two sessions. Now he starts to work on debt issue and at the same time he wants to have a clear picture to guide his intervention. (A2b: W17, A2b: W18)

R19: 咁如果去到呢果階段，你對 client 有 D 咩既理解，同埋你大概 roughly 有 D 咩既下一步呀?

W19: 嗱，如第二節啦，我哋都討論過啦，咁當其時我嘗試了解佢，gambling history，佢一 D belief 啦，咁佢主要賭 D 咩啦，有幾嚴重啦，咁同埋佢即..即幾 frequent 啦，都有傾過既，都有了解過既，咁今次我就了解佢多 D mental health issue 啦，亦都了解佢 debts 啦，咁而家係我手頭上面呢，咁就具體知道佢情況，第一，我關心佢呢一刻 here and now 仲有無賭錢先，如果佢仲有賭既，咁賭 D 咩呢。

R20: 呢果係你 assessment 其中一樣野?

W20: 係啦，即係我研究完之後，聽晒之後，可能下一個 session 我再見佢既時候呢，我就第一件事，counter check 呀，你既狀況點樣呀，賭果度係咪如你所講，即係可以戒到邊一樣野呀? 咁樣，咁我就唔會問你仲有無賭波呀，可能我會了解下，係咪如你所講，可以戒到呢兩樣呀，咁 counter check 佢，咁然之後，咁睇下佢果 mental health 囉，咁都 Ok 既，咁就 move on 再去傾佢既停到果兩樣野既，咁了解下有咩原因，或者有咩方法你可以停到架? 果陳時你停唔到喎，而家既然你定到果目標又可以停到，究竟有咩可以 move 你去，即係俾到果動力你去停到呢兩樣野呢? 咁我咪逐樣逐樣同佢傾囉。

Worker has assessed client's beliefs about gambling, history of gambling and severity of gambling in last session. So far worker has some more understanding on client's mental state and debt. Now he wants to explore if client keeps gambling here and now. Then this will lead to different directions for intervention. (A2b: W19, A2b: W20)

54:48

R21: 去到呢果 moment 既時候，果 client 之前都講過佢而家最 concern 就係搵野做，佢覺得同屋企呢，即係除咗屋企人之外呢佢最大問題呢就係錢既問題，咁跟住佢就再講多果個，呀果 D 野發生咗啦，搞成咁啦，就係咁樣講，即係背後有 D 咩意思仲未講，咁呢度呢就幫佢接咗…接咗…，我先重覆番，你接咗就係，講番佢而家最關心係搵工，咁跟住呢你就，講番俾佢聽，所以呢佢而家最緊要就係搵番醫生呢，睇番醫生對佢既評估呢究竟適唔適合返工，如果適合呢，加埋佢意志呢咁就去做啦，go ahead 啦咁樣，即係類似咁上下啦，咁我想問你，你當時咁樣，將佢果 D 想搵工，接番落去最緊要搵番果醫生睇番，睇下果評估係點，咁你當時考慮 D 咩架? 係呢果位。

, : 因為當其時見完我之後第二日就覆診，俾唔俾醫生紙都係講醫生既決定，咁同埋我都相信醫生有佢哋係精神科方面既專業決定，其實我明顯係同之前果個 tone 或者果個…果個睇法呢係…er…，早前會我同佢講 er 如果醫生唔建議你，你咁就唔好做啦，反而今次我會..會講話如果醫生都覺得你 Ok，加埋你意志就去做，其實當其時我諗法就係，其實佢…佢 er，果 will power 係好 strong 既，同埋好強烈想去做野，如果我繼續…即係即係，我都 show acceptance，如果佢真係覺得自己有能力，有呢個意志即係去做野，去證明俾人去睇佢想去改變既時候呢，咁再加埋果大前提就係，係我角度都真係 medication 係最緊要既，咁所以係話我有 show acceptance 即係佢真係想去做野，咪去做囉，但最緊要係醫生都覺得係呢果狀態係 Ok 囉，所以我…我覺得某個程度我會諗，er…er，第一佢都講佢唔係話，要賴，就係以前發生咁多事，搞到我咁啦，即係佢話緊俾我聽呢，D 野發生咗，同埋佢真係好想改變呀，即係我 sense 到佢果種感覺係佢好想改變，而佢能夠做既就係，做野，因為呢樣野係佢最能夠掌握到既野囉，係啦，至於賭錢因為上一次佢都講過，某個程度佢係慢慢戒呀嘛，咁我覺得佢能夠掌握到既，用一個 strength base 既角度睇就係，佢覺得呢樣野可以做，掌握到既，咪去做囉。

Worker finds that client has strong wish of getting employed and making change. Thus worker shows his support and acceptance for client's intention to work on condition that doctor will also support this. (A2b: W21)

55:38

R22: 咁呢度你 prepare client 會見醫生，你講咗一段就話如果醫生咁咁咁呢，你就會咁咁咁，如果生咁咁咁，你就咁咁咁啦，你當時咁樣講就係將果醫生既 assessment 講咗呢，即係你估計醫生可能有幾個 assessment，然後講咗之後呢，建議 client 會咁咁咁呀，會點做

呀，咁樣，roughly 大概咁上下，你咁樣講既時候當時有咩考慮?

W22: 第一呢，頭先我話 D 藥力出啦，即係話好咗，其實係精神科藥物以我粗略知識就係佢唔會一食，就即刻見效，起碼要兩三個禮拜呢，佢同果隻藥 match 啦，咁佢既精神狀態先會慢慢…即係 feel comfortable 佢佢佢.,.即係佢而家果狀態似係真係果 D 藥啱佢啦，咁樣囉，所以可能呢一刻我都係會…會請佢留意番呢樣野，即係醫生果建議，咁我果考慮就係，我覺得 here and now 佢啱啱出咗院都唔係一段好長既時間，可能係 medical point of view 我覺得我係想佢依賴多 D medical point of view，instead of 呢佢而家話呢佢好想做真係去做，到頭嚟原來係唔得既時候，咁點呢，即係我覺得我仲有小小係一個後路話番俾個當事知道，係你有一個 will power，如果醫生真係覺得 Ok，去做囉，但如果真係唔得既時候，可能真係要聽醫生講，休息下，咁樣，而亦都係回應番佢一開始嚟到佢話想申請關愛基金，如果你話申請關愛基金，咁即係我 interpret 就係可能因為暫時呢段時間，係失業，而需要攞呢果援助，咁樣囉。

Worker makes use of his knowledge to assess on effect of M.I. drug on client. Still worker replies on medical view or judgment from medical professional to assess if client is suitable for employment. (A2b: W22)

End of interview

R23: Overall 呢果 interview 完咗，你對果 client 或者過程有無 D 新既睇法?

W23: 我好 feel 到果個案主佢自己，好好…好著緊自己果將來，佢想嘗試用自己能夠出去做野啦，搵錢啦，為佢果女啦，去話俾人哋聽其實今日係去改變啦，即係我豐富咗今日，睇完再睇完啦，我更加豐富一樣野，就係背後佢債務果個原因呢，因為上一次佢佢…佢好明顯講緊賭博果個事情呢就，賭咗，無錢，要洗，咪再借囉，咁好好明顯講緊就係，佢借貸既原因就係賭博，但今日就再豐富番我個 picture 就係原來佢都遭遇到一 D 事情，而呢 D 事情亦都未必如佢所想，而呢樣野令佢係生命裏面出現咗一 D 起起跌跌，咁明白多咗個案果事情，我覺得有進一步讓我，即係俾我睇到其實佢願意打開果心窗同我傾，應該仲有好野去發掘，咁但係要發掘幾多呢，咁就要視乎佢幾願意，或佢 ready 同我去傾囉。

After IPR – Worker has deeper understanding on his debt and his strong wish for work so to take care of his daughter. Thus he becomes more empathetic to client. (A2b: W23)

A2b: Overall analysis

Assessment: Worker relies on medical point of view to assess whether client is suitable for open employment or not, even client indicates his strong wish for it.
- Worker finds that client has strong wish of getting employed and making change. Thus worker shows his support and acceptance for client's intention to work on condition that doctor will also support this. (A2b: W21)
- Worker makes use of his knowledge to assess on effect of M.I. drug on client. Still worker replies on medical view or judgment from medical professional to assess if client is suitable for employment. (A2b: W22)

Worker is sensitive to client's change since last session – client becomes clearer for his agenda for the service.
- Worker observes client's change between these two sessions – looking for more concrete financial help. This leads to different direction in his session. (A2b: W1a)
- Worker's speculation - client may be clearer on his own agenda after exploration in first two sessions. (A2b: W1b)
- Worker assesses client is consistent through these sessions, but comes clearer on his agenda for requesting financial help in this session. (A2b: W2b)

Worker is aware of the limitation of the service of his Centre. He will help client explore outside service in which client can get tangible help there, like MSW.
- Worker is aware of service limitation of his Centre, i.e. his Centre cannot offer financial

assistance to client as he expects. Thus worker will explore to see if client has reached other services that may be helpful to him. (A2b: W2a)
- Worker assesses that client may not get his tangible service for financial help from his Centre. Thus he explores to see if client has reached to other services, like MSW, that may be helpful. (A2b: W3-W6)
- Worker wants to let the doctor know that client is now receiving gambling counseling indirectly by asking client to pass worker's name card to doctor in coming medical consultation. He thus hopes to facilitate doctor to refer client to MSW for follow up. (A2b: W10-W12)

Worker will starts on client's first step for change, even worker finds it is not feasible.
- Worker will work with client's plan first even he does not find client's plan feasible – start with the first step for change. Once client begins to get employed, worker work with him step by step to review the plan on clearing the debt. (A2b: W16)
- Worker focused engagement and understanding client's background in first two sessions. Now he starts to work on debt issue and at the same time he wants to have a clear picture to guide his intervention. (A2b: W17, A2b: W18)

Worker is sensitive to client's response to check if client mis-understands his message. He also finds client is very tired in the process and not sure if he gets worker's message.
- From client's response, worker is ware that client has misunderstood worker's referral or service (ICCMW) as referred. (A2b: W7, A2b: W8)
- Worker observes client is too tired. He is not sure if client get his points in the process and so he repeats his message for several times. (A2b: W9)
- Worker will terminate the session earlier if he finds client to too tired to get involved in the interview. (A2b: W13)

Assessment
- Worker has assessed client's beliefs about gambling, history of gambling and severity of gambling in last session. So far worker has some more understanding on client's mental state and debt. Now he wants to explore if client keeps gambling here and now. Then this will lead to different directions for intervention. (A2b: W19, A2b: W20)

After IPR –
- Worker has deeper understanding on his debt and his strong wish for work so to take care of his daughter. Thus he becomes more empathetic to client. (A2b: W13)

Worker D Case Two Second Interview (D2a) with Analysis

8:06

W1: 呢度講緊佢，點樣去為屋企處理錢銀，我覺得並唔係重要既 issue，因為佢啱啱一 D 感觸位係講緊佢同佢太太既一 D 情況，同埋有啲 Demotion，坐翻埋離其實已經走咗我知道，我想某 D 位我都想 capture 返，會唔會有機會可以 engage 返佢情緒，如果唔係佢講果 D 嘢太表面啦。

R1: 即係 shift 左 focus?

W2: 係呀，同埋佢好識講野，即係講表面野呢，唔入心呢，我覺得對佢嚟講個 impact 唔大，咁所以我就話，identify 呢一刻，其實佢都幾在意，即係太太果 D 啲…果 D 感覺，咁所以我就即係想再返一返黎呢一樣野，咁睇下佢會唔會有多小小反應。

Workers finds that client shifts the topic quite quickly to something superficial that worker does not find it important. Thus worker hopes to re-focus to immediate previous message which is related to significant others with strong emotion as revealed in the process. This seems to be more important. (D2a: W1, D2a: W2)

12:03

R3: 當個 client 講到佢話好唔理解，個女同個媽講今次點樣解決呢個問題都好呢，個女就話阿媽一定要同阿爸離婚，個 client 就覺得對個女呢番說話好唔理解，當時你聽到有啲乜嘢嘅諗法？

W3: 我感覺佢而家就係，即係佢未戒賭就已經開始去 blame 人，我都會諗緊佢繼續唔 own 自己嘅問題，淨係去睇人地唔好嘅嘢呢，咁樣佢戒賭過程呢，即係會影響佢嘅戒賭進展，我就聽住先，唔即刻回應佢。

R4: 即係依家既感覺係 blame 緊個女?

W4: 即係佢睇到人地，即係佢呢刻覺得好需要屋企人支持佢就戒得到啦，咁但係佢就唔太多睇得到其實佢嘅賭博點樣影響緊佢屋企人，點解屋企人有咁大嘅反應，咁但係如果我即刻 confront 佢呢佢應該唔係好肯面對。

R5: 明白，即係你有一個感覺佢依家未 own 到同時 blame 緊人。

W5: 嗯。

Worker assesses that client focuses his own needs for getting support from his family and blames others, but he is not aware of the impact of his gambling behaviors on others. Worker avoids confrontation with client as she thinks client won't accept it at this moment. (D2a: W3, D2a: W4)

12:12

R6: 個 client 呢就講話「我唔係好明個女點解要話解決問題一定要同我老婆離婚」，即係當時個 client 係咁講，佢講係「好唔明白」，但你當時 response 呢就係話「你提過，你都知道你自己有錯」，就問佢地知唔知點，跟住問佢「錯響邊度呢？」，咁個感覺呢，就好似唔係答緊佢呢一個既 concern，就 pick up 返佢之前講過既野，你當時呢一個回應係考慮啲咩?

W6: 我有一個感覺佢好似唔係 own 緊佢自己嘅問題，佢淨係不斷去講阿女果 D 點樣幫唔到佢解決果問題，果 D 野我就唔想 shift 去果度啦，我喺度諗緊，我點樣可以令佢 focus 返去佢自己嘅賭博問題，咁難得佢又 always 都講佢有「錯」字，咁我個腦當下就諗到，會唔會可以從佢頭先佢自己嘅 wordings 裡面，可以 focus 返佢自己，還掂佢亦都有講

186

「佢自己錯」都講過幾次，其實「錯在哪裡？」，就係希望佢講返其實錯，係自己錯d乜野，而唔係人地做得乜唔好。

R7：　OK，你想 shift 返個 focus 去返佢自己嘅問題度。就唔想 shift 左去。

W7：　係啦。

Worker's intuitive sense – client does not own his problem, but blame his daughter only. Worker connects to client's previous message of admitting his misdeeds to help client focus on himself. (D2a: W6)

13:52

R8：　你問左佢係佢自己錯，究竟錯咗d咩，咁佢有答嘅，佢話「賭唔啱啦」，咁答左幾句，不過佢就唔係好多 elaboration，跟住呢佢就猛咁講，佢唔知同佢個老婆定女嘅相處啦，跟住就點樣，跟住就慢慢 move 去一個 topic，就係同佢個女嘅相處，佢講到好似呢，就係同個女冇乜溝通，就係要靠 whatsapp 同埋信息，佢跟住就覺得呢一樣野唔係好幫得到佢，咁你覺得係呢個 interaction 裡面，其實佢係咪一種感覺，佢嘅 concern 唔係你 concern，又或者你嘅 concern 唔係佢嘅 concern 呢？因為你既 focus，係想佢講下佢有D咩錯，佢唔係無答，只不過佢答咗之後就……

W8：　帶走左。

R9：　走左，跟住又 focus 返佢而家都係同個女嘅 issue，因為我記得佢之前嘅 issue 就係講緊我唔明個女，個 flow 應該係咁，如果個 flow 係咁你應該點樣睇呢一個既 flow 呢？

W9：　佢都係真係連答話「賭錢錯在哪裡」呢，佢都諗咗一陣，跟住好細聲咁講話「賭錢輸咗好多錢啊，輸左埋關係」，跟住好快就補充其他野，因為佢走得咁快我又捉得唔穩，好難話佢答左個樣嘢我就即刻連番落去，咁佢又補充好多其他資料，咁我聽咗一陣之後呢我又想再去 redirect 佢去返既，即係我暫時唔係好想同佢 discuss 個女。因為我無見過啊女，亦都覺得呢個階段我想聽多d佢自己發生咩事先，究竟有無D乜野係我第日同啊女嘅關係我可以掌握多d，就唔係聽佢一面之詞。

Worker wants to focus client himself, but seems not effective. Client replies briefly, changes the topic quickly and then elaborates more on relationship difficulty with his daughter. This may reflect client has different concerns from worker's. (D2a: W8, D2a: W9)

R10：　即係依家…

W10：　我 concern 唔係佢 concern？

R11：　係，即係你既 concern 唔係好想 move 入去佢同個女既 issue 度，但佢依家既 concern 呢就 repeatedly 講左幾次同個女個問題。

W11：　係。同埋我會有個感覺，就係佢講呀女都係有少少 blaming，我唔想佢 repeat and repeat 去 reinforce 佢呢一個講法。所以我好少回應呢D。

Worker does not respond to client's blaming on his daughter as she won't want to reinforce client's view here. (D2a: W11)

18:36

R12：　唔知有冇聽錯，我覺得個 client 係同你講緊係兩個唔同主題嚟嘅，client 講緊呢「如果要幫就要用一個適當嘅方法幫人先至好既，我呢就覺得我D老婆同個女唔係用緊一D啱嘅方法去幫我」，所以佢唔係幾開心，譬如佢話「攞個乞兒兜裝飯俾人食」

W12：　「狗兜」。

R13：　係，即係呢一個 method 啦，跟住佢又講自己嘅性格係點，又話D懲罰方法唔係好適合自己，你就講緊另一個 theme，就係個女同老婆嘅心情其實係好複雜，包括一方面想幫

你，另一方面係嬲嘅，即係好混亂複雜嘅，咁甚至你都 check 下佢「佢地真係好想幫你？」咁佢話係嘅，好似你有種感覺，係講緊佢個女，同太太一 D 好複雜嘅心情，而 client 係關心佢自己就「係果 D 人點樣用咩方法去幫我，而幫唔幫到我呢？」我有冇睇錯？

W13：無睇錯，我既 dialogue 都係咁既，不過我唔係好 buy 佢呢一刻，即係佢屋企人呢，應該係佢做錯咗嘅野，屋企人應該係嬲緊佢嘅時候，佢反而就係想人地去幫佢。但佢又理解唔到自己其實可能做錯左幾次，所以人地有咁嘅態度對佢，即係佢仲係 concern 自己既感受，我唔係好 buy 呢樣野，我唔想 reinforce 一個錯誤信息，所以我唔想 focus on 佢既需要，反而講返大家嘅 dynamic，佢呢一刻好想人地去幫佢…

Worker admits that she has different agenda from client's. Worker hopes that client will admit his wrong doings and beware of the impact of these behaviors on his family. Worker does not want to reinforce the message to focus client's needs without considering the impact of his gambling behavior on family members and his previous mistakes. Thus worker focuses on the dynamics of client's interaction with his family. (D2a: W13)

R14：即係想用適合我嘅方法去幫我。

W14：係，但係呢個係佢咁樣講啦，但係成個家庭嘅 dynamic 就係覺得阿女同阿媽係企埋同一陣線。係佢嬲緊嘅時候，佢地就算想幫都好，其實佢地咁 confused 既時候，佢地未係 ready 去 concern 佢既感受，用佢適合嘅方法去幫佢。我想 direct 佢去諗下，當佢地而家仲係咁 confused 既時候，一嚟佢地俾唔到佢需要嘅野啦，第二係時間上佢都可能需要體諒一下佢地嘅困擾，所以係呢一刻裡面唔係 bargain 緊「你地有冇用錯方法去幫我」，而係「賭博呢個問題對大家做成點乜野嘅影響」，我想呈現一個咁樣嘅嘢 picture。我唔知我呈現得清唔清楚，又或者佢 get 得幾多啦，但我嘗試咁樣去慢慢講，會唔會讓佢可以唔好淨係 focus 係自己嘅世界裡面，而係出返黎，家庭係三個人嘅。

R15：其實你咁樣講，你都想帶佢返出嚟睇返周圍果 d 人，起碼屋企果兩個人，咁佢依家係呢個位裡面，佢出唔出到嚟呀？

W15：其實就麻麻地，even 佢講，佢仍然覺得個女同佢老婆依然係想幫距，佢無睇得到佢地嘅痛係邊度，或者佢地唔開心，嬲係 D 乜野，我覺得佢唔係好 get 到。

Worker finds that client focuses his own need and is not aware of confused states of other family members who cannot help client in his preferred way. Thus she wants to help the client to see the whole picture of the family and how the gambling problem affects his wife and daughter. Still worker does not find it effective. (D2a: W14, D2a: W15)

24:52

R16：Client 提及同佢老婆離唔離婚已經 out of 佢既 control，佢話就算我唔離婚，我老婆話離婚，佢都知道可以通過分居已經可以一定離婚，佢接受到因為離唔離婚都唔係佢控制得曬既。第二個講法就係，佢依然都重重複複就係個「女點解要咁樣講，點解唔去睇下我將來真係無賭，點解唔可以接受返我無賭而唔再咁講，咁早判定一定要離婚呢？」。另外一個位係佢講呢個 message 出嚟之前，其實你問咗一個問題，就係「會唔會係兩個人嘅溝通問題？」，溝通問題其中，就係話會唔會係「大家對錯嘅理解有唔同呢？」你就想 check 會唔會咁，你其實就 follow 緊，就係究竟「點解會有唔明白呢？」，「會唔會溝通有唔明白呢？」，係咪咁？

W16：係，同個女中間究竟差 d 乜野呢？

R17：Client 再 repeat 時就唔係答緊你問題，我 read 到 client 再重複返呢，就係個女係真係唔明，我唔明個女點解咁，亦都唔明點解個女唔去接受我將來我唔戒賭嘅時候，咪同我老

188

婆一齊囉。佢亦都覺得，你唔需要同我老婆講架，因為我老婆最後尾要同我離婚呢，都無辦法。但感覺呢段說話，就唔係答緊佢同個女對於錯有啲咩唔同嘅睇法。

W17： 佢無正面回答，即係大家錯啊點理解呢，阿女覺得佢錯在邊呀，呢啲佢都冇講。

R18： 但你問個時呢，你就講緊溝通唔明點解，你就 suggest 左幾個方法俾佢，但佢好似無答到。

W18： 果度係想 probe 下，睇下佢可唔可以講多少少，因為佢同個女唔應該係大家思維上，又或者係阿女唔應該係因為理解唔到佢講嘅野而咁樣。但係大家點樣睇錯上，client 無直接回應，佢不斷補充嘅果樣嘢呢，就係其實呀女係唔應該咁樣去堅持，亦都無需要堅持，好多客觀事件，佢都覺得要嚟都係嚟嘅，就唔洗呀女，佢唔理呀女嘅動機同埋個諗法，佢應該係 convey 緊呢個信息，我都好努力去聽嘅，其實佢講俾我聽係想講乜野，因為呢 D 內容上次都聽過，所以我都冇乜點去 follow 佢講嘅內容佢想講我聽 D 乜野。

R19： 所以你冇乜點去 follow 佢講嘅內容。

W19： 係呀。

When worker clarifies whether client has different views from his daughter on his misdeeds, she finds that client does not respond to it directly. (D2a: W16-W18)

5:14

W20： Follow 你頭先所講嗰啲，因為佢成日講唔明唔明，我諗佢都唔係好代入太太同阿女嘅感受，所以我想嘗試諗下，你見到同呀女同個太太有呢啲咁嘅言行，其實有冇跳出嚟響佢角度試下，估計下係 d 咩野。我嘗試佢去企出嚟，代入太太或者女嘅角度去諗下，嬲或者激動都總有 d 原因，佢會唔會有咁嘅能力可以去思考到呢，咁我嘗試去引導一下，睇下佢有冇聽你講下，不過印象中好似都唔係好點樣講得到。

R20： 即係你嗰時想帶 client 入返去…

W21： 因為佢話佢唔明啊嘛，但係如果我既理解係任何人嘅互動一定有 D 因素，咁所以佢講得啊女有咁嘅反應，就算估唔岩都好，咁跳出嚟企係佢角度睇，會唔會可以瞭解多 d 呢。我想睇下佢有冇能力去做到呢個效果，定佢仍然企係自己嘅位置，覺得「你不必要咁樣做」。

R21： Ok。

As client says he does not understand the reactions of his wife and daughter, worker hopes to help client to tune into the perspectives of his wife and daughter so to understand why they get angry. (D2a: W20, D2a: W21)

27:18

R22： 你將內容分左理解同唔理解兩部分，咁就想同 client focus on 理解個部分，包括左就係影響緊大家佢覺得呢樣野係錯啦，同個太太唔開心。唔理解就係佢唔理解個女嘅反應，好似 分開咗就唔處理呢部分，即係你嘅 structure 就好似有呢個感覺，係咪咁，當時呢個 structure 有 D 咩考慮呢？

W22： 係呀，因為佢不停講阿女嘅野，其實我冇乜資料再同佢傾，就算話佢站係個女嘅角度去諗，我可能未必引述得好好啦，即係佢唔係好能夠去試下從另一角度去諗下，點解啊女有咁大反應呢。我覺得咁樣憑空去 work，冇乜嘢可以 work 到，都想睇下佢 own 到自己問題幾多，咁我就將佢 shift 返佢承認過既一 D 事情裡邊，再去傾多少少，但就係講佢對自己影響有幾大，最深最深係乜。

R23： 即係其實一路都係想 shift 返，就係呢樣野對佢有咩影響，咁睇下佢可唔可以 own 返個 problem。

W23：亦都係為自己而戒賭。

R24：為自己而戒賭。

W24：係呀。

Worker structures the interview into two concerns and she focuses on one of them – to assess how client to own his gambling problem so that he can abstain from gambling for himself, not the one of relationship with his daughter as worker does not have adequate information to work on. (D2a, W22-W24)

28:19

R25：Follow 返之前既問題，賭對你黎講係錯啦，賭對你嚟講有 D 咩影響呢？你就 shift 想將「賭對你咩影響」就想佢 own 返，承認返。但係跟住落黎果幾個 term 就唔係好講到：「其實錢唔係好緊要」，因為佢覺得賭雖然會影響 D 錢，但係 turn out 唔係好 bother，so far 佢唔係好講到對自己有咩影響。

W25：對，佢唔係好講到，always 都係講緊，掂一掂就走左，就補充其他野，咁就係話佢最大影響就係「就係而家咁樣樣既局面」。即係話關係去到咁既狀態之下，我 assume 係咁樣既關係去到而家咁既處景，咁係佢最大既影響。我有問返當時賭緊嘅時候完全無諗到呢個後果，我想 highlight 返呢啲而家咁嘅境況，其實係後果，佢嗰時冇諗賭緊果時，其實會令到佢會好多野唔理，又或者唔理智咁去諗。我又想掂掂賭博對你都有一 D 影響喎，但佢就補充，都唔係好多野可以 follow 到。

Worker wants to focus the impact of gambling on relationship, but she finds that client does not go in-depth on it and shifts the topic quickly. (D2a: W25)

R26：佢呢度講緊一 D 其實唔係好緊要嘅野，例如錢無所謂。

W26：佢想講話錢唔係好重要，最緊要係關係，所以錢係身外物嚟啫，所以佢講一堆說話佢點樣唔緊張錢。

R27：但相對關係並不是講得太深，係咪？

W27：係。

41:12

R28：Client 講緊佢係一個點嘅人，佢想人地點樣幫我改變，改變有好多唔同嘅 process，佢覺得自己係一個強勢嘅人，咁你用 punishment 嘅方式唔 work，所以我呢就要咁咁咁。呢個就係佢自己嘅諗法。你個 frame 就係，你做錯野你係冇得揀嘅，呢個係 punishment 嘅結果，之後就用返學嘅例子，之後就講佢個女嘅反應有好多種可能，一個係佢直接嘅情緒表達，另一種就係如果你想個女接受呢，你要通過一 d 嘅行為改變。個女咁樣呢其實你要幫個女處理佢情緒，而唔係要個女去幫你，你當時針對佢呢個 frame 講呢樣野嘅時候，你考慮啲乜嘢咧？

W28：其實當佢講緊話自己係適合邊一套嘅處理方法個時呢，咁其實感覺呢一刻，咁你做錯野仲有得揀嘅咩？因為我感覺係咁，所以我就咁樣回應佢，佢好似仲揀緊「哇！呢樣唔啱我食啊！」但佢嘅狀況其實唔係係咁 situation，佢已經無呢個咁樣嘅權利，所以果時我停一停，諗一諗：「唔係你揀啊，依家人嚟揀點樣對你」。跟住再呈現返啊女同佢嘅dynamic 之間，其實阿女可能⋯⋯因為佢唔鍾意阿女嘅方法，但係阿女有咁嘅反應，其實一定有佢原因先啦，咁我想嘗試讓佢理解下啦，因為佢緊張吖女依家，同埋而家呢一刻睇下點樣幫啊女，create 舒服嘅環境，其實係想 shift 返佢嘅責任，同佢嘅 duty 係點。我依然係想讓佢可以 own D 野，然後又 keep 住做，希望佢可以體諒阿女呢果階段裡面呢，係唔會用一個 reinforcement 既方法，佢係你點去成就啊，忍耐呢個階段，即係我

嘗試呈現呢一樣野，咁望見佢一邊聽，有冇咩特別嘅抗拒，咁我就繼續講，describe 個 picture。

Strategy: When client wants to get support from family members and hopes that they can help him in his preferred way, worker does not agree to it. Worker finds that client does not have right for this. Instead worker believes client should first understand the reasons why his daughter has such response. Thus worker helps client beware of it. (D2a: W28)

42:50

R29： 因為你當時咁樣講嘅時候，就好似希望佢 take 個女嘅 perspective，個女咁樣講有佢嘅原因，亦都講緊，d 人無得揀架 d 人咁樣對你。但佢第一個講法就係，我係病人黎，病人就係話你要針對我嘅處境，係要對應緊照顧我嘅需要。佢依然係覺得係我嘅需要好強，我唔係要搞我個女 d 野，然後佢就再強調啦，我係咁嘅款，即係你要呢啲 way 批判係唔 work，點解唔 work，係因為我會 collapse，我覺得佢依家係 retake 緊之前嘅 message，唔係 take 緊你嘅 message。你原本 deliver 嘅 message 係想 shift 個 focus，不過好似去唔到，係咪咁？你當時點睇？

W29： 係呀，佢講緊依然係覺得，我係需要人幫囉，repeat and repeat。我記得後尾好似講緊，我依家都係想幫你，不過就想點樣讓你得到一個好嘅 treatment，攞到一個好啲嘅幫忙，即係我仍然需要 ally with 佢，話俾佢聽，你可以攞到一個好 d 嘅 treatment，不過呢你要自己做 d 功夫，先可以有好 d 嘅 treatment，講呢個咁樣嘅信息俾佢。

Worker finds that client still insists that his family should take care of his needs and helps him to solve the problem. Worker is aware that she should ally with client, but emphasize that client has do something to get the good treatment. (D2a: W29)

End of interview

R30: Overall interview 完了，你自己再睇有無 D 咩新嘅睇法?

W30: 再睇番就會旁觀睇到我哋兩個嘅互動，即係佢講佢嘅 topic，我就講梗…即係嘗試去拉佢，或者 direct 佢，其實唔係好配合得到佢嘅，當下佢想講果樣野，同埋有 D 野我唔係好認同佢，所以當佢講點樣唔明女呀，阿女 D 方法唔係好岩佢需要，即係好想阿女點幫佢，佢好想我同佢做果中介人呢，direct 佢嘅信息，就俾佢太太同女嘅，咁呢果其實我無 take 嘅，佢最後完結嘅時候都希望我 convey 呢果信息出去，但我都無直接回應或者 take 呢樣野，咁所以佢可能覺得我講嘅野，同佢想講嘅或者想 get 到嘅信息未必好吻合，咁樣囉。咁睇得到中間佢無物點樣直接回應呀，可以睇得清楚 D、具體 D，同埋佢點樣 repeat and repeat 自己講果 D 野。

R31: 即係睇清楚大家有兩個 agenda，就係唔係 cross 大家都

W31: 係啦，係啦。

R32: 佢有個 message 想 pass 叫你去做。

W32: 係，係。

R33: 但係你唔係好 agree。

W33: 係呀，係呀，至於最後，頭先即係話一個片段就係，你講如果阿女….即係仍然唔係好明阿女點解咁大反應，即係我嘗試將佢三個人嘅 dynamics 呈現下，睇下得唔得，因為所有知道佢嘅野都係佢太太啦，但係阿女就好似好著緊阿媽咁，咁我就會嘗試去理解，係咪佢而家好努力去保護緊媽媽，even 佢唔知詳情都好啦，見到媽媽受傷害，或者媽媽有困難嘅時候呢，佢就會企出嚟保護媽媽，即係我都會 highlight 番，如果佢堅持戒賭戒借嘅問題，做得好，佢識得保護媽媽啦，阿女就唔使保護媽媽，阿女就可以好自由

發展佢自己….甚至拍拖結婚咁啦，但係如果 once 佢覺得爸爸仍係一個有危險，唔安全既話，咁佢就要好努力，好專注去處理媽媽既事情，即係我嘗試 create 一個咁既 picture，即係睇下佢會唔會容易 D 理解得到，即係果女咁過度既反應，其實佢有個好重要既任務，同埋好重要既能力啦，係要減低佢地既恐懼，令佢地唔需要咁樣對佢，不過我覺得呢果信息，我會嘗試係下一次係傾談過程裏面，睇下佢 feedback 如何，睇下佢仍然堅持佢自己果樣野呀，定話會有 D 轉變，咁就要再試。

Worker speculates that the strong reaction of client's daughter may reflect her care and protection for her mother. Thus once the daughter is sure that client has abstained from gambling and won't hurt her mother, then she will have her way of living. (D2a: W33)

R34: 因為我都唔係好有印象，當時你咁樣講既時候，佢果反應 take 唔 take 呢果 view？

W34: 其實佢一直都係咁樣，我講，或者我慢慢去演繹既時候，佢好似好尊重，好聆聽，又點頭，有反應咁，<u>但係完咗之後呢，佢又會講番自己野，即係我覺得佢 cognitive 係不斷諗緊，聽緊我講物野，而係搵緊機會，搵個位置再講番佢自己想要既野</u>。

Worker is more aware that she has different agenda from client and client has repeated his concerns for several times. Besides, it appears clearer to worker that she does not follow client's request to work as middle-man (bridge the message to his wife and daughter) and finds client responds little to her exploration also. Worker wants to present to client about the dynamics of the family interaction so to help client to own his problem, take other's perspective, but it is not effective. (D2a: W30-W34)

R35: 咁即係反映緊其實佢….?

W35: <u>其實佢唔係好 take 人既意見，</u>佢都話自己係辯論隊既冠軍，即係其實佢好努去演繹，亦好努力去搵位點樣樣，<u>好順利咁入到個位去講自己既野囉，咁我就覺得佢唔係好想轉自己 mind set，</u>咁變咗有 D 位可能佢真係話，佢有 highlight 佢想戒賭，而戒賭對佢有幫助，呢 D 我就會 recognize 囉，希望有 D common 既同行。

Worker assesses that client does not want to change his mind and only focuses his concern. She recognizes his good intention to abstain from gambling and hopes this will common point to work on. (D2a: W35)

D2a: Overall Analysis

Assessment

Worker finds that client hopes to get support from his family. Besides, client expects that his family should help him in a way that he finds appropriate and comfortable. But worker does not agree to it. She tries to explore and present their interaction pattern. She also wants to help client admits his misdeed in gambling so to help him beware of impact of his gambling on his family. But this strategy seems not effective. Worker finds she and client have different agendas and they are struggling on agenda setting in the process.

- Worker assesses that client focuses his own needs for getting support from his family and blames others, but he is not aware of the impact of his gambling behaviors on others. Worker avoids confrontation with client as she thinks client won't accept it at this moment. (D2a: W3, D2a: W4)
- Worker wants to focus client himself, but seems not effective. Client replies briefly, changes the topic quickly and then elaborates more on relationship difficulty with his daughter. This may reflect client has different concerns from worker's. (D2a: W8, D2a: W9)
- When worker clarifies whether client has different views from his daughter on his misdees, she finds that client does not respond to it directly. (D2a: W16-W18)

- Worker wants to focus the impact of gambling on relationship, but she finds that client does not go in-depth on it and shifts the topic quickly. (D2a: W25)
- Worker finds that client still insists that his family should take care of his needs and helps him to solve the problem. Worker is aware that she should ally with client, but emphasize that client has do something to get the good treatment. (D2a: W29)

Strategy:

Worker wants to focus important issue to work on, it is related to significant others and client has strong emotion on this. But client shifts the topic quite quickly.

Based on intuitive sense, worker assesses that client does not own his problem, but put the blame on others. Worker has tried various strategies to help client aware of this and keep focus on himself, but not effective.
- Workers finds that client shifts the topic quite quickly to something superficial that worker does not find it important. Thus worker hopes to re-focus to immediate previous message which is related to significant others with strong emotion as revealed in the process. This seems to be more important. (D2a: W1, D2a: W2)
- Worker's intuitive sense – client does not own his problem, but blame his daughter only. Worker connects to client's previous message of admitting his misdeeds to help client focus on himself. (D2a: W6)
- Worker does not respond to client's blaming on his daughter as she won't want to reinforce client's view here. (D2a: W11)
- Worker admits that she has different agenda from client's. Worker hopes that client will admit his wrong doings and beware of the impact of these behaviors on his family. Worker does not want to reinforce the message to focus client's needs without considering the impact of his gambling behavior on family members and his previous mistakes. Thus worker focuses the dynamics of client's interaction with his family. (D2a: W13)
- Worker finds that client focuses his own need and is not aware of confused states of other family members who cannot help client in his preferred way. Thus she wants to help the client to see the whole picture of the family and how the gambling problem affects his wife and daughter. Still worker does not find it effective. (D2a: W14, D2a: W15)
- As client says he does not understand the reactions of his wife and daughter, worker hopes to help client to tune into the perspectives of his wife and daughter so to understand why they get angry. (D2a: W20, D2a: W21)
- Worker structures the interview into two concerns and she focuses on one of them – to assess how client to own his gambling problem so that he can abstain from gambling for himself, not the one of relationship with his daughter as worker does not have adequate information to work on. (D2a, W22-W24)
- When client wants to get support from family members and hopes that they can help him in his preferred way, worker does not agree to it. Worker finds that client does not have right for this. Instead worker believes client should first understand the reasons why his daughter has such response. Thus worker helps client beware of it. (D2a: W28)
- Worker speculates that the strong reaction of client's daughter may reflect her care and protection for her mother. Thus once the daughter is sure that client has abstained from gambling and won't hurt her mother, then she will have her way of living. (D2a: W34)

After IPR

- Worker is more aware that she has different agenda from client and client has repeated his concerns for several times. Besides, it appears clearer to worker that she does not follow client's request to work as middle-man (bridge the message to his wife and daughter) and finds client responds little to her exploration also. Worker wants to present to client about the dynamics of the family interaction so to help client to own his problem, take other's perspective, but it is not effective. (D2a: W30-W34)
- Worker speculates that the strong reaction of client's daughter may reflect her care and protection for her mother. Thus once the daughter is sure that client has abstained from gambling and won't hurt her mother, then she will have her way of living. (D2a: W34)
- Worker assesses that client does not want to change his mind and only focuses his concern. She recognizes his good intention to abstain from gambling and hopes this will common point to work on. (D2a: W35)

Worker D Case Two Third Interview (D2b) with Analysis

At the beginning

R1: 咁想問一問，你 IN 咗之後呢，其實你覺得成個 interview 呢，你覺得有 D 咩 core issue 係個 interview work with 架。

W1: 你講今個 session?

R2: 今個 session，係呀!

W2: 今個 session，因為都聽到佢，佢都 concern 屋企既關係，即係如果賭一 D，佢又好似有佢自己一 D 方法，同埋佢宜家都上緊一 D 戒賭小組，咁佢好 declare 自己 OK 呢，咁其實呢，<u>我即係都唔 bother 住，咁我就聽吓佢其實一直都講緊關係啦，佢開始都講緊關係個方面啦，我就想聽多少少，佢點樣講緊宜家既關係，佢 concern 緊 D 咩呢</u>，咁樣樣。咁家庭關係係今日既 issue 囉。

R3: 嗯，嗯，咁你覺得點樣架 overall?

W3: 佢答，佢講咗好多野，好似，即係補充咗好多既資料，<u>但係講嚟講去，都係講緊 D 債務，但佢又唔係好認佢自己真係好 concern 個債務，佢淨係 concern 個關係，所以我係覺得佢係有 D 游嚟游去呀……</u>

R4: 游嚟游去係咩意思呀?

W4: <u>即係又講吓關係呀，又 concern 關係呀，但係講少少關係之後呢，又講返 D 錢銀，day to day issue</u>，即係又講緊債務呀，D 錢安排，佢遲吓有沒錢洗啦咁樣，係啦，咁跟住呢，佢口聲稱自己有……<u>其實係想講關係，或者係想……唔係好明白太太同個女咁樣對佢</u>，咁佢又想大家可以客觀去傾，即係咁樣樣囉，<u>即係樣樣都講吓</u>，咁樣講個 theme，咁佢講 main concern 係咩咁既樣囉。

Worker is not sure the main issue that client is going to work on. It seems that client cares about the relationship, but he repeats the topic on debt quite frequently. (D2b: W2-W4)

R5: 咁佢既 main concern 係咩呀?

W5: 嗱，我估計，<u>我聽落覺得係債既，因為佢宜家話嚟緊三千蚊，洗埋，就沒架啦，仲有今晚點同太太同埋阿女傾呢，即係想傾吓 D 錢點處理</u>，嚟緊佢無錢供樓，個陣時，會唔會太太供住先呢，係錢既，<u>但當我同佢去 clarify 個陣，係咪想同你幫太太去傾錢呢，佢又好似……</u>唔係好直接去認囉，跟住又講咗，其實佢都係虧欠太太，跟住又唔係好認同個女咁對佢，咁樣囉。<u>呢個就係我所謂游嚟游去，就係唔係好肯定一樣野……呢個就係你 concern?</u>

Worker is not sure about the agenda to work on in this session, to focus on debt or family relationship. It appears to worker that client shifts his concerns here. (D2b: W5)

R6: 我想睇吓你 IN 咗之後，成個 interview，即係個 D core issue 係點樣?

W6: 唉，我覺得我都唔係好掌握佢既情況呀，佢一句深藏不露，真係都幾深藏不露，你介唔介意我食住講?

R7: 唔介意，唔介意。

W7: 所以佢講深藏不露，呢四個字都幾咩，係囉，咁你係側邊睇，個感覺係點既呢?

R8: 都幾得意架，不過 for research purpose 呢，IN 咗先，哈哈。

W8: 好，好，好

R9: 因為唔係好想影響既我哋。

W9: 好既。

9:48

R10: 咁呢個 client 就講咗好多，就話有幾個 condition 呢，就會賭，會再翻賭，咁宜家就無咗個 condition，就無咗錢啦，跟住就講咗好多，佢就話呢，宜家好有信心處理到呢 D 野啦，咁跟住講完之後，跟住就 shift 呀，呢個戒賭呢，就唔係我最關心既，我最關心屋企個 D 野呀，咁樣。即係佢大概講咗咁多，其實佢講咗呢段野，咁就好似鋪陳講另一個主題，關於佢屋企既野啦，咁你覺得聽咗呢段，你自己覺得點樣架。或者你有咩諗法架?

W10:　嗯，我記得我個陣時，<u>應該係純粹係聽吓佢，因為佢好有佢自己既睇法，咁我就嘗試 listen 吓佢想講咩俾我聽</u>，咁所以我就無乜點 disturb 佢，中間亦無好明顯再介入，同佢 clarify 咁係佢講到佢戒賭上面，宜家點睇啦，點解啦，幾有信心，<u>咁我希望係 grasp 得到，佢係咁啦，佢今日想傾 D 咩呢</u>，咁到佢真係話傾，佢最 concern，就係家庭關係，咁我就會 focus 今日所傾呢樣啦，因為我知道有戒賭小組，佢肯去呢，佢亦都有參與呢，咁我就暫時唔係太 bother，賭博個 issue 住既，即係之前，佢又有……上一節啦，講緊，佢好想兜返去，阿女既關係個 D，咁所以今次我又會想，聽多少少，即係佢所謂，真係咁 concern 屋企關係，其實佢 concern D 咩呢，所以就感覺好似係，OK，佢幫自己 present 完一樣啦，佢想開另一個 topic，咪俾佢開囉。

Worker wants to listen to client's most concerned issue for the first ten minutes and then lets the client set the agenda. (D2b: W10)

24:42

R11:　個 client 講咗的關於，即係同佢太太有 D 方案啦，傾呀，咁樣，即係佢 propose 咗好多唔同既 idea。你呢個 response 呢，就係將之前個 D summarise 成為一個敏感既 issue，就講吓敏感係點樣，有三個 areas，敏感呀，又講吓佢太太點樣呀，又講吓佢關心解決個債項果的呀，咁當時你呢一個 response 呢，係背後考慮緊 D 咩架。

W11:　<u>咁其實我好努力去聽緊佢，佢講緊 D 咩野架，我係想聽，想 identify 多少少佢 D 互動</u>，因為其實個 content 就唔係話最重要，咁就想睇吓佢講緊佢同佢太 太 D 互動係 D 咩嚟既，咁佢就似乎講緊，佢好似好多 idea 係個腦到，<u>但係呢好似同太太傾唔到，咁呢我就嘗試去，去呈現吓，係咪因為個果敏感度，亦都真係佢太太未放心</u>，所以咁難溝通到，佢好似講得似層層，好多 idea，好似都係應該咁樣解決，好合理呀，但係點解佢哋唔能夠去傾得到呢，我就想去呈現吓，會唔會因為有呢 D hidden 既野令到佢咁難傾得到呢，傾得到，同時間，我咁樣問，我想佢諗吓之餘呢，想佢再多個 aspect 去諗呢個問題之餘，我想佢睇吓我個理解，其實……我咁樣 read 法，係咪即係佢宜家既現況囉，因為佢講咁多野，我其實有 D 難拿捏佢係想講 D 乜野俾我聽架。咁因為佢講關係呀 Ma，呀，我亦都覺得我都想試吓，係關係裡面探索多 D，就會將佢 relate to 多 D 互動個方面多少少。

Worker is not sure if she can grasp client's message accurately. She summarizes these to check if these are correct. (D2b: W11a)

Worker assesses that client has confidence on his plan for managing the finance, but he finds difficult to discuss it with his wife. Worker suspects that there are some hidden issues blocking the communication with his wife. Thus she explores client's interaction with his wife and helps client to see the whole picture, so to facilitate him understand the hidden issue between their communications. (D2b: W11b)

32:59

R12:　我想我有兩個問題問，第一個問題問呀，佢之前講個果 message 係咩呢？

W12:　女朋友個度？

R13:　唔係，佢講話佢同佢屋企人，即係個 D 錢……

W13:　中三開始？

R14:　呀，中三開始，佢…….我試吓 recall，佢中三開始已經自己賺錢，自己唔問屋企攞錢，就自己點，去到宜家呢，就話已經無晒錢，去上個 course，幾千蚊用晒，跟住點呢，咁跟住就話，你都要解決架，咁佢咁樣講，其實你覺得佢想講 D 咩意思俾你聽架？

W14:　我諗我其實我當下，我聽到，<u>但係我唔係好 catch 得好好，咁宜家聽返，值得去 clarify 佢係咪需要，佢需要屋企人點幫呢</u>，但係當下呢，其實就唔係好拿捏得到呀，就唔能夠 anchor 呢到去傾，<u>因為其實佢係好似有 D hidden agenda，就話係咪要屋企人俾錢佢洗呢，嚟緊所謂幫，係咪要屋企人幫佢供樓之餘，要俾佢生活費，直至佢有能力先至咩呢</u>……

196

Worker finds difficult to understand client's message here. When worker reviews the tape again, she speculates that there may be hidden agenda – client may want to get financial help from his family. (D2b: W14)

R15: 即係未 aware 到既，個 process，唔係咁 aware 到既，OK，咁另外第二個問題，跟住你 frame 咗兩個 part 既，一個 frame 就話，呀坦白好重要，係戒賭輔導裡面好重要既 element，咁第二呢，你就 frame 緊呢，佢同屋企人呢，佢 read 到佢屋企人呢，有情緒就影響同佢哋傾呀，咁樣，咁你呢兩個 messages，你當時有 D 咩構思，令到你有咁既諗法？

W15: 我估我當下都俾佢好多補充，information，帶咗去遊花園，有少少，咁所以我聽到既係，佢而家係有一 D 既狀況需要同屋企人去商量，咁我就 pick up 咗，話坦白個樣野，因為佢只可以去同屋企人去坦白，究竟現況係點，然後先至去屋企人點一齊去商量，咁解，所以我仍然 highlight 佢既重要性，特別係戒賭過程裡面，坦白，或者佢錢銀上，都需要去坦白，佢行踪需要坦白，都係重要，我係想 highlight 返呢樣野，即係如果佢能夠將佢既坦誠，將現況無論係幾多錢洗呀，佢有咩打算呀，能夠坦白去講既話，我相信都係俾屋企人一個好 D 既 picture，去 consider 緊，嚟緊仲幫佢，或者係點幫，同佢傾落去囉，所以我就 identify 呢個 item highlight 嚟啫。

Worker gets a bit confused by client's too much information as shared and feels lost in the interview. She picks up client's message that he wants to discuss his situation with his family. From this, worker encourages him to be frank to his family. (D2b: W15)

R16: 呀，呢個都幾有意思，我 share 我既觀感，唔知你同唔同意，我覺得個 client 覺得自己對屋企人已經好坦白，自己對屋企人好坦白架喎，無論你要晒 D 錢，點都好呀，想點就點呀，我講晒俾你聽呀，咁我有種感覺，佢已經覺得自己好坦白對屋企人，我唔知有沒 read 錯呢？

W16: 咁都應該係既，佢自己都覺得自己做得唔錯架。

R17: 起碼呢方面啦。

W17: 你可以咁講。咁至於話佢，覺得屋企人係咪用情緒…

R18: 佢覺得話傾唔到。

W18: 咁你個問題係咪呀，我唔記得咗。

R19: 當時你咁樣講，背後係考慮 D 咩，點解咁 respond 俾個 client 聽？

W19: 點解咁 respond，因為佢講緊俾我聽，一直講緊點解老婆同阿女傾唔到，就係呢一刻有情緒，我相信屋企人而家都係，真係有不安啦，有困擾，亦都唔係好敢，咁坦誠，咁 open 同佢去傾，或者承諾 D 乜野，咁因為我同佢太太傾過一次，見過一次面，傾過電話，咁亦都唔難理解，太太呢一刻係有一 D 不安，有擔心既，所以我只係 highlight 返宜家佢哋的確係一個咁既狀態，如果到時佢傾唔到，都唔係用理性去傾呢，都唔出奇，我就係純粹有呢樣諗法，所以 highlight 咗出嚟啫，即係睇吓佢理唔理解啦，正如頭先所講，佢覺得始終係傾唔到架啦，亦都預計今晚係傾唔到，咁呢個都可能係一個 factor，即係佢哋呢一刻不安，唔敢信，亦都唔係好……好敢，即係去 make 一 D decision。係啦。

Client finds difficult to talk to his wife. Worker has interviewed client's wife before. She learns that the wife is a bit anxious and insecure. Thus worker brings this perspective to client. (D2b: W19)

39:17

R20: 你就講緊點樣處理個 D 債務咁，佢最尾既 message 就講到呢，就話佢有公積金，公積金呢就攞唔到，不過死咗，咪解決到囉，咁樣，如果死咗，呢個解決方法都唔係好有用既，都會搞到，搞到好闊較，即係佢都係一路講緊，用 D 咩方法處理債務呀，最尾個 message，咁你 response 呢，就……我唔知有沒聽錯呀？就 shift 咗個好大既 flow，就係講家人既關係問題，咁就唔係講緊債務呀，咁你當時回應係考慮緊 D 咩架？

W20: 因為我記得佢最初講緊，都係講緊太太同個女，其實佢無諗過離婚，即係我其實只係 focus 晒 D 錢點樣處理，咁就好似，即係唔係佢最初講架，即係之前佢係呢一段

既 dialogue 之前講緊，就係佢唔想離婚呀 Ma，我想去再 identify 返，其實佢係咪有心去維護呢個家庭，呢個係佢一個 needs 又好，或者 yearning 又好，咁樣，我嘗試希望可以情感上 arouse 返多少少，有個少少既諗法，同埋就係佢講緊，去到後尾好令人洩氣既方法呢，佢咁講落去呢，有 D 愈講愈洩氣，咁我就覺得，咁我就聽吓佢呢 D，雖然好多方法，呢的唔係你既 top priority，咁既然係既，咁我哋咪，我既 agenda 咪就係唔好講落去，咁反而係你既 concern 就係維護家庭既，咁你面個度仲有好多方法未試，你係有 choice 既，咁我就唔想傾到佢最後尾，本啤咪死鬼咗囉，咁樣樣。咁就係想係個度就停，唔好俾佢講落去啫。

R21: 即係揀個故事，想 shift 返去你個比較 core 既野。

W21: 我覺得係囉。

Worker feels that client is bit frustrated for handling the debt and share some destructive ways of coping. Instead, worker wants to help client to re-focus his hopes to maintain the family as worker assesses that this is his core concern. (D2b:W20)

40:40

R22: 我試吓 read 吓呢，宜家嘗試吓呢，就定緊一個 agenda，佢做咗呢 D 野，其實都係想屋企人信佢，想處理關係，亦都同時間呢，想幫佢哋屋企人呢，即係佢老婆同個女呢，可以 calm down 返，係咪想定一個咁既 agenda 呢，咁樣傾呀?

W22: 其實我覺得我有 D get lost 呀，所以我想去 clarify，其實即係呢一刻究竟我同佢係一個咩既合作關係，想再去定位返，即係唔係今次既 agenda，係嚟緊我同佢 work 既係咪 concern 緊，即係佢想我幫佢處理關係，咁而當我同佢合作，就真係處理關係時候，其實佢既角色係做 D 咩呢，就係好關鍵，佢由一個穩定戒賭既 performance，我先可以能夠幫到佢，建立一個平台，家庭既溝通呀，即係如果佢係 agree 呢一樣既時候，一個 common 既 goal，我希望可以做得比較 clear D。因為我覺得有 D get lost，因為佢真係講好多野，即係有陣時，我既入位唔夠快，有 D 野佢 hold 唔住呢，咁佢就會講咗其他野呢，補充咗，咁我就……其實呢到好似有少少格梗呀，突然間要停落嚟，要 clarify 呀咁，但我都覺得我需要咁做，如果唔係，我唔覺得我幫緊佢，佢亦都唔知我係咪幫緊佢，咁我就想同佢有少少澄清咁啦。

Worker gets lost at this moment and is uncertain about the therapeutic alliance. She has confusion about client's role and is not sure the agenda or common goal to work on. (D2b: W22)

R23: 即係話你宜家想澄清呢，就話將你覺得呢個 role，呢個 moment 想 work on 既 area，就睇吓佢係咪 agree 咁樣?

W23: 係啦，佢都有 mention 過第一次見我，都係想處理，希望我 calm down 佢哋呀 Ma，我就好想回應返，如果呢個真係佢個 needs，我既輔導真係 echo to 佢個 needs 啦。咁所以我就澄清返呢樣野。

44:18

R24: 咁就你之前既 response 呢，就問佢呢，個 interview 裡面，你想處理 D 咩問題呀，我記得你係咁樣問既，咁佢呢，當時回答，就想你去，佢哋諗唔通啦，你見我太太同我屋企人啦，解釋返清楚佢哋係點呀，咁佢跟住就講呢，自己呢就好清楚呢，係個 plan 係點，係知道自己呢唔會再賭架，亦都自己解釋緊點解會咁樣，咁同你之前個 response，其實你都 suggest 過呢，其實個 interview 入面，係幫你處理屋企既關係既問題，亦都係幫你 calm down 你太太你老婆同個女既情緒呀，咁可以 work 得到呀咁，咁你覺得佢咁既回應，你點樣睇呢?即係你又問緊一個 agenda 啦，即係你個 agenda 就係問，我哋而家想 work D 乜呢?咁樣

W24: 佢無話否定呀我講錯先啦。係咪?咁佢無否定得嚟，佢補充個 D 野呢，就唔係好 relate to 我頭先個 concern 架，咁我唯有再聽吓佢再想補充 D 乜野俾我聽，你講咗 D 咩野，咁有沒 D 咩野同佢講，即係話關係上面有關呢，佢既 agenda 呢，但係都唔係好聽到呢，聽到佢好直接回應到我問佢個樣野，咁我唯有再聽吓佢再想講咩。

R25: 好似大家既 agenda 唔係好 match，係咪呀?

W25:		<u>係呀，係呀</u>，我唔知係咪佢聽得唔明我講野呢，定係點呢，咁我就覺我好清晰，好想去 confirm 佢呢一樣野，咁我就想 work on 呢一樣野，<u>咁要令到呢一樣野成事，你要做 D 乜，或且我要做 D 乜，令佢成事呢</u>，其實我都係想咁諗既，咁呀佢講關係，佢又話唔係好對應得到，呢一樣野，佢淨係講緊佢點樣係一個思考清晰既人呀，點樣樣，點樣 solution 去解釋同埋解決個問題呀，老婆同阿女應該要明佢，<u>我而家咁聽返，就係，係啦，或者佢都覺得我唔係好明佢。</u>

From client's reply and supplement, worker finds client is not addressing her question. Thus worker will spend some more times on listening. Worker is not sure about they have common agenda to work on. (D2b: W24, D2b: W25)

Learning from IPR: Worker has new understanding / insight that client may feel not being understood by worker after reviewing the tape. (D2b: W25)

49:13

R26:		呀，你就問咗個問題，呀，其實你點樣幫佢地呢，或者其實你需唔需幫佢地呢，咁當時佢就答呢，就話幫 D 咩呀，佢就無諗過呢個問題，咁但佢呢，就答咗幾句之後，跟住就再講「我就去做再培訓呀，上堂呀」，shift 咗 topic，咁你對淨話個 對話有咩睇法呀？

W26:		嗱，我講吓我點解我咁問，點解咁樣同佢講先啦，<u>因為我覺得關係都係互動既</u>，佢成日都......佢講咗好多次，<u>佢需要呢，佢哋兩個既幫忙</u>，咁呀佢......佢又唔係好清晰咁講，係幫 D 乜啦，我覺得即係關係既然係相向既話，<u>佢需要幫，咁會唔會太太同阿女都需要佢幫，等佢唔可以知道淨係佢係一個 victim 咁樣囉</u>，<u>二來就係可能太太同阿女都有需要，需要佢去回應既</u>，又唔係淨係得佢有需要呢，就等緊阿女去協助佢，咁樣樣，係啦，<u>我就有 arouse 咁樣問啫，咁佢話沒諗過呀，咁其實呢個反應，都幾好既，起碼佢無諗過先呀 Ma</u>，但其實佢之後我嘗試去 guide 佢諗吓，佢哋需要幫，可能唔係一 D 物質既幫，而係可能某 D 野需要佢幫 calm，或者俾一 D 信心又好，或者 hope 都好，我係嘗試俾少少佢，又唔想 guide 得佢太緊要，少少 information，睇吓佢有沒 D 咩諗法，<u>不過佢 shift 得好快，好快又去返去自己講既 content。</u>

R27:		即係係咪呢個位入咗少少，入得唔夠深呢? 就 shift 咗去另一個 part 咁呀。係咪你呢個感覺呀。

W27:		係呀。

Worker finds that client wants the help from his wife and daughter but not sure about what kind of help he needs. As worker thinks that relationship is reciprocal in nature, she wants to guide the client to understand the needs of his wife and daughter. But worker cannot go in-depth on it as client shift the topic quickly. (D2b: W26, D2b: W27)

1:02:14

R28:		就你同佢 clarify ，就你既定向定位係 D 乜啦，咁就講返啦，講咗一 D 你，見佢太太啦，就對佢個女有少少了解啦，就問佢想處理個女，定想處理個太太既 issue 先呀，roughly 咁上下，你當時咁樣 summarise 個陣時，你係會，就想同佢 clarify 你既取向定位啦，跟住再 propose work D 乜呀，你當時咁 summarise 有 D 咩考慮？

W28:		因為都係覺得，<u>我想嘗試過即係定位既時候呢，就講講吓又走咗啦</u>，咁我又想再一次，<u>再一次再 confirm 吓，係咪真係想再 work 呢一樣野啦</u>，咁而 work 都要睇吓 work 邊樣先既，即係太太既關係先呀，定阿女既關係，因為其實個 approach 係有 D 唔同既，所以我就嘗試將呢一樣野，即係分開嚟講，咁雖然佢頭先講過，唔知頭先講，定之後先講，<u>我話同個女個度暫時 frozen 先啊</u>，咁樣樣，咁我就係想啟動佢 couple 多 D 呀，定係點樣樣，所以我就問囉，純粹就係想問多 D 少少，因為我覺佢都係一個，思考型，<u>我要將一種一樣野帶出嚟，confirm 吓佢係咪咁諗先。</u>

When worker wants to focus the issue to work on after one hour, client still shifts his concern. Thus worker summarizes relationship issues with his wife and daughter and also suggests to 'frozen' (put aside) the relationship with daughter first so to re-confirm the agenda to work

on. (D2b: W28)

1:07:17
R29: 咁你當時問呢，就好似 tentatively suggest 呢，會唔會將個女既問題，擺開 D 先，宜家呢就全心處理，你同你太太既關係問題，咁佢當時呢，我就唔知有沒聽錯，佢想大家好理性處理呢個問題，決解個問題，咁就講，我呃你都呃唔到架啦，就答咗一 D 例子呀，咁你覺得佢咁樣答你，個問題個陣時，有沒 D 咩既睇法呢?

W29: <u>其實我估佢都係講緊</u>，快 D 對應咗宜家 D 錢銀問題，即係口口聲聲話，講屋企人既關係，我就唔係覺得佢講好多關係既野，咁所以我覺得即係呢個我都會質疑咗，所謂想處理關係，其實係咩一回事呢，係啦，即係處理關係，就係想太太放手，真係頂幾個月還按揭，就係咁樣，即係呢個心裡面有個咁既感覺，咁係啦，<u>即係從佢既對話，都唔係直接答緊我</u>，即係如果係一個好 care 關係既人，佢應該會講一 D 大家會出現一 D 乜野 conflicts 呀，或者太太其實係一個咩人呀，佢又會講一大堆相處既片段，但佢又唔係，又講返佢頭先自己個 issue，只係 day to day 既錢問題。

When worker suggests to work on relationship with the wife and put aside the relationship problem with the daughter, client talks more on finance matter than on family relationship. Thus worker questions about the meaning of 'dealing with family relationship'. It seems to worker that client hopes to settle down the debt problem first. (D2b: W29)

End of Interview
R30: 最後，問一個簡單既問題，個 interview 完咗啦，又睇咗轉啦，咁你睇返，再傾返，你覺得成個 interview 有 D 咩，有 D 乜野發現，有 D 咩野係睇多咗，或者諗多咗?

W30: 上次見完之後呢，<u>又好似佢有佢既 agenda，我又有我既 agenda 啦</u>，今次我就嘗試吓佢既 agenda 係 D 乜，咁好努力去聽既，但係咁再睇返，<u>發覺都唔係好 follow 得到佢既主線呀</u>，唔知係咪佢好對應佢自己好 consistent，<u>佢其實好 consistent 咁去講一 D 野</u>，不過佢就唔係好坦白，好直接咁，講自己既一 D 真正既需要呀咁，即係有少少包裝囉，我覺得，咁所以呢都覺得……

Worker is aware that she has different agenda from client's and the situation is quite similar to last session. Even she tries to follow client's concern, it seems not effective after reviewing the tape. Besides, worker assesses that client is not frank in the interview to share his genuine needs. (D2b: W30)

R31: 包裝係咩意思呀?
W31: 即係佢講一樣野，<u>譬如佢好愛佢太太，但係佢可以講，跟住好快就講咗其他野呀，即係可能有一 D 係負面既野呢，講咗，name out，講咗其他好多例子補充</u>，即係佢都好出奇點解會發生成咁樣樣，係囉，咁睇，再睇返，就會有咁既情況見得到，所以就，我都會諗吓要再 work with 佢呢，其實我要點樣樣聽佢真正既需要呢，點樣 acknowledge 佢要講咩，講佢 D 需要呢，<u>咁呢個可能會都重要，中間可能仲要多少少 clarification，或者要中間要 pause 吓，read 吓</u>，其實佢想講 D 咩俾我知，有陣時佢可能講完呢樣之後，補充其他例子，可能同呢樣野唔係好直接關係既，咁我就要 clarify 啦，宜家補充個 D，同佢頭先所講既，有 D 乜野呢，咁樣，我睇吓會唔會幫得到，大家可以 focus D 囉，係囉，咁，再睇返，就會睇多少少，即係，又係我哋之間既互動係……好似……

After reviewing the tape, worker becomes more aware of the pattern that when client shares he loves his wife, he shifts the topic quickly why these things happen. Worker gets insight that she should acknowledge client more, re-focus and clarify client's meaning on his elaboration so that she can have better understanding and facilitate client share his genuine needs. (D2b: W31)

R32: 都係唔係好夾?
W32: 係啦，所以<u>我都係諗緊我 read 到佢幾多呢，我嘗試又 relate to 關係啦</u>，因為佢真係 mention 過呢樣野，咁我亦都會問一 D 關係既問題，我覺得佢唔係好對應得到囉。

200

係囉，所以如果話要處理關係，可能首先要再了解佢心裡既 agenda，係 D 咩野野，同佢所講話關係，其實又係 D 乜野關係囉。

Worker finds that client has expressed his wish to work on relationship issue. But she is not sure about his agenda on it from his reply. Worker reflects on the process and is not sure how far she understands client. (D2b: W32)

D2b: Overall Analysis

Struggling with client on agenda is still a focus in this session. Worker adopts strategy to listen to client's concern and let him to set the agenda at the beginning. But nearly for the whole session, worker finds there are several concerns as revealed, like talking to wife on managing the finance, relationship with wife and daughter, managing the finance. But throughout the process, it seems that worker and client cannot come to consensus to work on.

- Worker is not sure about the agenda to work on in this session, to focus on debt or family relationship. It appears to worker that client shifts his concerns here. (D2b: W5)

- Worker wants to listen to client's most concerned issue for the first ten minutes and then lets the client set the agenda. (D2b: W10)

- From client's reply and supplement, worker finds client is not addressing her question. Thus worker will spend some more times on listening. Worker is not sure about they have common agenda to work on. (D2b: W24, D2b: W25)

- When worker wants to focus the issue to work on after one hour, client still shifts his concern. (D2b: W28)

Worker is aware of this and even gets lost or confused in the process. Worker sometimes find difficult to understand client's real message from his expression. Worker has tried to guide client to see the whole picture and help him to understand the perspectives of his daughter and wife. Worker assesses that the wife and daughter feel stressed and the hidden issue that client find difficult to talk to them is the blocking of communication. But client does not go in-depth on these, respond superficially without adequate elaboration or change topic quickly. This may reflect that it is not client's genuine concern.

- Worker is not sure if she can grasp client's message accurately. (D2b: W11a)

- Worker finds difficult to understand client's message here (D2b: W14)

- Worker gets a bit confused by client's too much information as shared and feels lost in the interview. (D2b: W15)

- Worker gets lost at this moment and is uncertain about the therapeutic alliance. She has confusion about client's role and is not sure the agenda or common goal to work on. (D2b: W22)

- Worker assesses that client has confidence on his plan for managing the finance, but he finds difficult to discuss it with his wife. Worker suspects that there are some hidden issues blocking the communication with his wife. Thus she explores client's interaction with his wife and helps client to see the whole picture, so to facilitate him understand the hidden issue between their communications. (D2b: W11b)

- Worker finds that client wants the help from his wife and daughter but not sure about what kind of help he needs. As worker thinks that relationship is reciprocal in nature, she wants to guide the client to understand the needs of his wife and daughter. But worker cannot go in-depth on it as client shift the topic quickly. (D2b: W26, D2b: W27)

- Worker is not sure the main issue that client is going to work on. It seems that client cares about the relationship, but he repeats the topic on debt quite frequently. (D2b: W2-W4)

201

- When worker wants to focus the issue to work on after one hour, client still shifts his concern. Thus worker summarizes relationship issues with his wife and daughter and also suggests to 'frozen' (put aside) the relationship with daughter first so to re-confirm the agenda to work on. But client talks more on finance matter than on family relationship. Thus worker questions about the meaning of 'dealing with family relationship'. It seems to worker that client hopes to settle down the debt problem first. (D2b: W28, D2b: W29)

- Client finds difficult to talk to his wife. Worker has interviewed client's wife before. She learns that the wife is a bit anxious and insecure. Thus worker brings this perspective to client. (D2b: W19)

There may be some reasons for these. My speculation: client still has strong urge to be understood and accepted. If these cannot be satisfied, client remains his focus, i.e. working on debt and expressing his request to get help from his family. Thus client does not have motivation to take actions to deal with relationship with his family yet. Besides, he can hardly take the perspectives of his wife and daughter by these moments.

As revealed from worker's perspective, alliance should be the focus of this case, but it is not achieved adequately. Besides, worker has worked hard on some agenda that client cares about.
- Worker is not sure about they have common agenda with client to work on. (D2b: W24)

- Worker gets lost at this moment and is uncertain about the therapeutic alliance. She has confusion about client's role and is not sure the agenda or common goal to work on. (D2b: W22)

Checking is important – when worker is not sure about client's message, she will summarize these to see if these are accurately heard.
- Worker is not sure if she can grasp client's message accurately. She summarizes these to check if these are correct. (D2b: W11a)

Strategies adopted: Encourage client to be frank to his family, bring the perspectives of the wife and daughter to client and re-focus client's hope on maintaining the family when client feel helpless.
- Worker gets a bit confused by client's too much information as shared and feels lost in the interview. She picks up client's message that he wants to discuss his situation with his family. From this, worker encourages him to be frank to his family. (D2b: W15)

- Worker feels that client is bit frustrated for handling the debt and share some destructive ways of coping. Instead, worker wants to help client to re-focus his hopes to maintain the family as worker assesses that this is his core concern. (D2b: W20)

- Client finds difficult to talk to his wife. Worker has interviewed client's wife before. She learns that the wife is a bit anxious and insecure. Thus worker brings this perspective to client. (D2b: W19)

Learnings in IPR: Worker widens / deepens her understanding on client's situation and pattern of interaction with client: worker cannot engage with client on agenda to work on, client may feel not being understood by her, client's underlying agenda may be to get financial help from his family, client's shift of topic quickly when talks about he loves his wife. Besides, worker is aware that she should acknowledge client more, re-focus and clarify client's meaning on his elaboration for better understanding and facilitating client to share his genuine real.
- Worker finds that client wants the help from his wife and daughter but not sure about what kind of help he needs. (D2b: W26) But when worker reviews the tape again, she speculates that there may be hidden agenda – client may want to get financial help from his family. (D2b: W14)

- Worker has new understanding / insight that client may feel not being understood by worker after reviewing the tape. (D2b: W25)

- Worker is aware that she has different agenda from client's and the situation is quite similar to last session. Even she tries to follow client's concern, it seems not effective after reviewing the tape. Besides, worker assesses that client is not frank in the interview to share his genuine needs. (D2b: W30)

- After reviewing the tape, worker becomes more aware of the pattern that when client shares he loves his wife, he shifts the topic quickly why these things happen. Worker gets insight that she should acknowledge client more, re-focus and clarify client's meaning on his elaboration so that she can have better understanding and facilitate client share his genuine needs. (D2b: W31)

- Worker finds that client has expressed his wish to work on relationship issue. But she is not sure about his agenda on it from his reply. Worker reflects on the process and is not sure how far she understands client. (D2b: W32)

Worker D Case Three Second Interview (D3a) with Analysis

10:25

R1: 你問佢賭博令佢果心睇唔到好多野呀，果心好似唔闊呀，咁樣，當時你咁講既時候有無 D 咩考慮架?

W1: 咁之前佢講緊就係，呢一刻佢好體諒到太太果 D…即係困擾或者傷痛咁啦，咁我好好奇都問咗一個究竟佢賭緊錢時有無 D 咁既感覺呢? 我純粹好奇想了解下啫，咁佢講講下無架，答得好快，咁我嘗試將兩個情境比較，就好似賭緊既時候你睇唔到，或者感覺無咁強，即係果 sense，感覺唔到太太…

R2: 即係感覺唔到…

W2: 唔到太太果種傷痛，或者無咁樣諗囉，咁當然我有果 assumption，賭果時都好專注賭錢，就唔諗咁多野既，不過我想將果 picture 帶出嚟，睇下佢果 feedback 點樣，佢會唔會睇到就係賭博會 block 咗佢隻眼，佢果心，以致佢心痛無留意呢。

When gambler gets involved in the process of gambling, he / she will focus it and is not aware of the outside environment – even hurting his / her significant others. Worker wants to check it out with this client and hopes to help him beware of it if this is the case. (D3a: W2)

R3: 你既意思係咪都想佢 aware 到呢種 pattern，即係賭既時候無諗到對太太既影響呀?

W3: 係呀，係呀，因為之前講緊佢心痛太太呀，或者果 D 呢，都係佢…佢對太太都有份情呀嘛，即係會唔會咁樣係 block 咗果時候呢，其實佢賭緊錢既時候，呢果…呢果咁溫柔既心係無，或者呢個感覺係無，但正正就因為賭緊錢既時候，或者賭完錢之後對大家既影響，只係佢專注賭博既時候就唔察覺，然後又再重覆呀咁。

Worker finds that client cares for his wife. She explores if gambling will block client's awareness of hurting his wife by linking up his caring for his wife and his feeling when he is gambling. (D3a: W1-W3)

14:27

R4: Client 講緊賭錢有 D 人適合賭，有 D 人唔適合賭，咁佢講有 D 人性格唔適合，講到可能自己 D 性格都唔適合賭呀，咁你既回應呢，呀就會唔會係階段性既問題，同埋你都試過好多唔同既賭錢，當時你咁講時係…啫係有 D 咩既諗法架? 或者咩判斷架?

W4: 佢講緊即係有 D 人娛樂下又得，有 D 人又賭咗就唔得，好似講咗人哋既事啦一嚟，二嚟即係好似有 D 人賭都得既，但係係我觀念就係，即係一個賭徒最初都係娛樂性既，慢慢先變咗沉迷，跟住又有翻賭呢 D 問題，咁我想講階段性其實，佢曾經試過係娛樂咁樣賭，但係賭賭下，賭多咗亦都會沉迷既，咁所以話你咁多種都試過啦，即係你你…自己…er…賭晒錢就走，呢 D 佢都有試過，賭到要借佢都試過，咁我想講番佢自己其實無話，即係我無認同佢之前講既，有 D 人係小小賭都 Ok，果 D。

R5: 即係你唔係好認同佢呢 D 睇法?

W5: 係啦，係啦，我覺得就係 er…其實佢都試過，賭小小無問題，係果個階段，係會演變到去今日咁，不過我無仔細 elaborate，不過當我咁講，佢又無反對喎，係囉。

R6: Ok，Ok，我唔知有無聽錯呢就係，佢呢就好似將賭徒分兩個 type，有種可以賭，有種就唔可以賭，咁佢呢就覺得自己唔適合賭既，但係你呢就唔係好同意佢咁既分類，你覺得呢果係一個過渡既，咁佢由唔賭去到賭呢，佢係一個階段，一個過渡既過程，你係咁諗，係咪呀?

W6: 我係咁諗。

Client introduces two types of people involved in gambling – some people will treat gambling as entertainment, while some are addicted to it. Worker disagrees to it. She finds that client treats gambling as entertainment at the beginning and finally becomes addicted to it. Thus she shares that people can move to addiction even they begin with entertainment. (D3a: W4-W6)

15:17

R7: 你講既時候好似睇到佢有 D 野咁，你講到好似佢有份情呀，溫柔呀咁，咁你當時講

呢段說話既時候，你當時睇到 D 咩，或當時考慮 D 咩?

W7: 唔，Ok，因為之前講階段性呀，佢又賭…賭幾多，慢慢沉迷賭，其實係…係另一個 topic 嚟既，咁但係當佢講到希望今次戒得到啦，其實我係見佢係有 D 自己又慢落嚟啦，同埋係有 D 感觸既，呢果感觸係開始既時候都見到，講到太太呀，果 D 心痛呢，呀咁呢果 moment repeat 緊呀，所以我覺得，會唔會 capture…值得 capture 呢，頭先果個討論…好理性既討論呢，我我…我覺得唔係話最 critical，咁我覺得就係呢度我睇到佢感觸 D 啦下，譬如頭先佢講緊話無咗 D 好好既時光呀，咁同家人相處呢個問題呢，就比較深刻 D，所以我就嘗試 capture 下咁樣講，咁我見佢我講既時候佢又點頭啦，好認真有 D 情緒，感覺啦，咁我咪好自然咁繼續去 describe 囉，咁我回應番頭先賭博係令佢睇唔到，睇唔到好多野，我嘗試又將呢 D 野 relate 一齊講，咦，佢又好似受落喎，咁佢慢慢咁講，睇下佢 feedback 如何，而我仍然想 highlight 番就係，當佢賭緊既時候，佢好專注係賭博，佢 miss 咗好多野，呢果都令佢覺得痛既野，同埋賭博係會令佢 side track 咗好多野，係啦，即係賭博既影響，即係簡單咁講。

R8: 即係話呢，其實你係首先睇到佢一 D emotion，講既時候慢咗落嚟啦，咁所以你就想趁呢果 part completed 咗就入呢度，咁你當時有幾個估計，會唔會同佢 missed 咗一 D 重要時光呀，同太太一齊既野有關，咁你一路講，一路 test，一路去試，咁果過程就好似一路講既時候，佢又頭點，又有 D 反應，咁你估計都可能 on the right track，即係入啱方向，咁就一路講多 D，即係大概係咁。

W8: 係呀，同埋都想 validate 番佢裏面有一份情意既，即係佢唔係賭到無晒感受，其實有架，不過就可能如果太過專注賭博，呢 D 感情佢又出唔到啦，屋企人都睇唔到，因為淨係睇到佢賭錢。

R9: 即係佢有一種感覺係側邊既人睇唔到，你想將呢種感覺再講番出嚟? 包括呢份情意咁樣。

W9: 係，係呀。

When client shares that he wants to abstain from gambling, worker observes he slows down the process and has strong emotion by that moment. Worker recalls that client has similar expression at the beginning when talking about relationship with his wife. Thus she makes use of intuitive sense to connect these together and help client focus on relationship issue, like missing the valuable moment with family. As worker shift to this significant event with strong emotion, she carefully observes client's response. When worker finds client shows agreement to it, she continues in this direction. Besides, worker validates client's caring for his wife. (D3a: W7-W9)

17:37

W10: 佢呢度即係講大女淨係係度保護阿媽，其實即係話佢唔好之類啦，即係係聽既過程裏面，我都聽到…其實佢唔係完全…即係唔理家庭既，佢之前曾經講佢 D 好既野啦，我覺得都值得再 recognize 番佢…即係…唔係差到咩…好差果 D 啦，所以我就…呢度有個位感覺到我好想 highlight 番，其實你之前都有講過呀，有俾家用呀，如果做到野都希望可以做到，之類果 D，即係我想有咁既回應俾佢。

When client shares he is blamed by his daughter, worker makes use of her intuitive sense to shows recognition to him by connecting his good intention of supporting the family financially in the past as mentioned before. (D3a: W10)

R10: 你呢果回應之前都有幾個位都係咁講過，即係溫柔既心呀。

W11: 係呀，係呀，即係令佢感到 positive 既野囉。

R11: 會唔會某 D case，或者某 D moment 你會考慮用呢 D 講法多 D 架?

W12: 唔，如果佢講到俾我聽佢都幾重視果關係呢，同埋多自責既時候，咁可能我就會 D 位出番呢 D 囉，但又好難 general 咁講，不過對於佢就係，見到佢…其實有 D 野呢都有 D 自責位啦，咁，我想平衡下佢，佢呀其實 er…都係…點解呀…highlight 佢一 D 好既野都係佢動力嚟既，因為我覺得佢係想改既，當屋企人唔理佢呀，或者點呢，唔好唔少係會有 D….令佢力量弱 D，咁所以呢 D 位而佢又的確又 name 過既話呢，咁我就嘗試 highlight 番，就算 highlight 咗無成效都無壞先。

21:57

R13: 你呢度就問緊佢，呀你想有咩改變呀，跟住佢答呢就話，賭都唔想賭咁樣，即係掋都唔好掋咁，咁跟住呢你就將佢呢個回應呢，就連繫番你之前又曾經提過，小小娛樂，掋都唔掋，即係你當時咁樣回應，係考慮 D 咩?

W13: <u>Cross check</u>，cross check 下佢，因為上次我提過，<u>即係小小賭都係煲住你果癮啫</u>，賭癮啫，佢上次唔係好 capture 到啦，都唔係好回應呢樣啦。

R14: 佢上次無答到呢樣?

W14: 係呀，無回應，亦無咩回應，點樣樣呀，講講下又講其他野咁樣樣，咁我又覺得…<u>我記得佢又提，小小賭唔緊要，咁我係有個保留既。</u>

R15: 即係呢一個係上一次講既。

W15: 係啦係啦，所以今次咁講既時候，咦好似有 D 唔同喎，好似一個禮拜，個零禮拜，咁我想 cross check 下，其實你係…你意思係點架? 係零賭博，定小小賭博咁。

As client has mentioned before he kept gambling, even gambled a few times or spent little money on gambling (賭少少), worker assessed that this might keep his urge for gambling. But worker missed to explore this further last time. Thus when client says he won't gamble more and seems it's a bit different, worker clarifies his goal clearly whether it is controlled gambling or total abstinence. (D3a: D13-D15)

R16: Ok，即係話佢咁樣講既時候，都唔係好 sure 佢即係完全戒晒咁?

W16: 係呀，係呀，我想 confirm 下。

R17: 想 confirm，咁如果 confirm 之後，果 direction 會係點架?

W17: 如果佢講咗零賭博，咁我就跟佢傾零賭博，不過佢所謂零賭博就係唔賭波，唔博馬，六合彩應該仲會買既，咁要待日後再澄清。

28:35

R18: Client 講咗一段說話，即係唔甘心啦，去賭，但唔會好狼，好狼咁盡地一煲啦，就講緊自己既情況，咁跟住你既回應就話，呀唔甘心對你有咩影響呢? 當時你咁講既時候，係有 D 咩既諗法架?

W18: 唔，有咩諗法呀…我諗呢果都係好真既一樣嚟，不過我就無 explore 佢既唔甘心係咩，所以我就 general 咁 <u>externalize</u> 咗呢樣野，咁甘心呢樣野既存在對你影響有幾大，<u>當有唔甘心出現既時候你會點呢</u>，即係我希望佢外化 D 去睇一睇，果陣時既佢係點樣發生。

R19: 外化係咩意思呀?

W19: 即係抽呢樣出嚟，即係好似人物化咗，即係抽呢舊野出嚟啦，即係好 abstract 抽出嚟呀，即係唔甘心既存在對佢有無 D 影響咁。

R20: 你咁問，係想將 interview 引向物野方向?

W20: 我想佢知道就係，呢果係好牽動佢既一個心理狀態嚟既，即係佢話唔知點樣翻賭都好啦，即係賭咗咁多年啦，<u>咁但係就係佢有 D 唔甘心啦</u>，同埋就係佢後期所講既話，放唔低啦，呢 D 因素都係 keep 住佢唔捨得唔賭，或者好容易翻賭既一 D 既元素囉，咁如果 name out 到既話，咁亦都可以日後再繼續跟進番，呀其實呢份唔甘心仲有無呢，即係果方向上係咁。

Use of externalization – Worker tries to externalizes the urge for gambling or unable to let go (唔甘心). Then she explores its impact on client and the situation when this appears. (D3a: W18-W20)

30:34

R21: 你問咗唔甘心之後，佢就講咗 D 同 D 同事相處啦，又受 D 影響啦，不過最尾既講法就好似覺得賭都係自己最大責任呀，咁樣講咗一段咁既，咁跟住你係呢度又會再問番佢，即係再重覆問番，呀唔甘心對你有 D 咩影響啦? 咁你再問番同你之前同一個問題呢，你當時考慮緊 D 咩架? 或者睇到 D 咩架?

W21: 佢撐遠咗啦，頭先佢講唔甘心啦，同埋賭緊錢時同事問佢攞貼士，<u>佢果種虛榮感，或</u>

206

者果身份呢，佢講緊幾樣野呢影響佢呢，就係想賭啦咁樣樣，咁跟住講講下講緊同事呢 D 野，咁跟住我覺得唔甘心果個…因為好多 client 都會講既，唔甘心既係會再想賭呀，咁其實我覺得應該係有 meaning，所以我又想再 come back to 呢一樣，睇下佢會唔會講多少少佢既唔甘心係點啦，咁佢睇唔睇到唔甘心呢個心態，其實係牽動住佢繼續多年既賭博咁樣。

R22: 你係唔係覺得佢之前果段係講唔到?

W22: 講唔到，係呀，係呀。

R23: 如果佢講得到，會係點架? 即係如果講得到。

W23: 如果講得到…你係佢會講 D 物定係咩?

R24: 即係如果講得到之後，你果 interview 既方向會係點?

W24: 如果佢講得到，即係如果佢 aware 到，即係 on and off 都有唔甘心，對賭博唔死心，咁，咁，其實即係戒賭係咪真係要對賭博無寄望呢? 即係係咪要咁樣樣 tune 自己既心態，先至可以唔再寄望賭博，亦都唔想係賭博裏面有復仇機會等等咁既心態，先至可以放得低賭博呢，即係會同佢探索果樣野囉。

Worker finds that client's urge for gambling or unable to let go is related to his self-esteem and self-identity (虛榮感/身份). As from case experience, worker finds that gambler with this urge will gamble again easily. She thus explores further meaning of this. If client is aware that he cannot let go for gambling in the past, worker will work on this and hope client will adjust his expectation on gambling later. (D3a: W21-W24)

R25: 即係如果佢講得到，就會同佢探索呢果咁既 direction。

W25: 係呀，係呀。

R26: 即係好似正話果段話呢就講唔到唔甘心。

W26: 即係佢講咗一 d 事件囉，就唔一 d 心態上既野。

36:57

R27: 你問緊佢，有 D 咩呢，佢話好迷茫，唔知點呀，咁你當時對 client 有咩睇法架?

W27: 唔，我頭先果條問題，佢果問題諗通，所以戒得到，覺得自己戒唔到嘛，咁問下佢，你掙 D 咩呀，我就係想佢 explore 下，我唔 expect 佢答到我架，佢答到我就好通啦，佢答到係正常，我想 arouse 或者 repeat 呢果問題，睇下佢諗 D 物，其實係 D 咩 click 住咗你戒賭呢，純粹問下 arouse 下佢 awareness。

R28: 咁，同埋你睇咁答係咪好似都未去得到諗….未清楚係物野唔通，係咪咁?

W28: 未，係啦，係啦，但係佢肯去諗，肯去嘗試回答我呢，其實佢態度幾好架，其實。

R29: Ok，Ok，佢向前開始諗呢果 issue。

Worker finds client keeps gambling. She thus explores client's reason for keeping gambling, but in vain. At least, worker finds that client thinks about this seriously. (D2b: W27, D2b: W28)

39:00

R30: 你正話講番佢賭既經歷，之前又試過贏錢呀，解決問題呀，將呢 D 經歷連埋一齊，一次過講番佢俾佢聽，當時你咁樣講既時候有無 D 咩考慮，或者咩睇法。

W30: er…我估我都係想 repeat 番，佢頭先講即係唔甘心，唔捨得，一定有 D 寄望，對賭博有 D 盼望，咁我即係…我估計佢盼望就係頭先所講果 D，曾經贏過錢既經驗啦，同埋真係賭博幫佢解決問題呢 D 咁既，令佢今日都放唔低，咁佢既反應都話俾我聽，係呀，最慘係果 D…最嚴重係果 D 既係可以寄望贏番筆錢去解決問題啦咁樣，係囉，即係我我我…我純粹覺得就係呢 D，summarize 呢 D 係咪佢所講果 D 心理掙扎。

Worker uses her intuitive sense that the urge for gambling comes from client's experience of winning the money, which leads to client's expectation that he can solve his financial difficulty by gambling. Following this, worker believes that client will keep gambling. Thus worker summarizes this to check if this is really client's underlying struggle. (D3a: W30)

R31: 心理掙扎，即係放唔低唔果 D 掙扎?

W31: 係呀，放唔低呀，唔甘心呀，果 D，咁想將呢樣野 name out，如果 name 到佢又認同既，咁日後我哋所傾既就係，講緊唔甘心，或者心理反應，可能就係呢堆野咁樣。

048:26

R32: 呢度你 summarize client 講已經清楚自己點諗啦，有個 plan，一步步啦，咁你都係 summarize 啫，咁佢下一步會係點，會返工呀，還債呀，prepare 佢，太太對佢有多 D 信心呀，咁跟住呢度 summarize 之後呢，你就問番一個問題呢，上個禮拜到而家有 D 咩野，令到你有呢 D 改變呢，你當時咁樣問，你當時係有 D 咩諗法，或者考慮架?

W32: 其實我係 summarize 期間有呢果感覺架，即係我唔係刻意諗咗 summarize 之後就咁問，即係 summarize 之後，咦，Ok，呢樣野係咁，咁跟住 pub up 一野就係，呀其實佢過去呢一兩個禮拜的確係有 D 唔同既，咁果 D 係咩唔同呢，會唔會可以對佢戒賭都有幫助，就鼓勵佢做多 D 呢，就係咁樣樣，我係想完結之前我想再搵一 D positive 既野墊底先俾佢走啫。

R33: Ok，即係話你一路 summarize 既時候，就 aware 到佢有 D change，於是你想知道物野令到佢有呢果 change 呢，你係想搵呢樣野出嚟咁。

W33: 係，係係，其實 summarize 果時呢，就未 summarize 到佢有轉變，不過我 summarize 佢果情況，summarize 咗 D 野之後，我自己果腦 pup up 咗到，咦佢好似有一樣係唔同咗既呢個禮拜，就係講緊果個觀念上囉，即係戒賭果尺度唔同咗，我突然間…即係我自己有果咁既訊息出番嚟，佢今次係有 D 唔同，所以我突然間想再問一問，即係再番兜再問一問，咁過去一個禮拜其實有 D 咩可以幫佢有轉變呢咁樣，即係同果 summarize 無關係。

R34: 只係 summarize 既時候突然 aware 到有呢果 change，所以先問有咩令到呢果 change 呢。

W34: 係呀，係呀。

During summarization, idea of client's positive change suddenly comes up. Thus worker tries to explore what leads to this positive change. Worker also hopes to summarize client's positive change by the end of interview. (D3a: W32-W34)

50:58

R35: 你呢度總結番佢，因為無錢洗，就令到佢諗下戒賭呢樣野啦，跟住佢就話弊呀，你跟住問佢弊係 D 咩野，當時你咁問有無 D 咩諗法架?

W35: 我就係覺得佢呢果回應，係比較特別啫，所以我就記得呢樣咁囉，因為佢講緊即係嘗試答緊我點樣過呢果禮拜，有 D 咩轉變啦，但講講下又撐咗第二樣野度，咁但係當佢話，佢話戒賭，無錢洗，咁無錢洗似乎應該係，無錢洗就無錢賭啦，咁樣樣，好似果 logic 係咁樣囉，但係講得弊啦，但係又好似無物點補充，咁我就…之後聽佢講果 D 野就唔係好上心聽，我純粹睇下佢有無講番果個弊係 D 咩啦，果弊係影響佢，即係頭先果個觀念，定係定係咩嚟架呢，我好奇想 confirm 下。

R36: 佢好似未講得清楚咁，呢果弊。

End of interview

R37: 成個 interview 完晒呢，我想了解下譬如話成個 process，再睇番啦，咁你覺得成個 client 既 change，或者你既 intervention，你自己點樣睇，自己既介入，同埋 client 既 change 呀，另一個我都幾有興趣想了解多 D，因為你今次果 focus 呢，係處理 motivation，即係頭兩個兩節我估好大既 area 都係處理 client 既 motivation，咁你點樣睇 client 既 motivation 同埋，你覺得你係果 intervention 裏面，你點處理呢。

W37: 唔，如果呢果 case，我睇到就係都係佢點樣形容佢賭博啦，同埋佢咩心態點樣影響佢果 D 都會講既，不過呢果 client 佢有 D moment 我會 capture 呢，就係有 D 情緒果 moment 啦，我睇到佢係講緊家人啦，而果 D 係佢 treasure 架，其實，即係佢心痛而佢唔識得去珍惜呀，果 D 啦，咁所以果 D 位如果佢出既話呢，我都希望嘗試介入，因為 explore 緊佢心態啦，佢 needs 啦，同埋點樣透過呢份情呢，去再強化番佢去戒賭呢樣野，即係我 assumption 係佢呢份情愈強呢，愈對佢戒賭有幫助，所以我就 explore 啦，或者停下同佢 discuss 下咁，咁另一個 motivation 呢，就係佢講緊即係有 D 物野

野，即係牽動住佢唔甘心呀，放唔低呀，呢 D 心理上掙扎，咁我就 read 佢既掙扎啦，睇下可唔可以 name out 到 D 掙扎，以致嚟緊可以 keep 住呢，可以同佢傾番呢 D 掙扎點樣令佢戒唔到賭啦，同埋呢 D 掙扎而家有無出現呢，如果出現既時候，佢而家點樣去回應呢咁，所以頭先最尾果度呢，就係佢講話，er…如果你今日去勉勵自己既話，你想同自己講咩說話，即係果個寓意都係咁，我想佢自己幫自己 sum up 番，同埋鼓勵番，呢啦，同埋可以自己講番果目標，係呢樣野，咁樣樣。

Worker will focus two areas to develop client's motivation – client's caring for the relationship with his wife and what client cannot let go, or what keeps client to gamble. (D3a: W37)

Learning in IPR: Worker can help client more articulate the underlying struggle – explore how this hinders client from abstaining from gambling, when it happens and how cope with this. (D3a: W37)

R38:　另一個我想了解下呢，你當時將佢唔甘心既野再講番出嚟啦，去探討，咁你覺得係成果 intervention 入面，佢對於呢個介入，咁係處理咗定係點既呢？

W38:　er..佢,… er…較為可以 handle 到，我覺得，由最初講唔知點解可以賭番呀，到後面講一 D 唔捨得咁，唔甘心果 D 呢，佢講到 D 啦，跟住我再 explore 佢講緊，咩叫唔甘心，佢又講番多小小例子，但佢講唔晒，佢唔可以好有系統啦咁講，但係佢去到後尾有一 D 位佢都覺得，即係自己係有一 D 心態呢，係令到自己始終放唔低既，咁佢後尾自己都有咁 name 呢，我覺得係 on the right track 囉。

Worker finds the interview is on the right track: From client cannot tell why he keeps gambling at the beginning to client can name it as 'cannot let go' with some examples. (D3a: W38)

R39:　係咪未 complete 晒呀？

W39:　未，未，係，係，佢應該仲有 D 野要清理下既，不過我覺得佢動機高既，其實，咁睇番就。

Worker assesses that client has strong motivation after reviewing the tape. (D3a: W39)

R40:　咁仲有 D 咩野呢，成個介入嚟講。

W40:　成個介入，唔,…，我諗果目標啦，即係佢自己既 destination，佢講緊都係家庭果樣野，即係頭先講果個例子就話，即…佢希望今次戒咗賭，就可以重拾番同屋企人開心啦，咁我哋就用緊你戒賭同戒者既鎖匙，入番屋企，即係一個方向咁樣，咁都係一個介入方向嚟既，即係讓佢好清晰，佢想 look for 邊一樣野，佢而家做緊既係咪去緊呢果方向呢，呢果係果 process 嚟緊仲要做既。

Worker assesses client's goal: having better family relationship after abstaining from gambling. So worker first follows client's gambling problem and then shifts to his family issue. (D3a: W40)

R41:　未完晒既。

W41:　未完晒。

D3a: Overall Analysis

Working on motivation – Worker starts from client's concerned issue with strong emotion. In this case, client cares for his family, or relationship with his wife. And then worker will work on gambling issue. Besides, worker will explore and check if gambling will block client's awareness of hurting his wife, by connecting this issue with the condition that client is involved in gambling. Worker also validates client's caring for his wife.

- When gambler gets involved in the process of gambling, he / she will focus it and is not aware of the outside environment – even hurting his / her significant others. Worker wants to check it out with this client and hopes to help him beware of it if this is the case. (D3a: W2)
- Worker finds that client cares for his wife. She explores if gambling will block client's awareness of hurting his wife by linking up his caring for his wife and his feeling when he is gambling. (D3a: W1-W3)
- When client shares that he wants to abstain from gambling, worker observes he slows down the process and has strong emotion by that moment. Worker recalls that client has similar expression at the beginning when talking about relationship with his wife. Thus she makes use of intuitive

sense to connect these together and help client focus on relationship issue, like missing the valuable moment with family. As worker shift to this significant event with strong emotion, she carefully observes client's response. When worker finds client shows agreement to it, she continues in this direction. Besides, worker validates client's caring for his wife. (D3a: W7-W9)
- Worker will focus two areas to develop client's motivation – client's caring for the relationship with his wife and what client cannot let go, or what keeps client to gamble. (D3a: W37)
- Worker assesses client's goal: having better family relationship after abstaining from gambling. So worker first follows client's gambling problem and then shifts to his family issue. (D3a: W40)

Working on gambling: worker should clarify client's counseling goal at appropriate timing – whether total abstinence or controlled gambling
- As client has mentioned before he kept gambling, even gambled a few times or spent little money on gambling (賭少少), worker assessed that this might keep his urge for gambling. But worker missed to explore this further last time. Thus when client says he won't gamble more and seems it's a bit different, worker clarifies his goal clearly whether it is controlled gambling or total abstinence. (D3a: W13-W15)

Helping client to articulate and name the reasons for keeping gambling is important, by using externalization. When client keeps gambling, even gamble less, there is urge for this and worker should closely monitor it. The meaning of this urge should be clarified.
With worker's intuitive sense, worker assesses that this urge may come client's positive experience of winning money in gambling and using to cope with financial difficulty. Worker will check it out this underlying struggle. Worker also assesses that the urge for gambling is related to client's self-esteem and self-identity.
- Worker finds client keeps gambling. She thus explores client's reason for keeping gambling, but in vain. At least, worker finds that client thinks about this seriously. (D3a: W27, D3a: W28)
- Worker uses her intuitive sense that the urge for gambling comes from client's experience of winning the money, which leads to client's expectation that he can solve his financial difficulty by gambling. Following this, worker believes that client will keep gambling. Thus worker summarizes this to check if this is really client's underlying struggle. (D3a: W30)
- Use of externalization – Worker tries to externalizes the urge for gambling or unable to let go (唔甘心). Then she explores its impact on client and the situation when this appears. (D3a: W18)
- Worker finds that client's urge for gambling or unable to let go is related to his self-esteem and self-identity (虛榮感/身份). As from case experience, worker finds that gambler with this urge will gamble again easily. She thus explores further meaning of this. If client is aware that he cannot let go for gambling in the past, worker will work on this and hope client will adjust his expectation on gambling later. (D3a: W21-W24)
- Worker finds the interview is on the right track: From client cannot tell why he keeps gambling at the beginning to client can name it as 'cannot let go' with some examples. (D3a: W38)

After reviewing the tape, worker finds client has strong motivation and the interview is on the right track on helping client to voice out the reason for keeping gambling as 'cannot let go'
- Worker assesses that client has strong motivation after reviewing the tape. (D3a: W39)
- Worker can help client more articulate the underlying struggle – explore how this hinders client from abstaining from gambling, when it happens and how cope with this. (D3a: W37)
- Worker finds the interview is on the right track: From client cannot tell why he keeps gambling at the beginning to client can name it as 'cannot let go' with some examples. (D3a: W38)

Worker will validate and recognize client's strength and good intention, i.e. caring for his family.
- Worker validates client's caring for his wife. (D3a: W8)
- When client shares he is blamed by his daughter, worker makes use of her intuitive sense to shows recognition to him by connecting his good intention of supporting the family financially in the past as mentioned before. (D3a: W10)

Others

- Client introduces two types of people involved in gambling – some people will treat gambling as entertainment, while some are addicted to it. Worker disagrees to it. She finds that client treats gambling as entertainment at the beginning and finally becomes addicted to it. Thus she shares that people can move to addiction even they begin with entertainment. (D3a: W4-W6)

During summarization, idea of client's positive change suddenly comes up. Thus worker tries to explore what leads to this positive change. Worker also hopes to summarize client'

Worker D Case Three Third Interview (D3b) with Analysis

8:13
R1:　　果 client 講咗一段，跟住你問番佢，澄清番呢果一無所既意思，呢段入面，其實你係揀咗呢係幫 client 澄清佢意思，咁你當時揀呢果位既時候有無 D 咩考慮?
W1:　　佢最初嚟見果時，佢都形容自己一無所有，<u>好似好 depressed，好 down 咁。</u>
R2:　　即係上次都有講果呢樣野呀?
W2:　　係呀，有講過，咁形容過，係啦，係啦，<u>即係有小小慨歎咁，但係從佢形容嚟睇又唔覺得係一無所有啦</u>，咁我都想跟佢澄清，佢所謂一無所有係 D 物，咁呢果一無所有既感覺，<u>係佢一個戒賭既動機，定係話其實佢數數下，原來仲有好多野</u>，佢而家有既野反而係戒賭既動力呢，我就想咁樣了解下啫。
R3:　　即係你有果猜測，係同個動機有關既，即係如果佢仲有 D 野有既話呢，咁呢果可能係推動佢戒賭既動力，Ok，同埋你正話講，覺得佢講一無所有時候又唔係好差咁架?
W3:　　唔，佢講一無所有呢幾個字既時候，就好似好黯然既，但係之後就好快，我覺得佢好快，跟住佢再講自己其實，係點點點，D 也，但又唔係太差，咁樣樣，，又好似 counter balance 到佢呢句說話咁，所以我要澄清下，<u>佢情緒邊度大 D，就向邊度入手。</u>

Worker re-focuses the episode with strong emotion of depressed mood at the moment that client describes he has nothing, or loses all things (一無所有) which he has described but got away from it quite quickly last time. (D3b: W2, D3b: W3)

R4:　　係咪轉得好快咁?
W4:　　佢講野係一出就轉咗講第二野。

12:50
R5:　　你問咗佢一無所有呢，跟住佢就講咗同個女無咩傾，即係講少少呢 D，咁跟住就再講呢，就講關於破產果 D 安排，講同佢老婆既關係，然後再講破產既安排，咁具體 D 就講下同律師傾過關於果 D，破產會點點點，咁跟住佢講咗一句，如果我唔要面，咁我使物搞破產呢，即係話佢意思呢如果唔破產係保存 D 面，係咪咁既意思?
W5:　　如果破產呢，咁就佢唔使係唔係都加班，俾人睇到佢好似好恨錢咁，或者好等錢洗，咁樣樣，係公司角度嚟講，<u>佢破產就唔使不斷加班，搵錢嚟還債，咁佢就可以如常，咁樣返工就得啦，唔使刻意加班。</u>
R6:　　明白，明白，即係佢緊張面要緊要既，因為佢緊面呢，所以佢就想搞破產。
W6:　　<u>係，係。佢前文後理係有 D 矛盾，所以我都無 follow 得咁仔細。</u>
R7:　　我最後都明啦。咁跟住佢又講到佢同佢太太相處上，佢太太對佢有好多壓力，跟住佢就覺得好難坦白同佢講，諸如此類，咁譬如你聽到呢段呢，即係你對於 client 有 D 咩 understanding?
W7:　　即係我聽落佢，<u>佢唔係佢口中一無所有咁先</u>，即係頭先 reframe 緊，就話其實你太太都好緊張，<u>佢亦都講到既，即係佢唔緊張就唔會咁忟</u>，咁樣樣，雖然離咗婚，但係都同住。
R8:　　唔係一無所有，即係仲有一段關係，係咪咁既意思?
W8:　　佢賬面上係離咗婚，<u>但係佢覺得太太仍然對佢好緊張</u>，咁當然頭先我都講，其實你太太好似好忟，好嬲咁，咁我就無好刻意 reframe，呀呢種忟可能都係緊張，因為我覺得太複雜，對佢嚟講，<u>但我聽得出就係太太對佢有好多情啦，同埋同佢有好多互動既，咁呢果都值得係日後去探索，相信係一個動力啦。</u>

Worker prefers to focus the interaction of client and his wife because relationship with his wife (even they get divorced, they live together) seems important to client. (D3b: W7, D3b: W8)

R8:　　仲有沒呀?關於……
W9:　　嗯，沒特別啦。
R9:　　唔，Ok.

18:49

W10: 咁之前，我都覺得，佢講到佢屋企人，或者佢太太同佢之間，仲有一份情或者一 D 牽動呢。咁所以之後我去聽既時候，當佢講到一 D 咁既例子呢，就嘗試去理解吓，反映俾佢聽，太太個 D 反應，或者太太果個 D 狀況囉，咁等佢又明 D，因為我覺得呢一份關係呢，應該係對佢有牽動既，同埋佢亦都呢一刻呢，佢覺得對佢太太有愧疚，所以呢 D 位置，應該對佢講有一 D impact 既，咁當然呢個 impact，希望能夠對佢有咗觸動，而有個再強化佢戒賭既決心既，即係個果方向囉。

Worker finds that the relationship with the wife remains important to client. Thus worker will reflect their interaction so to motivate client to change. (D3b: W10)

R10: 即係呢一個係你覺得同戒賭既動機，可能有關既地方，所以你有少少想 highlight 返出嚟呀？

W11: 同埋佢講講吓，佢又講返太太既反應，咁樣樣囉，即係有陣時話，我捉到，我又有位入既，我就會 reflect 吓囉。

R11: 同埋你 reflect 都講多少少太太當時，佢個感受呀，佢個情況，都專登好似想講返俾佢聽。

W12: 同埋佢都好似幾認同……無反對啦。咁樣樣。

23:05

R13: 你呢，你就 summarize 咗佢，關於佢覺得未死心啦，仲有 D 運啦，跟住就 keep 住賭啦，跟住就變咗煲緊佢 D 癮咁樣，就 summarize 咗，咁跟住就問佢你五年前嚟過啦，宜家再嚟啦，問佢，今次上嚟戒賭，有咩期望，好似想澄清個期望呀，你個 response 大概咁上下啦，咁你當時咁樣講既時候，有 D 咩諗法？

W13: 咁佢，即係講緊對賭，都仲係有一 D 憧憬啦，咁同埋有一 D 傾向咁，咁樣樣，咁今次係再 re-open 既 case 啦，咁所以我都想澄清，究竟其實即係，五年前……，呢五年都係咁樣賭法，咁其實今日再嚟服務，佢究竟係咪真係想戒啦……

R14: 你係咪有 D 懷疑佢好想戒咁樣呀？

W14: 我想由佢把口講俾我聽，佢今次既目的係 D 咩野，係呀，我估佢頭先話都相信應該會戒架啦，六十一歲，去到呢一個階段，經歷咁多野，我都相信佢係有一 D 既睇法動機既，不過我又想佢自己覺得，講得到出嚟，真係呢一段時間，再一次嚟，其實個期望或者個目標會唔會有唔同啫。

R15: 但係你之前講個段呢，其實佢仲係賭緊，佢係未有動機戒架喎……

W15: 佢頭先講佢每月八千蚊個 D 呢，係以往賭開既，宜家一百、二百到啦，咁其實佢係減緊既。

R16: 但係你之前同佢 summarize 個陣時，就話佢依然覺得自己有運，所以唔會……係仲會賭既。

W16: 係…係…所以其實佢有傾向呢，可能一方面話戒，仲有少少咁樣樣，賭吓賭吓，佢以為自己戒咗，咁所以我就諗，佢第一，佢今次再嚟服務，係咪想戒，定想控制賭博呢，如果佢話佢全戒，咁就要睇吓，佢宜家咁樣樣賭法，係咪真係同全戒係 relevant，咁因為控制賭博，都係會睇吓宜家既做法係咪控到，我諗我係想 start from 個 beginning，佢今次期望，係啦，佢 confirm 咗佢話俾我聽，想點，咁跟住再同佢宜家所做既野，係咪真係行緊同一個方向呢，所以我都好認同呢，就係佢應該有 D 野，一方面咁講，但係做既，又會好唔同，所以就梗加要澄清吓。

R17: 唔。

It is a re-opened case since five years ago. Worker assesses that client maintained gambling in past years and client might think that he has abstained from gambling when he gambled less. Worker is not sure about client's motivation and thus she will first clarify with client on counseling goal – whether it is controlled gambling or total abstinence. (D3b:W13-W16)

41:20

W18: 呀……即係頭先佢講話，屋企人係擔心佢博呢，咁我又 highlight 一句，屋企人最擔心你係去博，同埋之前都有個位，類似講緊，就話老婆驚佢呢，就係如果鬆動咗錢，點

呢?咁可能有機會呢，再去賭，咁我亦都 highlight 咗話，其實屋企人最緊張，最擔心係你去賭，即係我諗呢 D 位，我又覺得呢，就係，係…係…一個好重要既信息，就係屋企人擔心既，就係呢 D 野，賭博呢 D 野，先係關鍵，債，我都唔係最關心，雖然佢同我傾咗好耐債既野，但係呢，我覺得，最重要呢，賭同博，呢兩個 issues，係好關鍵既，即係我想 highlight 返，即係嚟緊，要再傾既，呢 D 先至係要處理既問題，咁樣啫。

R19: 我都係想講呢個 issue，因為我再聽一段時間，其實佢就好具體呢，都係講緊呢，安排債務個 D 野，咁但係呢，其實就唔係同個賭好大關係，呢個感覺呢，好似個 agenda 係處理個債，用破產，延長好呀，定係點點好呀，就好似個 focus 呢，唔係貼緊佢嚟搵 counseling，counseling 嚟，佢就想話戒賭呀嘛，咁好似就無乜關係咁樣，我就想問吓，即係咁當場你就已經答咗呢個 issue……

W19: 係…同埋有 D client 就真係債呢，令到佢成日都要博呀，搵錢呀，咁呢個亦都係一個 issue 嚟既，如果 settle 咗債呢，佢可能就……個博殺既動機，就唔太高，因為佢安身咗，但係我覺得呢個 client 呢，就係 D 債呢，又唔係好難搞既，要申請破產，咁都做埋手續，基本上都 OK 既，咁加上佢屋企基本上都係叫有啦，咁只係有沒戒同埋即係……即係真係立志戒呀，或且唔戒呀，戒賭呢個概念，就唔係好強既，我係擔心呢樣野啫。

Worker finds that client focuses debt issue instead of gambling problem. Based on previous case experience, gambler will usually gamble so to clear the debt. But this case seems a bit different – client does not have strong urge to gamble to clear the debt and he can manage the debt without much difficulty. So once client has worked out his plan on managing the debt, worker worries that client does not have strong motivation to work on gambling problem. Therefore worker prepares client how to handle it when he has some money in future (once debt issue is settled down) and points out his family also worries about this – trying to connect gambling issue to debt. (D3b: W18, D3b: W19)

R20: 但係你……譬如，淨話講到好多處理債務，個果過程啦，咁你個評估，或者你覺得得既，佢對於戒賭既睇法，係點樣架?

W20: 嗯…嗯…我唔覺得佢係因為有債，所以想去博囉，佢好習慣地係……可能以前好運呀，以前既經驗呀，即係賭咗咁多年既習慣，而佢真係有個果賭癮，keep 住個果 pattern。

Worker assesses that client's pattern of gambling is maintained by his urge and positive experience of good luck in gambling, not for clearing the debt. (D3b: W20)

45:40

R21: 淨話講到呢，佢賭錢就……三分一，八千幾蚊，咁但係呢，因為佢攞咗好多錢返屋企呢，根本呢，就唔夠既，即係講講吓，其實就……個 D 錢呢，就好多，一路賭呢，就一路要借咁樣，咁你個 response 呢，就問緊佢，就返翻轉，問佢點解，宜家……呀，exactly，你個句係?

W21: 類似係，即係其實，我咁問呢，佢之前成日講話都唔知自己點解會賭返，咁佢有咁既訊息呢，最初啱啱開始見個陣時，同埋頭先出過類似咁既，都係唔知點解咁樣 keep 住都係咁樣賭，咁我就會問一句，其實你知唔知點解，自己真係會再賭返架，話行返呢條路呀，咁樣，即係佢一句唔知，好似已經交代晒，我又覺得佢係咪完全唔知自己點解咁鍾意賭，咁又返翻賭呢咁。

R22: 你問佢個陣時，係點樣諗架? 問呢句?

W22: 其實我係因為記住頭先之前所講個果，好似講得佢咁樣呢 D 賭博既行為，好似好隨意，或者不自覺，就係咁咁咁囉，我有個咁既感覺，咁好似習以為常，係沒原因既。

R23: 即係無認真去諗過呢樣野。

W23: 係啦，係啦，咁所以我又見佢停咗落嚟，咁我就轉個話題，知唔知自己點解，行返轉頭呢咁，即係始終，今次會返嚟中心，呢一樣野，都值得去學習，去問，去諗。

When client expresses that he does not know why he gambles again and he has mentioned it before, worker feels by her intuitive sense that he just gambles quite naturally as he likes. Worker is

not satisfied with this answer and so she further clarifies with client. (D3b: W21-W23)

End of Interview

R24: Overall 呢，我想做一個簡單既總結呢，就想了解一吓呢，譬如個 case 去到差唔多完啦，完晒啦，你點樣睇個果 client，譬如話關於佢戒賭既目標啦，戒賭既目標都有諗過，就係關於全戒定係 controlled gambling 啦，另外一個就係關於佢戒賭既動機，戒賭既動機，就涉及好多唔同既考慮呀。

W24: 咁，咁多個 episodes 裡面呢，<u>我諗我可能就佢宜家講緊戒與唔戒呢，佢唔係好 get 得到，真係係咪……佢以為呢，自己賭少咗，就叫戒既</u>，咁但係呢，我頭先既感覺呢，<u>就話 keep 住個癮架啫，以往賭返都係咁，咁所以可能會再跟進返佢，即係佢所謂戒賭既定義啦</u>，咁同埋頭先所講，<u>佢個心癮呀，佢既，即係個果，即係好運呀，個 D 咁樣既觀念呢</u>，都會再同佢跟進返，我相信佢宜家唔係因為仍然有呢 D，所以好鋪排下一次，再賭既，或者大賭，吓，咁只係話呢 on and off 都想 keep 住少少賭博，咁如果佢真係 confirm 咗佢真係全戒，咁可能就比併返呢 D 觀念，佢宜家賭博行為既關係啦。

R25: 咁，佢係一個戒賭既目標係唔清楚既，未清晰既?

W25: <u>佢以為好清晰，但係其實就……係啦，咁唔算好清晰，咁要再同佢 confirm 吓，即係如果佢真係話全戒既，咁乜野係為之全戒呢</u>，睇吓可唔可以行埋同一個目標，咁樣樣囉，係啦，咁至於佢話動力呢，睇到佢太太啦，個互動裡面呢，都成日都講到啦，咁就……佢亦都唔係一無所有既，係啦，咁所以佢……<u>太太同埋 D 仔女，都係佢宜家仍然有既野嚟既</u>，睇吓會唔會變成佢既動力啦，咁，如果佢既戒賭動力，就係……我覺得佢係仍然呢，呀，點講呢……覺得呢個 client 呢，就係去到呢一刻，覺得咁多經歷，<u>去到宜家好似無咗好多野，個 loss 好強，所以就覺得自己好坎坷，咁我估佢呢一刻呢，個果想停既動力都有既</u>……

Worker assesses that when client gambles less, he believes he has abstained from gambling. But worker thinks this urge keeps client to gamble but client is not aware of it. Thus worker assesses client is not clear for his counseling goal. So worker has to clarify with client whether his counseling goal is controlled gambling or total abstinence. (D3b: , D3b: W25)

R26: 因為好坎坷，所以想停!

W26: 係啦，佢回顧佢都咁多年，呢年幾，已經無咗話好年青，或且佢已經無咗年青個個階段啦，咁個時候，佢已經無乜野淨既時候呢，佢個種傷痛呢，咁唔多唔少都 hold 住佢，停一停，慢落嚟既。

Worker assesses that client has experienced a lot of loss and frustration in the past owing to gambling which makes him to slow down and think about stopping it. Besides, worker finds that the family remains important to client that will motivate client to change. (D3b: W25, D3b: W26)

R27: 如果 based on 呢個，下一個階段，去同佢 build on，令到佢戒完既。

W27: 我估係要搵，<u>搵返佢自己既價值啦，即係譬如去到呢一刻，佢雖然有好多 loss，但係仍然有一 D 野啦，包括佢屋企啦，或且係佢自己既能力啦，工作能力啦，咁同埋佢自己既價值，因為佢話佢想勸勉年青人嗎，即係話佢都想將自己既經驗，然之後對應其他人有幫助</u>，我估佢仍然有呢個 hope 既，咁如果呢一個可以幫佢建立返比較正面 D 既觀念既時候，對自己既價值肯定 D 既時候，我相信佢可以有個動力可以，即係 keep 住自己，即係話做好 D，希望真係有一日，佢除咗自己好 D 之外呢，亦都可以成為人哋既提醒呀，咁樣，咁我估係咁，<u>咁所以下次可能再 review 吓佢，其實佢目標係咩呢，咁同埋就，即係佢宜家想 look for 既係 D 乜</u>，就唔係淨係 loss 啦，look for better D 乜野野，咁宜向住個果目標行囉，係啦，咁我覺得佢係好多野可以發揮既，同埋我覺得佢好需要 D 肯定既，即係話覺得自己，雖然做咗好多野，自己好似好錯咁，但係又幫自己包吓底，自己唔係好錯咁，咁即係其實佢裡面仲有一 D 野，佢係需要人哋呢，肯定吓，跟住又 confront 吓，跟住又再行，行好 D 咁，我估個方向係咁。

Worker does not focus what client has lost. Instead, she prefers to explore what client has and treasure, like family, ability, sense of worthiness of himself – client's hope to bring insight to young people by his experience. Worker assesses that these are motivational force for client.

– Strength base perspective (D3b: W27)

R28: 嗯，嗯……OK，OK，另外，就其中你都講啦，就話佢一路都戒啦，亦都會幫佢 review 呢一刻，就 check 返吓，達唔達到佢目的呀……

W28: 同埋都俾佢知道，佢咁樣 keep 住個人，佢咁多年返賭，hidden 個果 risk 架，佢唔覺架，我覺得佢……

R29: 你想將呢一個 pattern，搵返晒出嚟，俾佢 aware 返。

W29: 係呀，係呀，我覺得佢唔 aware。

Because client has repeated gambling for many years and is not aware of the pattern and its risk, worker wants to reflect the pattern to client so to keep him alert to this. (D3b: W28, D3b: W29)

R30: 但係佢呢個 interview 裡面就未做到，但係個 plan 就會諗係呢個方向。

W30: 係啦，係拉，即係我 highlight 咗兩次呢，at least，就係話你咁樣煲住個癮呢，佢唔係好 get 到呀嘛，咁所以我覺得呢個係仍然係一個 unfinished business。

R31: 會唔會係個 interview 入面呢，都有幾個位呢，我唔知有沒聽錯呀，其實你呢，問緊相同既野，個 client 都好似唔係好聽到你，譬如包括咗個人呀，其它，係咪咁呀?

W32: 有呀，有呀，佢好快又轉咗個 topic 呀，咁樣樣，咁我都要再 train 吓，點樣可以 capture 得快 D，入得好 D，

D3b: Overall Analysis

Worker tries to reflect client's interaction with his wife so to motivate him for change as she assesses that this relationship is important to client.

Worker assesses that client has experienced a lot of loss and frustration in the past owing to gambling. She re-focuses these moments in the process as client has mentioned before but got away quickly.

- Worker assesses that client has experienced a lot of loss and frustration in the past owing to gambling which makes him to slow down and think about stopping it. Besides, worker finds that the family remains important to client that will motivate client to change. (D3b: W25, D3b: W26)
- Worker finds that the relationship with the wife remains important to client. Thus worker will reflect their interaction so to motivate client to change. (D3b: W10)
- Worker re-focuses the episode with strong emotion of depressed mood at the moment that client describes he has nothing, or loses all things (一無所有) which he has described but got away from it quite quickly last time. (D3b: W2, D3b:W3)
- Worker prefers to focus the interaction of client and his wife because relationship with his wife (even they get divorced, they live together) seems important to client. (D3b: W7, D3b: W8)

Worker assesses that client kept gambling for years by his urge and positive experience of good luck in gambling in the past. But client might think that he has abstained from gambling once he gambled less. Worker assesses that client is not aware of these patterns and potential risk. Thus she hopes to reflect these to client to help be alert to these. Also worker is not sure about client's motivation for change and clarification with client on counseling goal seems important – whether it is controlled gambling or total abstinence. Worker is also aware of the importance of therapeutic alliance – she should have common goal with client.

- It is a re-opened case since five years ago. Worker assesses that client maintained gambling in past years and client might think that he has abstained from gambling when he gambled less. Worker is not sure about client's motivation and thus she will first clarify with client on counseling goal – whether it is controlled gambling or total abstinence. (D3b: W13-W16)
- Worker assesses that client's pattern of gambling is maintained by his urge and positive experience of good luck in gambling, not for clearing the debt. (D3b: W20)
- Worker assesses that when client gambles less, he believes he has abstained from gambling. But worker thinks this urge keeps client to gamble but client is not aware of it. Thus worker assesses client is not clear for his counseling goal. So worker has to clarify with client whether his

216

counseling goal is controlled gambling or total abstinence. (D3b: W24, D3b: W25)
- Start on common goal first, clarify with client on total abstinence or controlled gambling. (D3b: W16)
- Because client has repeated gambling for many years and is not aware of the pattern and its risk, worker wants to reflect the pattern to client so to keep him alert to this. (D3b: W28, D3b: W29)
- Worker finds that client focuses debt issue instead of gambling problem. Based on previous case experience, gambler will usually gamble so to clear the debt. But this case seems a bit different – client does not have strong urge to gamble to clear the debt and he can manage the debt without much difficulty. So once client has worked out his plan on managing the debt, worker worries that client does not have strong motivation to work on gambling problem. Therefore worker prepares client how to handle it when he has some money in future (once debt issue is settled down) and points out his family also worries about this – trying to connect gambling issue to debt. (D3b: W18, D3b: W19)

Worker uses her intuitive sense in assessment and to guide her exploration:
- When client expresses that he does not know why he gambles again and he has mentioned it before, worker feels by her intuitive sense that he just gambles quite naturally as he likes. Worker is not satisfied with this answer and so she further clarifies with client. (D3b: W21-W23)

To enhance motivation, worker focus what client has and treasure as valuable, like family, ability, sense of worthiness.
- Worker does not focus on what client has lost. Instead, she prefer to explore what client has and treasure, like family, ability, sense of worthiness of himself – hope to bring insight to young people by his experience. These will become motivation for change. – Strength base perspective (D3b: W26-W27)
- Worker prefers to focus the interaction of client and his wife because relationship with his wife (even they get divorced, they live together) seems important to client. (D3b: W7, D3b: W8)

Worker S Case One Second Interview (S1a) with Analysis

Beginning

R1: 呀……呢個係 8 月 4 號 case one 既 first interview，可唔可以簡單講呢個 case 既背景呢?

W1: 呢個 case，就 5 月 20 號，2015 年既 5 月 20 號，就第一次見面，咁 intake 個陣時啦，啦，就呢果個案呢，佢……佢……佢 49 歲啦，咁就係一間酒樓既…..既……果 d 叫咩呢…….

R2: 廚師定咩?

W2: 唔係，個 d 叫咩呢? 酒樓集團既經理。

R3: 呀…..集團經理。

W3: 咁佢都大概搵六萬到，咁佢老細就好睇佢既，咁同個老細既關係亦都好好既。咁就……佢賭錢呢，就賭咗好多年，咁就…..佢有兩段婚姻，第一段呢，咁就離咗婚廿……廿二年啦，係啦。跟住呢，就兩年後同宜家呢個太太呢，結咗婚。係啦，佢有同前妻呢，有一仔一女，係啦，咁都廿幾歲架啦，咁就出咗嚟做野既，咁就同個仔既關係呢就非常好，proud of 佢個仔，佢個仔係一個 engineer 呀嚟既，係啦，咁佢自己學歷就唔高啦。即係佢個仔可以讀到大學呀，做一個工程師呢，就覺得好 proud of 既 。咁同宜家個太太呢，就……就……有一個仔，十六歲，就仲讀緊中學啦，咁樣，關係都好既，咁既，太太呢……早前……出嚟做野就入咗醫院，咁之前一路都無做野既，咁宜家就做一個保險經紀，都搵到錢既，聽佢講一個月都有五至九萬不等。咁就呢個賭錢問題呢，就好多年架啦，就已經，佢十幾歲就已經賭錢架啦，咁就根據佢所講呢，就一路去賭錢呢，都無影響到佢既，佢都係仍然係比足咁多家用架。佢就算第一段婚姻呢，都唔係婚姻呢問題所影響既，即係佢自己覺得，咁佢一路都負債，還 D 呀，又負債呀，又還 D 呀，都分別都有好多人幫過佢，佢 D 兄弟妹啦，佢僱主啦，咁呀…..咁同埋佢早年呢，果個僱主呢，直頭幫佢俾首期買咗層樓，都因為債務問題賣咗，去還咗 D 債，咁就，據佢自己所講，咁多年呢，佢都無覺得自己係賭，嗯，就算佢好搞唔掂既時候，停咗兩個禮拜，又賭返，咁直到呢，佢第一次嚟見我，直到 5 月 20 號見我既時候，佢覺得真係要去到處理呢個問題，<u>因為已經去到一個臨界點，</u>如果佢再唔戒既話呢，佢再繼續賭落去，佢再繼續欠債既話，佢財務個度真係搞唔掂啦，咁佢覺得佢真係要處理呢個問題，咁第二呢，就查詢，想問我意見點去處理 D 債務。咁我第一次同佢見呢，<u>provide 咗 D advice 比佢，</u>就傾咗 IVA 既…..

R4: IVA 係咩架?

W4: 個人自願安排，咁就同法庭呢，申請呢個同幾間既債權人，就還呢個債，咁個陣時呢，佢就有 75 個 percent 債權人同意呢個 plan 呢，其他人呢都要跟架，咁 IVA 就係其中一個……佢都行緊架啦，咁就另外佢都問緊，佢應唔應該講比太太聽，關於佢債務既問題，佢太太唔知道架，<u>咁我第一節都俾意見佢，話睇你講比太太既 purpose 係咩野啦，咁如果目的係想，要佢幫你還錢既，咁你諗一諗呢個 purpose，咁如果你唔係既，你想坦白，你想處理呢個問題，我覺得你講俾佢聽亦都無壞。</u>係啦，咁佢中間，約佢兩次都無嚟到既，<u>咁我呢一節呢我就同佢 review 點解無嚟呀，係咪因為忙呀，係咪因為佢酒樓好多突發野呀，咁佢有陣時都好 honest 咁講，咁自己唔記得。</u>

Upon client's enquiry, worker provides advice on how to respond - whether client will talk his wife about his debt will depends on his purpose. (S1a: W3-W4a)

Dealing with two missed appointments before: Worker reviews it this issue with client directly at the beginning. (S1a: W4b)

24:53

W5: 我頭先咪講好多佢工作上既困難呀，各樣野，<u>咁我都刻意問咗佢一句，尤其係你老闆知道你有賭博既問題，引致佢更加挑剔你既時候，</u>更加攞一 d 野嚟，即係係到講，咁，我咁樣講係有兩個 purpose 既，<u>第一，我希望可以帶返出嚟講返賭博 d 野啦，咁因為都郁到，第二呢，我亦都想睇睇，</u>因為佢好緊張佢既工作架，佢係一個緊張工作既人，其實我咁樣睇呢，就想比佢睇吓呢，去到了解吓呢，賭博對佢既工作呢，會唔會都有一個影

218

響係裡面呢，所以嗰句我係特登咁問。

Shifting agenda – Worker focuses client's concern and connect to client's previous message to explore whether gambling will affect his work so to shift the agenda to abstain from gambling smoothly. (S1a: W5)

28:47

R6:　　咁呢，去到呢到就講返佢賭錢呀有壓力呀，工作呀，嗰 d 咁。當時你咁樣講時，你係會有考慮 d 咩呀?

W6:　　我嗰諗法就係佢……即係我講嗰句說話既考慮係咪?

R7:　　係，即係當時會考慮 d 咩會咁樣回應個 client 呢?

W7:　　哦，佢中間其實講咗一 d 佢既情況，佢太太呀，佢老闆呀，工作呀，咁樣，咁就我覺得工作個 part 其實都差唔多啦，咁我覺得係時候同佢講吓 d 戒賭上既野架啦，賭博上既問題，<u>我亦都嘗試係佢講個炸野裡面，去到 summarise 佢講，睇吓佢同唔同意我講，所分析既，再去到落去同佢傾戒賭既野。</u>

After listening to client's recent situation adequately, worker summarizes client's message and clarify to see if these are agreed by client. Then he moves to next agenda - abstaining gambling. – Shifting the agenda (S1a: W7)

R8:　　譬如呢到 interview 咗廿七八分鐘啦，咁你對個 client 有 d 咩既睇法呀，即係講咗一大段佢工作呀，又諗到移民呀，又屋企野呀咁。

W8:　　我對佢既睇法呀?嗯……<u>我覺得佢面對好多既問題，好多問題都拉扯住，咁嗰 d 問題佢亦都……佢都唔知點去處理，但佢唔識得處理得黎呢，佢亦好似有 plan 既</u>，其實，<u>不過呢問題就係係呢 d plan 裡面，</u>佢暫時想揀一 d 相對比較有利 d，咁同埋就，<u>我仲等緊一個機會，咁其實我之後都有同佢傾，我等緊一個機會同佢 review 呢，即係其實佢點樣睇呢到……輔導。</u>

Worker finds client's problem is complicated and client does not know how to cope with. Besides, worker does not believe in client's plan or coping, or think it is effective. (S2a: W8a)

Worker waits for appropriate timing to review client's view on counselling. (S2a: W8b)

R9:　　即係宜家未入到呢到，你想等緊個機會，再同佢傾關於點解再接受輔導?

W9:　　<u>因為佢甩咗兩次，如果我太早同佢傾呢 d 呢，我有個擔心，即係驚佢覺得我 confront 佢，即係話佢，責備佢，做乜之前唔黎呢，所以我就睇吓佢關住 d 咩呀?</u>先再搵機會同佢傾呢樣野，咁如果我無記錯，我稍後呢，講開戒賭個 d 野呢，咁我就有同佢傾呢 d 野。

Worker pays attention to relationship building process. Worker finds it is important to review counselling goal / re-examine the effectiveness of client's plan later to avoid the client to have feeling of being confronted or blamed. Worker is not sure about the relationship at this moment, particularly client has missed two appointments before. (S1a: W9)

30:45

W10:　　咁頭先我咪同佢講呢，佢咪用一 d 方法去到俾自己，有多 d 既活動呀，希望令自己唔去賭錢呀，咁同時間呢亦都有提過，佢中間一路講呢到現在為止，講咗好多既因素，令佢賭博，即係譬如佢講既就話，<u>自己時間多啦，就去賭錢啦，但係當佢好忙既時候，好多野做，處理唔到既時候，其實佢就去咗賭錢，我覺得佢既賭博原因呢，就唔係單一既，</u>應該好多野都推動佢，即係去到賭錢，有幾多既元素係到，其實，<u>我頭先講個句說話呢，就係希望佢知道呢，即係佢有壓力呢，就去賭錢呢，即係佢賭錢呢，就可以忘記咗 d 壓力呢，係一個唔 work 既方法黎既</u>，即係所以我同佢講，只可以一時既方法，暫時唔記得咗，長期只要你有壓力既位，當佢有壓力，所以我咁同佢講。

Different factors lead to client's gambling, e.g. more time available, being very busy and cannot cope with. (S1a: W10a)

Worker delivers the message to help client be aware of his pattern of gambling - using gambling to cope with his problem, particularly under pressure and hope client knows that it does not work. (S1a: W10b)

R11:　　咁佢 take 唔 take 到呀，個過程?

W11: 個一句說話，我理解，<u>未必 take 到</u>。
R12: <u>未必 take 到</u>，嗰果 moment 未必 take 到?
W12: <u>未必 take 到，佢好快又講第二樣</u>。
Worker finds client shifts topic quickly after worker has introduced the message. Thus worker thinks client may not take the message. (S1a: W11, S1a: W12)

36:38
R13: 咁去到呢到呢，你對於個 client 去到戒賭呀，又或者成個 process 呢，果 goal 呢?有 d 咩睇法?即係大家 work，究竟係個 client 想處理 d 咩問題呢
W13: 其實我可以再同佢傾一樣野架，再……
R14: 再傾? 即係唔清楚?
W14: <u>清楚既</u>，<u>因為佢第一節佢已經講係想戒既，仲要係完全戒添，即係唔係 control 果隻，但係……我……因為已經兩個月啦，我都無見過佢，就算 IVA，最近佢 apply 咗，同埋佢又甩過兩次，所以我覺得係一次裡面，我需要同佢再傾</u>，不過呢，佢就好 articulate 佢既情況，我又無一開始，就同佢傾呢樣野，我聽晒佢 d 野先，最近，最近果 d 情況，再同佢傾呢樣野囉，我記得我之後都有同佢講
Worker is clear that client wants to abstain from gambling, total abstinence, as expressed in last session, but this should be followed up carefully since two months before last session. Worker pays attention to follow-up issues of last session carefully for long period since last session. (S1a: W14)
R15: 咁宜家去到呢到呢，你對佢既印象係點樣架，又或者有 d 咩既睇法呀?
W15: 睇法呀? 佢講開又好多野講囉，係啦，咁亦都好知自己既情況，係點呀，不過，就佢有 d 野唔係 manage 得幾好，又或者其實都唔係好清晰自己一定要點樣行，咁所以…..係囉，<u>我要聽晒去，比較立體 d 聽晒佢 d 情況，先俾到 d 意見佢</u>，咁係裡面聽既時候，我又 summarise 一下佢既情況啦，比較……即係有條理 d。知道自己既情況係點呢。係，其實我係呢一節既做法係咁啦。
As client is not clear about how to deal with the problem, worker can offer advice to him after listening well first and summarizing them. (S1a: W15)

37:56
W16: 當佢講佢既朋友去教會，即係宗教戒賭既經歷時候，<u>我個諗法同佢係有 d 唔同</u>，即係佢就覺得係過份沉迷啦，我就覺得係呢 d 係堅持呀，恆心呀，不過佢就好快講咗呢，呢 d 係過份咗啦，所以呢我就收咗啦，<u>我就無再講我既一 d 睇法，咁係我都係唔想同佢</u>，係啦，令佢覺得，即係原來你既睇法都係咁既，係咁唔同既，即係咁樣樣囉，<u>咁希望個 engagement 做得好 d 囉</u>，咁之後先同佢落呢 d 野囉。咁我當時個諗法係咁囉。
R16: 唔，Ok.
Worker is aware of his different views from client, but does not share it openly for engagement purpose, taking considerations of early stage of engagement. (S1a: W16a)
Worker is aware of his different views from client's: Client regards people going to church to abstain from gambling as over-indulged in religion, while worker appreciates these people for their perseverance. (S1a: W16b)

40:44
W17: 咁其實黎到呢到呢，<u>我介紹緊佢入一個 CBT Group</u>，咁呢個 Group 呢，就係我，係一個 project 黎啦，我同埋另一個同事合辦，咁我聽到佢呢個情況呢，我覺得自己，sincerely，<u>其實呢個組係幾適合佢架</u>，因為點解呢，幾樣野，<u>第一樣野呢就係，佢無錢呢就會去賭錢，揸少少去博呀</u>，即係呢，<u>呢到佢可能有 d belief 係到，又或者曾經有一d 既贏錢既經歷</u>，去影響住，咁第二呢，就係呢，好明顯呢情緒係一 d 困擾佢既，即係 <u>gambling 係令佢逃避佢唔開心情緒既一部份</u>，所以呢，我係帶果個小組既過程呢，我覺得裡面既內容係好適合佢既，同埋佢呢個狀態，如果呢……
Worker introduces group service / referral to client as this seems to be helpful to client for client may have some beliefs or be emotionally disturbed so to make use of gambling to escape from it.

220

R17: 佢宜家係咩狀態?

W18: <u>我覺得佢係係一個戒同唔戒,個果 stage 裡面囉,又好想戒,好似又戒唔到,賭返又好似開心 d,即係係一個咁 ambivalent 既一個狀態裡面,咁我覺得如果係一個小組裡面,有其它既組員呢,有多 d 支持,又或者比佢睇到,係更加強果個戒賭既心,我覺得呢,就會更加好,所以其實呢我就介紹呢一個小組比佢入呢,我當時既感覺就係咁啦。</u>

Worker assesses that client is in stage of ambivalence (change or not change). He thinks group service can strength client's motivation for change when he is in this stage. Thus worker makes the referral accordingly. (S1a: W18)

42:15

R18: 咁呢,我就唔知有無 read 錯,跟返之前呢,你就介紹 CBT Group 俾個 client 知,咁同埋係呢個過程呢,我聽呢,你將 CBT 既一 d 概念呢,用一 d 好簡單既方法介紹俾個 client 聽,同埋呢,都將 client 既情況呢,係連繫埋一齊呀,想 sell 俾佢呀,咁樣,係咪大概都係咁樣呀?

W19: 情緒個 <u>part</u>,我係肯定既,我就嘗試係咁樣,但係至於話個果 belief 個 part 呢,我就唔肯定既。

When worker makes referral of CBT group to client, he connects its concept briefly to client's emotional disturbance. (S1a: W19)

R19: 唔肯定既。

W20: 所以情緒個 part,我係講多少少。

R20: Ok, Ok,咁我想問呢,現家你就係想 sell CBT 既 Group 俾佢啦,咁你都估計呢個 Group 都係對佢係有幫助呀,如果你 sell 得成功既話,其實你估計對個 client 大概有 d 咩反應架,即係我純碎估既者,宜家都係,即係宜家你就覺得 CBT 對對方可能有用既,所以想介紹比佢對方,考慮呀,咁亦將 CBT 既一 d 背後既理念呀,講返比 client 聽呀,咁你估計個 client,如果受既話,有 d 咩反應呢?

W21: 佢會報名,係啦。

R21: 之後呢,個過程入面呢?如果個過程?

W22: 過程?

R22: 會有咩反應?

W23: 即係會有咩咁樣既?

R23: 即係我純碎估既者,即係我宜家 read into,宜家,你宜家覺得,你覺得,你覺得 CBT Group 可能對呢個 client 有用既,咁然之後呢,你就 sell 俾個 client 既,如果 sell 得到既話,咁完咗之後,佢就會報名啦,咁如果即場個果 response,你係會點,點樣會睇到佢會係 Buy in 個果 CBT Group 對佢係有用既呢?係個過程?

W24: 嗯,<u>我會理解呢,佢唔 take 呢樣野呢,佢係會推既。</u>

R24: 會推? OK。

W25: Somehow 咩原因都好啦,咁但係<u>如果佢唔推既話呢,我覺得佢可能某程度上,都有既</u>,係啦!

R25: 即係睇吓佢推唔推,呢個……

W26: <u>同埋呢佢報唔報呢,我唔會即刻叫佢決定既,我通常都會俾佢考慮吓,諗諗,咁所以就算呢個呢,我就等佢下次報呢,先會同佢講。</u>

Worker assesses that if referral is accepted by client, he will accept it immediately. If not accepted, he will reject it at once. (S1a: W21, S1a: W24)

If referral is not accepted, nor rejected, worker will allow some more times for considerations. (S1a: W25, S1a: W26)

42:25

R26: 咁佢當時講話,就……據我自己既了解呢,就好多野做到,但我知道自己有好多野做唔到咁樣,當時佢咁樣回應你,你有 d 咩既睇法架?

W27: 我覺得好正常呀,哈哈……

R27: 哈哈……OKOK

W28: 但因為好多時都有，知道但未必行到架 ma，哈哈……，所以我記得之後我有俾一 d，即係 normalize 佢既情況，就係佢戒賭呢，唔好就諗住來一次來兩次，就可以即係可以處理到幾十年果個賭博既習慣囉，其實裡面係有個過程，有好多既挑戰係到既，係裡面既，即係佢要來到將呢 d 情況分享出來呀，我哋睇吓可以點樣去處理。

R28: OKOK。

When worker finds that client can do something and cannot do some others, worker normalizes the process and encourage client to talk these out openly. (S1a: W28)

44:55

W29: 我介紹個果小組俾佢呢，佢講咗幾次可以既，其實我覺得佢有保留，哈哈……

R29: 即係，你唔覺得佢係有好大既動力去參加小組?

W30: 我唔覺得佢好主動囉，係啦，佢係有動力，即係如果佢係即係想參加既，我理解既唔係講可以，講都好呀，即係佢話可以，即係你介紹到，都可以考慮呀，我係咁樣理解囉，係啦。

After worker introduces the group service to client, he observes that client has no further response, other than Ok – 可以. Thus worker assesses that client is not very eager to accept it. So worker leaves it open to client's consideration. (S1a: W29, S1a: W30)

R30: 即係，佢唔係好大動力，唔好主動參加呢個小組?

W31: 我覺得佢係有 d 保留，咁個 d 既保留，係諗法呀，定係點樣樣呢，我就無咁樣去 clarify

R31: 咁當時你唔處理呢一部份?即係你覺得佢有保留

W32: 我無處理，我俾時間佢諗諗呀，因為我覺得呢，要一個人呢，去 complete 呢，八節，每次三個鐘，仲要佢係做酒樓呢，d 時間，返工時間都有 d 浮動，講真都困難既，所以即係俾佢諗諗先，俾個資料佢。

As client is not very eager to accept the referral, worker leaves it open to client's consideration. (S1a: W31, S1a: W32)

50:28

R32: 你啱啱講呢段個時呢，你當時考慮 d 咩架?

W33: 我考慮就係佢…..佢戒賭既動機好大，我自己會比較同意佢，我相信佢，但佢好多野做唔到，做唔到既時候，佢就對自己無失望，係啦，我其實想 normalize 佢呢個情況，係啦，咁第二呢，咁我就希望可以，佢係我哋 counseling 個到，個關係裡面，即係覺得一上到嚟，傾完，就好似，之後又去賭咁，又失望，又無上到嚟，或者呢，上來有一個壓力，即係呢我又做唔到啦，又好似都無用，我都做唔到，我想我想 normalize 呢樣野，我鼓勵佢呢，即係坦誠 d 去講自己既有 d 咩野係做到做唔到，有 d 咩困難，係邊囉，即係，希望如果佢 take 到呢樣野，對嚟緊呢個果 treatment 好 d 囉。係呀。

R33: 唔，Ok。

Worker assesses that client has strong motivation to abstain from gambling, but still feels disappointed for himself as he cannot cope with many things, and repeat gambling. Worker thus normalizes the process that client cannot cope with some problems, repeat gambling / stop receiving counselling under stress. In this way, worker hopes to encourage client to talk about his difficulty frankly. (S1a: W33)

51: 02

W34: 呢到呢，其實我就做緊一 d education 既工作，講比佢聽，即係一般個果有個 change，要去到邊個 stage，即係去到一個谷底呀，咁佢自己講咗一個 case 出嚟呢，我就話咁樣係更加好，我就話呢樣野呢，可以傾，我鼓勵佢呢，唔好去到呢點到佢一 d 所謂好核心，無咗一 d，佢先可以 change，咁希望佢可以係呢個階段，呢個臨界點，可以再有一個，戒咗之後，個生活可以 change 既時候，就好去處理，咁我希望就係講緊呢樣野囉。

Worker prepares client for change process, particularly at critical point, and to facilitate client to talk on this. (S1a: W34)

52:16

R34: 佢啱啱講到呀，我呢個諗法，幾年前都有，不過去到呢到呢，我都係戒唔到，咁佢講呢段呢，你對個 client 有 d 咩既睇法?

W35: 我覺得佢係呢件事上面呢，<u>個戒賭既恆心呢，唔夠強</u>，好主動啦，去搵呢 d 服務去幫佢，咁就算去搵到呢 d 服務，都要佢自己好……即係，係個段關係，有個堅持，係啦，咁如果唔係呢，佢仲係係一個……係一個戒唔戒既，咁係呀，<u>佢戒既時候，佢就真係想戒囉</u>，但好多時候，<u>佢係出面，賭博既引誘，就更加大囉</u>，所以其實呢段時間呢，呢段既 dialogue，<u>我一路都講緊既係，你堅持嚟呢到啦</u>，去到坦誠講呢 d 野啦，咁……跟住我無記錯既話，我會同佢講既呢，就係話…….<u>方法呢，就係有既</u>，但係呢，我<u>就咁講俾佢聽個 d 方法呢，未必啱佢囉</u>，咁呢，<u>即係要佢嚟到，有 d 方法嚟試咗唔得，就去返嚟講返比我哋聽</u>，- 去到傾一 d 對佢嚟講可行既方案囉，我無記錯既，我好似同佢講咗一個例子架，呀，係呀，交晒 d 錢比太太呀 ma，類似係咁啦。

Worker finds client is not persistent to abstain from gambling as client does not take initiative to seek help from service. Worker assess that client is in the stage of ambivalence – he has strong motivation to quit gambling at one point, but can be influenced by outside environment. (S1a, W35a)

Worker prepares client of the change process and encourages client to try some ways, experiment it and tell the worker whether if it works or not. (S1a, W35b)

R35: 我想了解吓，你對佢有幾個睇方法既，第一個睇法呢，就係佢係戒唔戒之間既，即係好似轉嚟轉去咁，另一方面呢，你就覺得佢係好大決心去戒既。

W36: 係呀，<u>無矛盾既</u>，因為我理解既戒賭，哈哈……<u>佢想去戒賭既動力啦，即係好 fluctuate，即係佢輸錢，當佢諗返一 d 賭博對佢負面既影響既時候，佢個一刻既戒賭決心咪大囉</u>，咁但係佢出到去啦，d 野搵個晒啦，好唔開心啦，即係諗起賭錢帶俾佢既歡樂，悶悶，佢又會即時諗到去賭錢，所以其實佢戒賭既動力係好 fluctuate，我又覺得係 OK 既，唔會係矛盾既，所以其實呢好多時呢，我做既呢，<u>係個 client 到 empathy 個 d 負面既影響囉</u>，咁就，<u>俾佢睇返，你再賭落去，可能一 d 咩後果</u>，再鼓勵佢堅持佢係個戒賭輔導既關係個到囉，即係堅時過嚟，一路去傾佢既問題，逐樣逐樣去解決囉，我做緊架啦。

Worker assesses that client has strong motivation to abstain from gambling when he thinks about the negative impact of gambling. But his motivation fluctuates –when client is unhappy and bored, recalls the positive feeling of gambling, his motivation becomes low. (S1a: W36a)

Worker helps client review the negative impact if client continues his gambling so to strength his motivation to quit gambling. (S1a: W36b)

54: 05

R36: 你啱啱呢你覺得講咗呢一段個過程，個 client 有 response 啦，咁有無 d 咩特別既睇法架?

W37: 特別既睇法呀?

R37: 要唔要播一段仔呀? – 重播之後片段

W38: 我既睇法，就係佢俾好多框框佢自己囉，即係咁又唔得咁又唔得，<u>甚至講到啦，係無可能</u>，因為我即時既諗法係呢，其實唔會係無可能架，即係譬如你俾錢太太，咁點解會無可能者，係咪? 哈哈……<u>我無即時同佢 discuss 呢部份</u>，因為即係如果同佢講既，都係一個方法呀，<u>可能會令到佢，即係……佢覺得無可能既野，你覺得係一個方法，可能令佢覺得唔係好同一個方向咁樣啦</u>。

Client has lots of rigid frames for himself and finds some ways not effective in which worker disagrees to it. But worker does not discuss these openly because it may lead the client to feel that they are not in the same direction. (S1a: W38)

R38: 即係佢呢到佢覺得係無可能，做唔到既，你就有 d 方法，佢係覺得係做唔到既，而你又覺得係做到既，又唔想同佢 drill 落去，係咪咁既意思呀?

W39: 呀……應該咁講，就係呢，<u>我頭先講一 d 既方法，我個重點即係都係話，呢 d 方法未必啱你，咁點解你要上嚟傾呢，就係因為原因</u>，<u>如果我純碎 provide 一 d 方法你去可以</u>

223

做既話，咁你做咗啦，佢就話比錢太太個度，無可能，咁大個人無可能俾晒 d 錢去，咁我既諗法就係，其實都唔係完全無可能既，<u>不過我就無再選擇係呢個 point，同佢 drill 落去囉</u>，咁我就純碎話比佢聽，好多方法既，不過，d 方法可能有 d 野 kick 住你，障礙到你，你唔去做，你覺得唔得，咁個 d 係咩呢，就係想要你上嚟同我去到逐樣去傾，仲有一樣野，好重要既 point 係，<u>你係要去做囉，你要去試囉，係咪呀?即係呢你唔試呢係無用架</u>，咁我個 point 主要係咁架。

When worker suggests some ways to cope with the problem, client turns it down with the reason that worker does not agree. Then, worker does not discuss these different views further. Instead he reframes that there are some blockages for client and this should be dealt with in the counseling process. Besides, worker emphasizes that it is important for client to try some ways to cope with his problem. (S1a: W39)

R39: 你個 point 係想 prepare 佢，有 d 野係要逐步逐步去傾，去點樣 work，要試要做，但佢個果反應呢?係咪都參與呢個討論，定係諗緊呢唔參與呢個討論呢?定係佢諗緊呢?我知你 purpose 呀，你 purpose 唔係要佢做既，其實你要 prepare 佢要 work 架者

W40: 我覺得佢去到聽到呢個 level，聽到我俾佢既建議呢個 level 啦，咁佢又無反對，咁又無講裡面個果困難呀，又無好贊同呀，咁樣，我覺得係咁囉。

R40: 唔，唔。

58:36

W41: 係呢，呢到呢佢講呢個 episode，即係佢揸車返屋企，但又揸到佢馬會，<u>其實可以去，可以去做一個 treatment 既例子，同佢去傾</u>，係啦，即係最尾點解會去咗馬會，佢當中既過程係點呢，有咩變化，有咩心理既變化，咁但係因為時間關係，<u>都已經成個鐘，就唔夠時間同佢去 develop 落去</u>，咁加上呢我又介紹佢去咗我個 CBT 個組，所以我就無再同佢去到裡面 d 內容，詳細同佢去傾，我反而再去到講一講，即係其實個小組處理緊呢 d 野，即係賭錢你唔 take it for granted，有呢 d 情景出現，你就即刻去賭，中間有好多既過程，你係做咗個選擇，係呀，咁樣。

R41: 唔，唔，Ok。

After reviewing the interview process, worker finds he has missed the chance for intervention. (S1a: W41)

1:05:08

W42: 頭先我問你，我地咁樣傾，問我幫唔幫到佢既時候，佢之前咪話傾偈呀，唔需要架啦，就話傾偈幫唔到架啦，咁我就澄清，就話其實我地咁樣傾，幫唔幫到你，佢又用到一 d 例子喎，同埋即係講到，<u>即係令到佢諗到，諗到再仔細 d 呀</u>，同埋呢，<u>我俾咗佢個建議，個千五蚊係咪一定要賭咗呢，咁佢可以再諗一諗</u>，咁我覺得又，個一刻呢，即係呢，<u>我本來呢，我覺得呢，佢都未必會再嚟架啦，哈哈…</u>

R42: 即係你覺得佢有 d 用。

W43: <u>Engage 唔到既，咁後尾呢，佢又可以講得咁詳細既時候，甚至可以咁具體咁講既時候，可能頭先講個 d 野呢，都有 d 用架喎。</u>

R43: 對你嚟講，係有 d 意外?

W44: 呀……<u>佢咁 articulate 可以講到出嚟</u>，我係有 d 意外既。

Worker is aware that engagement turns better as client recall worker's message in details and thinks about this further. (S1a: W42-W44)

End of interview

R44: 咁問一個好簡單既問題，淨話你睇咗成段片段啦，就同你討論過啦，咁你宜家再睇返，有無 d 咩既新既諗法呀。或者啟發唔同咗呀?對個 interview 定個 case 啦?

W45: <u>有呀，我諗可以多 d recognition。</u>

R45: 多 d recognition，俾佢傾…..

W46: 即係，係呀，<u>其實佢都有努力去過嘗試改變</u>，不過佢做唔到，<u>咁我諗呢到可以俾 recognition</u>。

Learning after IPR: Worker can give more recognition to client for his effort. (S1a: W45, W46)

R46: 可以俾多 d recognition 啦，除咗呢 d 呢?

W47: 同埋其實好多位可以落囉，咁但係……即係落既意思係，去到 treatment 個果階段囉，咁其實佢都講好多既 episode，點搞到跌腳呀，點解會去買呀，點解會唔想做又做咗呀，咁係呢一節呢，我都係集中係傾個果輔導既關係多 d 呀，同埋做 engagement 多 d，所以話我都未去到，同佢再去到傾多少少個果 treatment 個 d 野，譬如我都 mark 咗一 d 佢去做既，即係佢去戒賭個 d，可以傾個 d 野囉，譬如有錢佢又賭有多餘錢又賭，唔夠錢佢又賭，係咪呀? Hold 住 d 錢又唔肯找數呀，唔夠錢又去賭，哈合…… 有壓力又去賭，有空閒時間佢又去，類似係一 drisk 既 factors，即係點樣去處理。

R47: 即係有好多片段可以入去?

W48: 可以入架，其實係架，嗯，譬如堅持，可以係傾既野囉，譬如佢朋友點解可以咁堅持，即係教會既朋友，點解會咁堅持，有 d 咩係阻礙到佢堅持唔到落去呢?我覺得呢 d 都可以傾囉。咁有 d 既觀點呢，有 d 時候，我係放過咗……

R48: 譬如咩意思呀?譬如放過佢觀點呀?

W49: 即係對於一樣既睇法呀，俾咗佢，我講咗出嚟，其實我可以 double check 呢，對我既睇法既感覺，即係佢係點睇呀。

R49: 呀…..點睇呀。

W50: 係啦係啦，咁，咁我覺得有 d 位可以咁囉。係呀，就係咁囉。

Learning after IPR: Worker finds he has missed some points for more intensive intervention and further exploration why client cannot persist. (S1a: W47-W50)

S1a: Overall analysis

Engagement issues
Worker pays attention to engagement issue. For example, he won't hope that client will feel being confronted, blamed or they have different direction. Thus worker would not disclose his different views with client or would not review the missed appointment at its early stage.
Shift of agenda smoothly – Worker connect client's concern to previous message. Or worker summarizes client's concern first and clarifies if client agrees with, then he moves to next agenda.
-   Dealing with two missed appointments before: Worker reviews it this with client directly at the beginning (S1a: W4b)

-   Shifting agenda – Worker focuses client's concern and connect to client's previous message to explore whether gambling will affect his work so to shift the agenda to abstain from gambling smoothly. (S1a: W5)

-   After listening to client's recent situation adequately, worker summarizes client's message and clarify to see if client agrees with. Then he moves to next agenda - abstaining gambling. (S1a: W7)

-   Worker is aware of his different views from client, but does not share this openly for engagement purpose to avoid the client to have the feeling of being confronted, or don't let client feel that they are not in the same direction, taking considerations of early stage of engagement (S1a: W9; S1a: W16a; S1a: W38) / Wait for appropriate timing to review client's view on counselling (S1a: W8b)

-   It is important to review counselling goal / re-examine the effectiveness of client's plan later to avoid feeling of being confronted or blamed, particularly there are two missed appointments before. (S1a: W9; S1a: W14)

-   Worker is aware that engagement turns better as client recall worker's message in details and thinks about this further. (S1a: W42-W44)

- When worker suggests some ways to cope with the problem, client turns it down with the reason that worker does not agree. Then, worker does not discuss these different views further. Instead he reframes that there are some blockages for client and this should be dealt with in the counseling process. Besides, worker emphasizes that it is important for client to try some ways to cope with his problem. (S1a: W39)

- Worker is clear that client wants to abstain from gambling, total abstinence, as expressed in last session, but this should be followed up carefully since long period after last session – two months ago and two missed appointments before. (S1a: W14)

About client's motivation to abstain from gambling – Worker assesses that client has strong motivation to abstain from gambling, total abstinence, based on what he expressed in first session two months ago – this should be followed up carefully. Also worker assesses that the motivation fluctuates, in the stage of ambivalence – it becomes strong when client thinks of negative impact of it, weak particularly when client is unhappy and bored, recalling the positive feelings of gambling in future. Many factors also lead to gambling – more time available, being very busy and cannot cope with pressure, etc. Besides, client is not persistent to abstain from gambling, easily influenced by the environment, feels disappointed for himself as he cannot cope with many things. To enhance client's motivation, worker helps client review the negative impact if client continues his gambling.
- Different factors lead to client's gambling, e.g. more time available, being very busy and cannot cope with the pressure – the analogy is similar to withdrawal symptoms, or reason for relapse (S1a: W10a)

- Worker is clear that client wants to abstain from gambling, total abstinence, as expressed in last session, but this should be followed up carefully since long period after last session – two months ago and two missed appointments before. (S1a: W14)

- Worker assesses that client has strong motivation to abstain from gambling, but still feels disappointed for himself as he cannot cope with many things and repeats gambling. (S1a: W33)

- Worker finds client is not persistent to abstain from gambling as client does not take initiative to seek help from service. Worker assess that client is in the stage of ambivalence – he has strong motivation to quit gambling at one point, but can be influenced by outside environment. (S1a: W35a)

- Worker assesses that client has strong motivation to abstain from gambling when he thinks about the negative impact of gambling. But his motivation fluctuates –when client is unhappy and bored, recalls the positive feeling of gambling, his motivation becomes low. (S1a: W36a)

- Worker helps client review the negative impact if client continues his gambling so to strength his motivation to quit gambling. (S1a: W36b)

Worker is aware that he has different views from client
- Worker does not believe in client's plan or coping, or think it is effective. (S1a: W8a)

- Client regards people going to church to abstain from gambling as over-indulged in religion, while worker appreciates these people for their perseverance. (S1a: W16b)

- Client has lots of rigid frames for himself and finds some ways not effective in which worker disagrees to it. (S1a: W38)

Strategies: Pyscho-education, normalization, providing advice
- Upon client's enquiry, worker provides advice on how to respond - whether client will talk his wife about his debt will depends on his purpose. (S1a: W3, S1a: W4a)

226

- Worker thus normalizes the process that client cannot cope with some problems, repeat gambling / stop receiving counselling under stress. In this way, worker hopes to encourage client to talk about his difficulty frankly. (S1a: W28, S1a: W33)

- Worker prepares client for change process, particularly at critical point, facilitates client to talk on this, and encourages client to try some ways, experiment it and tell the worker whether if it works or not (S1a: W34, S1a: W35b, S1a: W39)

- As client is not clear about how to deal with the problem, worker can offer advice to him after listening well first and summarizing them. (S1a: W15)

- Worker delivers the message to help client be aware of his pattern of gambling - using gambling to cope with his problem, particularly under pressure and hope client knows that it does not work. (S1a: W10b)

Monitor the process is important – worker is sensitive to client's response to his suggestion or recommended referral
- Worker introduces group service / referral to client as this seems to be helpful to client for client may have some beliefs or be emotionally disturbed so to make use of gambling to escape from it. (S1a: W17)

- Worker finds client shifts topic quickly after worker has introduced the message. Thus worker thinks client may not take the message. (S1a: W11, S1a: W12)

- After worker introduces the group service to client, he observes that client has no further response, other than Ok – 可以. Thus worker assesses that client is not very eager to accept it. So worker leaves it open to client's consideration. (S1a: W29, S1a: W30)

- As client is not very eager to accept the referral, worker leaves it open to client's consideration. (S1a: W31, S1a: W32)

- Worker assesses that if referral is accepted by client, he will accept it immediately. If not accepted, he will reject it at once. (S1a: W21, S1a: W24)

- If referral is not accepted nor rejected, worker will allow some more times for considerations, or at least client does not reject it at once. (S1a: W25, S1a: W26)

Others
- Worker assesses that client is in stage of ambivalence (change or not change). He thinks group service can strength client's motivation for change when he is in this stage. Thus worker makes the referral accordingly. (S1a: W18)

- When worker makes referral of CBT group to client, he connects its concept briefly to client's emotional disturbance. (S1a: W19)

Learning after IPR:
- Worker can give more recognition to client for his effort. (S1a: W45, W46)

- Learning after IPR: Worker finds he has missed some points for more intensive intervention and further exploration why client cannot persist. (S1a: W47-W50)

- After reviewing the interview process, worker finds he has missed the chance for intervention. (S1a: W41)

Worker S Case One Third Interview (S1b) with Analysis

19:08

W1: 我覺得呢個 Case 呢，佢呢個階段，其實佢自己都好混亂，不過佢又好想走，即係逃避緊 d 壓力呀，錢呀，各樣，即係債呀，各樣，但係呢，佢亦知道自己咁樣離開呢，係唔容易，即係如果唔想放棄宜家呢一刻個果……個果，個 d 收入呀，係個果公司建立咗既一 d 野呀，咁所以呢，我其實係度，我都比較問得仔細 d，我即係想搞清楚其實佢諗緊d 咩呀，咩因素呢會令佢有下一步個計劃? 即係譬如去澳洲個邊呀，同埋呢，即係呢，即係我都係側邊提一提佢，即係有陣時佢咁去逃避個問題，去到個邊呀，咁未必佢諗得咁理想個 d 野，咁所以，我都係側邊提一提佢啦。

Worker assesses that client gets confused and does not know how to handle the debt. Thus client tries to avoid the pressure and goes to other place to avoid facing it. (S1b: W1a)

Worker reminds client indirectly (側邊提一提佢) that he has not considered the plan thoroughly. (S1b: W1b)

R1: 你宜家係咪覺得佢，個人好似十五十六咁樣呀?

W2: 係呀，無錯，呢個階段係呀

R2: 即係如果你覺得佢十五十六，咁你大概個方向，會有 d 咩既諗法呀? 即係你其中一個，係想提佢去到澳洲個陣時，可能有 d 情況要諗得清楚 d 啦

W3: 嗱，我當然有自己既 hidden agenda 啦，個 hidden agenda 就係我…我…我贊成佢留返係香港既。

R3: 你想佢留返係香港既?

W4: 係啦，即係無論對佢家庭呀，對佢呀…呀…呀，即係佢宜家，佢宜家個情況呢，即係 IVA 批咗，咁其實佢係呢到工作呢，佢係可以還到架 ma，咁同埋佢呢份工作，聽佢咁樣形容，其實佢老細都……即係聽佢講係有 d 壓力，但係，應該係果 job security 係 ok架。咁但係如果佢咁樣走咗呢，去到個邊，有好多變數啦，所以我自己個 hidden agenda，我想佢留底架。咁當然啦，佢自己做一個決定，咁我就同佢分析離開，咁樣啦。

R4: 唔，Ok。

Worker's hidden agenda: Hope client will stay in Hong Kong to cope with problem. (S1b: W4)

24:07

W5: 嗱，其實呢個 case，我覺得佢既 motivation 係好 fluctuate，其實呢個 case 既戒賭動機呢，即係好波動呀，即係有陣時話想戒，又行為上面又不斷咁賭，吓，咁所以呢我頭先問過，宜家你呢個賭錢既行為呢，其實係咪你想要既野，其實我想同佢 clarify 既就係，佢想要 controlled gambling 呀，定真係戒賭呢?係啦，咁就……呀。

Worker assess that client's motivation to abstain from gambling fluctuates – expresses to abstain from gambling sometimes, but keeps gambling. (S1b: W5)

R5: 你覺得佢係唔知呀，定係未搞清楚定係點呀，你宜家呢個 moment 你覺得佢?

W6: 未搞清楚乜野?

R6: 佢未搞清楚想要 controlled gambling 呀，定想戒賭呀?

W7: 係呀，我都覺得佢未……未…….未，佢自己未搞清楚，咁要同佢傾呢個 issue，同佢 clarify 呢樣野，以至到可以跟住落嚟睇吓點樣繼續落去果個 counseling 個果方向，係呀。咁所以，係囉，同佢傾落去呢樣野，佢話宜家賭少咗，呢個行為係咪佢想要既野呢?

R7: 唔，Ok。

Worker assesses that client is not sure if his goal is controlled gambling. (S1b: W6, S1b: W7)

26:18

W8: 雖然呢個個案呢，佢個 motivation 呢，我覺得係唔肯定既，但係呢，佢過去呢，講過好幾次呢，其實我唔想賭呀，但雖然佢行為上面都繼續賭，但係呢，我都會擺佢一個位置

呢，就係呢，你係想戒既，係啦，係啦，咁樣樣囉。

Worker is not sure about client's motivation – client has expressed he wants to abstain from gambling, but he keeps gambling. Worker thus put client in a position as client wants to abstain from gambling. (S1b: W8)

R8: 但你係從邊度睇度你係覺得佢唔係好肯定個 motivation 呢? 即係個 motivation 唔高呢?你係咪覺得佢 motivation 唔高呀?

W9: 係呀，因為點解呢，我睇唔到佢有……做一 d 努力呢，一 d 既努力呢係，令自己呢，唔賭既。

R9: 即係佢無做到 D 野，令到佢自己唔賭既。

W10: 咁就算呢，就算賭咗都好啦，佢係因為純粹輸錢唔開心架，佢唔係因為自己個行為而唔開心架 ma，即係如果佢係因為唔想賭既，佢係唔想賭既，佢就算贏錢都會覺得內疚既，即係……佢……我睇唔到呢，佢係形容個果過程，係講自己呢，做過 d 咩架呢，做過 d 咩努力呢去讓自己唔賭架呢，呀，即係佢純粹係想唔賭之 ma，咁樣樣。

Worker finds that client has expressed he wants to abstain from gambling, but he kept gambling and did not paid effort to abstain from gambling. Besides, worker finds that client feels unhappy just because of losing money, not feeling guilty for gambling behavior itself. Thus worker is not sure about client's motivation. (S1b: W8-W10)

R10: 咁樣呢，就好有趣啦，你就覺得佢唔係有一個好大既動機去戒賭，但係你又講到佢係好唔想賭既。

W11: 呀，唔係呀，佢講架。

R11: 呀，係。

W12: 不過我 pick 返去個 d，係啦，係啦，佢一開始話自己唔想賭架。

R12: 咁你咁樣講係想有咩目的架?呀你都話唔想賭既。

W13: 我想朝呢個方向去，即係 guide 住佢，朝呢個方向去，試吓先，最多佢做唔到，最尾再 find out 佢自己話自己唔係咁架，我再修正個果方向囉。但係當我要去選取我哋嚟緊既方向係點既時候。咁我……我…..我選擇擺咗係一個咁既位置囉。

Worker finds client's motivation towards abstaining from gambling is ambivalent – a. he has expressed strong motivation on it, b. he does not show strong motivation from his behaviour – worker chooses to guide client to work on strong motivation as expressed. (S1b: W12, S1b: W13)

27:18

R13: 就個 client 就啱啱問咗佢，賭錢輸咗贏咗既感覺呀，即係問……咁其中佢就話輸咗呢，就有 D 後悔既，但係佢贏咗呢，就……佢就話釋放既，即係贏咗有 D 錢呀，咁樣，咁你對於佢呢個咁既講法有 D 咩既睇法架呢?

W14: 我覺得好正常呀，哈哈哈….贏咗，梗係覺得開心架啦，吓嘩! 同埋，佢贏咗，佢又解決到佢既經濟困難呀 MA，覺得，即係想釋放感覺囉。

R14: 唔，Ok。

27: 58

W15: 我其實宜家呢，同佢呢……去到分析緊佢賭錢個果原因呀。因為呢，其實係好重要囉，因為呢嚟緊個果方向，因為呢，如果佢係因為 d 錢周轉唔到，我哋講既所為既焗賭呢，佢賭個果……個果……個果意欲呢，會好強架，因為佢自己覺得，雖然我哋唔認同啦，吓嘩?咁我會同佢傾 D 財務可以點樣處理呢呀，吓 ma? 咁如果佢係純粹係……唔係因為…..真係錢既問題，只不過係自己覺得架啫，即係後尾都有講架呢，有 clarify 到，佢自己覺得架啫，咁就係其實本身賭博，帶俾佢有一種另外既一 d 野既問題囉，就唔純粹係錢既問題囉，所以呢，我其實宜家就係呢…..處理緊佢呢樣野，即係起碼 clarify 呢樣野。

R15: 即係焗賭去處理經濟既問題，同唔係處理經濟問題既方向係唔同架?

W16: 有 D 唔同架。

R16: 個唔同會係點樣架?

W17: 嗱，如果佢經濟問題，焗賭呢，佢係攞咗賭嚟 as a mean 去到解決經濟問題啦，係咪呀？咁佢可以係唔鍾意賭錢架，係咪？但係因為無方法底下，去選擇賭錢，但係呢，如果唔係經濟問題架話呢，咁如果佢選擇去賭錢呢，咁就另外一 d 既野囉。即係可以係一 d 癮呀，一 d 鍾意呀，有一 d 既……帶佢去一 d 既滿足感呀，或者……即係逃避緊一 d 唔開心既野等等，咁樣。

R17: 即係第二種呢，就係搵返多 d 野，了解佢多 d？

W18: 咁當然啦，可以同時發生既，咁但係，我要 clarify 究竟發生緊咩事囉。

When client continues gambling, worker wants to explore the reasons for it. Worker's speculation: a. client feels being forced (焗賭) to gamble to deal with financial difficulty, b. other issues, like addiction, feeling of satisfaction in gambling, escaping some unhappy feeling. These will lead to different directions and worker has to clarify it first. (S1b: W15-W18)

34:35

R18: 你覺得呢個正途呢，呢句說話，係咪覺得佢同老婆講返出黎係正途咁既意思呀？

W19: 唔係，佢正途既意思，我理解係，還債呀，各樣野呀，即係 maintain 得好好呀，即係正途囉，係呀，即係，即係……係囉。佢留係香港繼續做，繼續還債，呢個係一個正途囉。

R19: 呢到做，係呢到還債，就係呢個正途既意思啦。

W20: 我會咁樣理解啦。

R20: 你宜家都希望佢可以同個老婆講返呢件事出嚟架？

W21: 我有架，我 hidden agenda 係有架，有咁諗法架。

R21: 係點解想咁諗，或者點解係有 D 咁既諗法?

W22: 嗱，我頭先就係裡面解釋呢，即係佢揹負好多壓力呀，咁包括唔同得太太講，都係一種壓力嚟既，尤其佢有工作呀，有經濟呀，咁同埋呢佢咁……揹 IVE 咁多年，佢唔講呢，一個人面對，其實呢 D 壓力都一路都壓住佢，好多賭賭徒都係咁，咁同埋最重要呢，即係呢，就係佢講呢，坦白咁講出來呢，有機會呢可以幫佢戒賭個度，可以處理得好 D，即係多個人去 support 佢啦，即係如果佢太太 support 佢啦，不過呢，我聽完佢講呢，佢太太可能會同佢離婚呢，我又有另外一 D 既諗法，就無再提呢，同太太講，無再推佢啦，因為我唔想佢…..即係…佢咁樣講呢，梗係有佢背後既一 D background 啦，吓 ma? 雖然佢無……無 articulate 到個 D background 係點既樣，咁但係，如果佢咁樣講呢，就係一個 risk 囉，所以我就唔去提。

R22: 即係你當時你唔係好掌握個 risk 係點樣，所以呢就唔想推?當時就…..

W23: 其實佢講過太太關係 OK 既，即係一路……有同佢，有俾生活費呀，又……即係同佢車出車入呀，買保險，簽單呀，咁我理解就關係唔錯既，所以我就……即係當佢問我講唔講既時候，我就建議「講囉」，係啦，但係，當我聽多 d，佢原來有 d 野可能未講既時候，咁樣，佢又好擔心喎，會離婚，咁我就未必會 strongly recommend 佢去做呢樣野囉。

R23: 唔，唔，Ok。

Worker is making continuous assessment on client's situation. He changes his direction when new information emerges accordingly. a. At the beginning, worker supports client to discuss the debt issue with his wife so to get her support – which comes from general understanding of case handling that clients usually have lots of pressure to deal with the debt alone. b. But when worker learns that there are some risks in the relationship and he is not sure about that, he does not push this issue further. (S1b: W21-W23)

34:58

W24: 嗱，其實我點解咁講呢，我話似乎你……你想跳出，但你又跳唔出，你又繼續賭錢，其實我想佢 own 個問題呀。即係我想知佢其實佢係有 choice，不過佢唔係揀……佢揀繼續賭錢咁解，我想佢 own 個果問題呀。

R24: 唔，Ok。

Worker reflects that this is client's own decision to choose gambling, emphasizing that he chooses it –

230

hope he can own his problem. (S1b: W24)

40:12

W25: 我其實嘗試緊呢 consolidate 佢一 D 佢成功既經驗，係啦，俾佢睇返呢，佢……佢……佢呢段時間呢，即係呢……同以前既唔同囉，雖然進度唔係話係好大，但起碼呢 D，都係 D……..實況嘅個囉。即係希望可以 motivate 到佢，去再做多個 change 囉。

R25: 唔，唔，Ok。

Worker consolidates client's small positive changes so to motivate him for further change. (S1b: W25)

42:14

W26: 我講一 D case 比佢聽呢，既經驗比佢聽呢，希望佢可以 motivate 到佢，keep 住去上嚟，見輔導呀，咁呀，係啦。

Worker shares his case experience so to motivate client to keep receiving counseling. (S1b: W26)

44:28

R26: 你呢度引入一個外力呢，即係如果你自己搞唔掂呢，個比喻，或者呢個介入點，你呢個當時係考慮 D 咩架? 或者你當時諗緊 D 咩架?

W27: 我諗緊就係會講到自己咁多 control 唔到既因素啦，即係唔知自己點解會賭咗，D 錢又唔肯去交租呀，咁又攞咗去賭呀，形成一個惡性既循環既時候呢，咁同佢 explore 下，有無一 D 可以幫到佢，即係……佢可以 control 得好 D 既，一 D 既因素囉，咁當然個一刻，我諗，未必係佢太太架，唔講得，咁但係如果係佢個仔，同佢關係好好，好信任，咁可唔可以，即係，係咪一個方法呢，即係俾佢去諗吓，即係擺底 D 錢比其他人幫佢去管，就再分配返比佢既洗費，咁可以 control 到佢個果差既經濟管理囉，問題囉，以致到唔需要形成一個惡性既循環。

R27: 唔，唔，Ok。

Worker finds that client cannot control lots of things, which is related to his low self-efficacy to abstain from gambling. Worker hopes to explore this to find something within client's control so to break the cycle. Worker has thought of some ways which seems workable, and thus suggests to client to consider it. (S1b: W27)

49:17

W28: 係啦，我其實呢……想 motivate 緊呢，佢真係試我地大家傾出嚟既方法，亦都比佢 own 個果……個果……個果問題呀，即係同埋個果 solution 呀，即係大家傾出來，即係唔係我俾你既。吓 MA? 咁所以我係想鋪定 路。咁樣啦。

Worker encourages client to experiment some ways as discussed and let him to own his problem. (S1b: W28)

1:00:30

R28: 你建議佢做一 d 好簡單既 record 呢，如果佢賭個陣時，記錄返佢賭，即係……時間呀，勝負呀，咁當時佢有個，咁當時你講完咗之後，你就問佢，會唔會試吓做，佢就答咗個，我諗諗啦吓，咁你當時有 D 咩既諗法架呀?

W29: 我覺得佢未必會做囉。哈哈……

R29: 未必會做。

W30: 係呀，我理解佢未必會做。

R30: 但有 D 咩諗法架呢? 仲有咩諗法，噂，佢未必會做啦，佢未必會 commit 係你 suggest 個果 task 到啦。

W31: 係呀，無錯，佢諗 D 咩野呀?

R31: 你仲會諗緊佢有 D 咩既諗法呀?

W32: 佢可能會覺得煩囉。

R32: 佢覺得煩。唔會做?

W33: 係囉，會覺得做呢樣野，覺得煩囉，咁同埋佢未必會袋住張紙架，吓 MA? 係啦，

231

咁......咁其實唔做唔緊要，我比咗佢，<u>睇吓佢個果 motivation 有無囉，去唔去做呢 D</u>，咁點解我頭先講，<u>即係我覺得佢既 motivation，我唔肯定既</u>，咁既原因啦，即係如果俾咗一 D 方法佢，佢都唔會去試既。

R33: 咁你會唔會都發覺......反映到佢都唔係好有 motivation 去專注呢? 呢個 response?

W34: 係㗎，都係㗎，其實都係一個反映嚟㗎，係呀，係呀，咁但係都......所以點解我話都俾咗個選擇佢點睇，嗱，我就有一個建議，我邀請你去做，你點睇呀，咁最尾佢半推半就，都話試吓啦，咁咪試吓，下一次再同佢 review 囉。咁樣。

Worker suggests a task (record the result of gambling in future) to client but thinks that client will not try it probably. Worker also tries to test client's motivation by this task and it will be reviewed next session. (S1b: W29-W34)

End of interview

R34: Interview 完咗啦，即係 呢個 interview 完咗啦，你睇返成個 process 呢，咁你對於呢個 interview 有 D 咩既睇法，有 D 咩既新既睇法? 或者對個 client 有 D 乜野呀?

W35: 嗯......新既睇法呀? 無乜，咁，係啦，即係我之前咁樣諗既，即係呢一節，我都係同佢做，嘗試做入去 treatment 啦，同埋 motivation 做多少少，令到佢 own 多少少既責任，自己既問題，同埋 own 多少少 counseling 個果 process 裡面。

R35: 咁呢個 IPR 啦，咁既討論裡面啦，去幫到你對個 client 既認識呀，對 interview 既認識多咗呀?

W36: 咩 IPR 呀?哈哈......

R36: 即係呢一個 research method? 同你一路去睇果個過程裡面。

W37: 會，會。

R37: 譬如呢?

W38: 譬如我睇多次既時候，<u>我自己都會了解多 D</u>，我當時既表現係點囉，<u>有 D 咩地方係可以再......深入 D 去討論</u>，傾多 D 下，係囉，咁正如第一節咁，即係，咁我可以<u>俾多 D recognition 俾佢</u>。咁囉。

R38: 咁譬如今次咁 IPR，對個 client 既認識有無特別野，或者你係個 flow 裡面睇呀，聽呀，咁即係你宜家再睇多一次?

W39: 如果俾我選擇呢，或者<u>我會慢 D，慢落嚟</u>，真係有 d 位呢，深入 D 去到傾，有 D 咩係障礙到佢? 其實佢諗緊 D 咩，雖然我都有問佢，但係，我覺得可以再多少少，係啦，即係，舉例，<u>做個果記錄，係囉，佢有個咁多既，即係咁大既 hesitation 係度，原因係咩呢?</u> 雖然佢係話驚自己唔記得會填呀，會填漏呀，咁其實可以再同佢 review 返，當佢如果真係咁大既，<u>如果真係咁想去到戒，咁點解去做一份功課都唔肯呢，都覺得咁大既困難呀，個困難係邊呢? 我覺得我要深入 D 去傾吓。</u>

Learning after IPR: a. Worker can give more recognition to client (S1b: W38a), b. Worker finds that he can discuss with client more in-depths in some points (S1b: W38b), c. Worker can go more slowly (S1b: W39).

S1b: Overall Analysis

Previous case experience will guide worker's direction, but when new information emerge, worker will adjust his direction accordingly based on new case conceptualization.

- Continuous assessment guides worker's intervention and change his direction accordingly - a. At the beginning, worker supports client to discuss the debt issue with his wife so to get her support – which comes from general understanding of case handling that clients usually have lots of pressure to deal with the debt alone. b. But when worker learns that there are some risks in the relationship and he is not sure about that, he does not push this issue further. (S1b: W21-W23)

- Client gets confused and does not know how to handle the debt. Thus he tries to avoid the pressure and goes to other place to avoid facing it. But worker has different views of it – hidden agenda, hoping that client will stay in HK. (S1b: W1a, S1b: W3, S1b: W4)

Client's motivation to abstain from gambling fluctuates. Though client has expressed his wish on it, worker does not find his behaviors to abstain from gambling. Besides, client feels unhappy for losing money in gambling, not for gambling behavior. This may reflect his low motivation to abstain from gambling. Thus client may be in ambivalent stage – admits his wish to abstain from gambling (cognition), but he is not committed to it as reflected by his behaviour and emotion.
- Worker assess that client's motivation to abstain from gambling fluctuates – expresses to abstain from gambling sometimes, but keeps gambling. (S1b: W5)

- Worker assesses that client is not sure if his goal is controlled gambling. (S1b: W6, S1b: W7)

- Worker finds that client has expressed he wants to abstain from gambling, but he kept gambling and did not paid effort to abstain from gambling. Besides, worker finds that client feels unhappy just because of losing money, not feeling guilty for gambling behavior itself. Thus worker is not sure about client's motivation. (S1b: W8-W10)

- Worker is not sure about client's motivation – client has expressed he wants to abstain from gambling, but he keeps gambling. Worker thus put client in a position as client wants to abstain from gambling. (S1b: W8)

Working on enhancing motivation – putting client in position for change as he has expressed this before, exploring client's reasons if he continues gambling.
- As client has expressed he wants to abstain from gambling, but he keeps gambling. worker puts client in a position as client wants to abstain from gambling. (S1b: W8)

- When client continues gambling, worker wants to explore the reasons for it. Worker's speculation: a. client feels being forced (焗賭) to gamble to deal with financial difficulty, b. other issues, like addiction, feeling of satisfaction in gambling, escaping some unhappy feeling. These will lead to different directions and worker has to clarify it first. (S1b: W15-W18)

Strategies: Educational (also sharing of other cases), normalization, making suggestion, reminding indirectly and preparing client are some common strategies used.
Educational, Normalization, Reminding
- Worker reminds client indirectly (側邊提一提佢) that he has not considered the plan thoroughly. (S1b: W1b)

- Worker is not sure about client's motivation, or client is in a stage of ambivalence – client has expressed he wants to abstain from gambling, but he keeps gambling. Worker thus put client in a position as client wants to abstain from gambling / worker chooses to guide client to work on strong motivation as expressed. (S1b: W8, S1b: W12, S1b: W13)

- Worker shares his case experience so to motivate client to keep receiving counseling. (S1b: W26)

- Worker suggests a task (record the result of gambling in future) to client but thinks that client will not try it probably. Worker also tries to test client's motivation by this task and it will be reviewed next session. (S1b: W29-W34)

- Worker finds that client cannot control lots of things, which is related to his low self-efficacy to abstain from gambling. Worker hopes to explore this to find something within client's control so

to break the cycle. Worker has thought of some ways which seems workable, and thus suggests to client to consider it. (S1b: W27)

Worker hopes to enhance client's self-efficacy, sense of agency and ownership – emphasizing client's choice, encouraging client to experiment some ways of coping and exploring something that client can control and consolidating client's small positive changes.
- Worker encourages client to experiment some ways as discussed and let him to own his problem. (S1b: W28)

- Worker reflects that this is client's own decision to choose gambling, emphasizing that he chooses it – hope he can own his problem. (S1b: W24)

- Worker consolidates client's small positive changes so to motivate him for further change. (S1b: W25)

Learning after IPR:
- Worker can give more recognition to client (S1b: W38a)
- Worker finds that he can discuss with client more in-depths in some points (S1b: W38b)
- Worker can go more slowly (S1b: W39).

Worker S Case Two Second Interview (S2a) with Analysis

3:43

R1: 你啱啱就同佢講呢，就知唔知想同你傾係，關於講動機呀，咁，咁唔知我有沒了解錯，你宜家係想同佢傾呢，想 set 一個 agenda 講關於動機既野咁樣，係咪咁既了解呀，係咪即係咁呀，我想知你訂一個 agenda 傾動機呢，你當時有 D 咩既諗法呀? 或者你對個 client 有 D 咩既睇法架? 因為係呢個位入面呢，我覺得你好似想同佢傾關於動機，呢個 issue，呢個問題啦。

W1: 我哋通常，即係我啦，通常我哋幫人哋去戒賭呢，第一樣野，我哋都會從賭既動機去出發先，佢戒賭動機係點樣呀，又幾大呀，點解之前唔去求助呀，咁，今次又會去搵，即係戒賭中心求助呢，咁中間發生咗咩事呢，令到佢有一個咁既決心，咁就算有決心都好，個決心有幾大呢，即係我開始既時候，通常會搵 client 呢 D 強既動機，咁宜呢個 session 裡面，我主要都係同佢傾動機，咁所以，我一開始都開張明義同佢傾動機。

Worker usually starts on motivation for gambling counseling. Thus worker will assess client's motivation by exploring his reason for service and why now, also what happens triggering client to receive service. (S2a: W1)

R2: 咁呢個 case 去到呢到呢，你對個 client 想改既個果動機呢，有 D 咩睇法呢?

W2: 我覺得佢動機大，想戒既。

R3: 從邊到睇到佢動機大呀?

W3: 佢第一節上嚟既時候，佢都話到比我聽佢點解要戒，咁而個 D 點解，唔係 D 好表面既野，而係都有 D 細節係裡面，咁舉例，即係，佢阿爺阿嫲啊，新年既時候特登去佢屋企，訓緊覺都敲門叫醒佢，叫佢唔好再賭啦，要結婚啦，咁又舉例，講吓有個朋友，當年去到賭錢呀，欠債呀，搞到班朋友都討厭佢呀，而唔再同佢來往呀，即係咁樣佢哋咁講戒賭既動機，佢哋講到呢 D，一 D trigger 到佢哋想戒既野，真係好細緻描述既，描述到出嚟，可以從佢 D 描述呀，講自己既一 D 既經歷，經驗既時候，我自己就覺得佢呢一刻，佢戒賭動機都幾大呀。

Worker assesses that client has strong motivation to abstain from gambling as revealed in first interview, as the event triggering client to come for service is described in details and personal, not superficial. (S2a, W3)

R4: 我想了解，我唔知有沒聽錯，你宜家呢，有個判斷，可能係沿住返之前個節呢，就有種估計呢，個動機都大既，因為就聽到佢之前講有 D trigger 既 event 呢，都幾仔細既，即係仔細既都聽到，所以你有個判斷都會動機大呀，咁樣，咁如果你有呢一個既估計呢，咁其實你跟住落去呢，想同佢去傾動機，你大概方向，係會點諗架，即係你宜家有個估計，佢……高動機介入，跟住你就定咗 agenda 先，想傾動機啦。

W4: 嗯，佢第一節嚟，我雖然覺得佢有動機，但係我唔知道裡面有沒 D 野，我忽略咗既，又或者係呢我唔知佢係咪 consistent，自己係果個動機，for sure 既，雖然個一刻我係覺得佢有，咁但係呢，我都需要係呢一節裡面呢，再同佢去到傾呢樣野，去到了解多少少，個動機係咪好似我上次我咁理解，咁同埋睇佢講野係咪 consistent，兼且呢同佢打定個底，戒賭都好睇佢自己本身，個果諗法啦，動機呀，先可以 maintain 到，咁所以，我呢一節，我就係從呢個方向，係度傾架。

R5: 即係你想同佢傾，你真係想佢有少少諗法，睇你個動機係咪 consistent，同埋 check 返去之前係咪都係咁，有沒其他野，有變化呀。

W5: 係呀。

Worker assesses that client has strong motivation to abstain from gambling as revealed in last session. But worker also wants to make sure if client's message is consistent in this session, or if worker missed anything important in last session. (S2a: W4a)

Worker prepares clients that whether client can abstain from gambling will depend on his effort and commitment. (S2a, W4b)

9:49

R6:　　　咁就係…..你講少少了解佢情況，佢就話自己鍾意賭啦，咁跟住你就講返，開始 introduce 賭果個循環個階段呀，當時咁樣講個陣時，你係考慮緊 D 咩架，即係你宜家開始，<u>就介紹緊賭個種既 pattern</u> 啦，個陣時你咁樣講既時候，係有 D 咩諗法架?你點睇架?

W6:　　　都係想用呢個 framework，去到評估佢去到邊個階段。

R7:　　　你係想評估佢……

W7:　　　去到賭博邊個階段，邊個階段。自己覺得。

R8:　　　你係 assessment 既 frame。

W8:　　　即係舉例，<u>我哋覺得如果佢戒賭動機係夠強的話，佢應該覺得自己，係一個谷底既階段。</u>

Worker's assumption: If client assesses that he is at the bottom of the cycle in gambling, i.e. at the worst scenario of gambling consequence, he should then have strong motivation for change. (S2a: W8)

R9:　　　OK，OK。谷底既階段。即係你想俾咗個 framework 佢，係呢一個 framework 佢係邊一個位，係咪咁既樣。

W9:　　　即係自己睇返自己個賭博，個把秤，個果階段，係點樣，個位置係係邊。

Worker introduces the pattern / cycle of gambling so to help client to identify his stage of gambling. If client finds he is at the bottom of this cycle, worker believes that he should have strong motivation for change. (S2a: W6-W9)

23:15

R10:　　我想總結少少，淨話你個段呢，討論咗好多呢，關於賭個果過程，譬如無論係賭馬又好，或者，即係買上去個 D 閒注都好，有種感覺，唔知係唔係，好似幫過 client 去明白呢，係賭場賭呢，輸梗既，長賭就輸既，係咪有咁既意思呀?唔知有沒了解錯?即係想解釋比佢聽，係無論唔同既賭既方法，即係你咁樣賭落去呢。

W10:　　其實呢個唔係我主要目的，<u>因為其實我仲係講緊個果 framework</u>，即係賭博既階段，其實只不過係賭博階段有一部分係，<u>係一個長賭</u>，即係佢上到去，贏錢，開始輸錢個果階段，點解會輸錢呢，<u>長期咁樣既賭法會輸錢呢，我嘗試講個果過程裡面既時候呢，教育比佢知道呢</u>，比佢知道長賭必輸，呢個既道理，咁正因為呢個人呢，個 client 佢去賭博，咁其實佢都賭好多番，咁賭場佢會去啦，賭馬會賭啦，賭波會賭啦，打麻雀亦都會賭啦，咁雖然佢沒去麻雀館，咁但係我藉住呢個機會，同佢分析呢個過程既時候，話比佢聽，即係比佢明白啦，咁其實 somehow 佢都知架，佢唔知個道理係邊度，長賭必輸呀，咁我解釋多 D 比佢聽，點解佢會長賭必輸囉，咁最尾，我都係想講既，都係個果，個果階段架，只不過係其中一部分。

Worker educates client that gambler will definitely lose money in the long run and explain to him the reasons of it. (S2a: W10)

R11:　　即係呢個係賭博階段既一部分，就係長賭必輸，即係你呢段時間只係解釋長賭必輸既道理，個邏輯，OK。

W11:　　咁當然啦，我可以好快去咗，skip 呢 part 既，其實我最尾，我想去到後尾個 part，谷底個 part，咁但係係呢個過程，我覺得亦都係藉住一個機會，即係講到呢一 part 既時候，講多少少比佢聽囉，咁解。

28:16

R12:　　你講完果個賭既 cycle，就問，D 人到最尾呢，就會改呀，會去戒呀，咁就問返佢，你係咪去到谷底呀……

W12:　　去到邊個階段。

R13:　　呀，去到邊個階段，<u>跟住佢就話自己去到谷底</u>，跟住佢自己再講返，宜家 D 野唔睇呀，只係睇 APPS 呀，咁如果你講完，又聽到佢咁樣講，你宜家評估佢果個，戒賭既動機，大概會係點架?

W13:　　個一刻呀?

R14: 係……係….係….即係宜家去到呢到。

W14: 我當時……，呢個唔係…….呢個唔係表示緊，個果動機啦，係啦，<u>因為我哋 check 動機呢，點解係要戒囉，呢樣野點樣影響緊佢，如果佢繼續賭既話，將來佢會點</u>，其實我想聽既係呢 D 囉，而唔係呢一刻我唔賭。其實我理解，佢講緊佢想證明佢好強架啦，所以呢個禮拜我都好想睇吓，呢個禮拜我都做唔到，佢想講但我想聽既唔係呢樣。

Worker wants to assess client's motivation on abstaining from gambling by exploring the reason for it, and how gambling affects client. But seeming that worker cannot get adequate information on these areas and thus he is not sure about client's motivation. (S2a: W14)

R15: 想聽 D 咩架呢?

W15: 就係頭先個 D 囉，咁就係……佢……佢…..佢點解佢會覺得要戒，

R16: 係因為佢講得，唔係好清楚要戒呀嘛。

W16: 呢一吓唔係咁清楚囉，所以我記得我一陣我都會有，有 D question 去 follow 囉。

R17: 所以其實你宜家都唔係好肯定佢既動機有幾強，戒賭既動機，因為佢講唔到。

W17: 係呀，<u>呢一刻，係呀</u>，雖然我帶住上次既印象，其實佢有動機架，想改既，<u>咁但係 at this moment，</u>即係去到呢一節既呢個位置，我都未係好肯定，或者未係好 reconfirm 佢個果動機，即係俾到信心我覺得佢係一個，咁強既信心，即係動機囉。

Worker is still not sure about how strong of client's motivation to abstain from gambling nearly half hour of the interview. (S2a: W17)

41:13

R18: 你當時呢，你當時問佢……即係….即係有個感覺，即係馬會做果陣時呢，你當時諗緊 D 咩架?當時候?

W18: 我會<u>有一個假設</u>，就係佢，<u>佢係馬會就做，對佢果個問題賭博，係有一個負面既影響</u>，即係舉例會令佢<u>賭得更加多咗，但係熟悉咗呢樣野</u>……

Assumption – Worker believes that if the working environment, like Jockey Club, is closely related to gambling, this will have adverse impact on client on gambling. (S2b: W18)

R19: 你想 check 一 check 佢?

W19: Check Check 佢。

R20: 譬如呢，你其中，我唔知有沒理解錯啦，你一路傾個陣時，都係 assess 緊佢戒賭既動機，咁去到宜家呢個階段，你覺得佢戒賭既動機，係有沒 D 咩既評估架呢?

W20: 比起頭先頭先個果……片段或者…..跟住之後佢講個對話呢，<u>我覺係多咗……多咗內容去俾我評估，佢個果動機</u>，咁有兩個啦，<u>第一樣就係，即係佢年紀個樣野，第二，就係問吓，佢嫲嫲新年去到同佢講，叫戒賭個樣野，個件事咁樣，點解呢，第一樣就係一致既，佢第一次講個 D 野。咁如果佢唔一致既話，佢未必咁能夠，即係講得返出嚟，對佢既影響。</u>呢到第一樣野，第二樣野，我自己覺得，係呢兩件事上面，佢亦都講，內容上面，<u>除咗一致啦，咁內容上面，亦都講到，佢點解呢一刻，佢係有一個咁既心路歷程，改變係想有，</u>即係轉變呀，我自己係多咗……信心去相信佢。

Worker assesses that client has strong motivation to abstain from gambling as reflected by consistent facts revealed in first and second interviews, and client reveals his inner experience for change from these facts. (S2a: W20)

R21: 嗱，我都想了解吓，多少少，即係我了解，其中，你一路咁傾，你都想了解佢改變，改變既動機，即係強唔強呀，如果你，你慢慢掌握咗佢動機之後呢，咁你大概下一個幾個階段會點樣評估呢? 聽緊你果個 interview 呢? 一部份你就想評估吓佢果個。

W21: 例如，<u>佢個果動機係有既</u>，我覺得佢係…….即係唔係話，一時果個……係啦，即係因為好多都係咁樣去輸咗，就想戒呀，即係佢都可以 maintain 到，即係話都足夠，足夠大既動機想去話去改變，咁我係會下一步，<u>我會同佢去傾 risk-factor，預防佢……即係…….跌返落去，即係復賭呀。</u>

If client has strong motivation, worker will talk to client on risk factor to prevent from relapse. (S2a:

W21)
R22: 即係話你如果掌握咗佢既對個果，相對比較大既動機，而你有信心既話呢，下一個階段呢，就會其中一部份傾 risk-factor。即係防止佢再走返去個果，個條路個度。
W22: 係，係，沒錯。

56:42
R23: 你……你好似想講 D 人，戒個陣時呢，即係個 plan 呢，要唔好做得咁盡呀，咁樣，咁你就講吓，又講吓佢，廿三，都廿三期……都差唔多兩年啦，你當時咁樣同佢咁既說話，係咪有 D 既諗法架?
W23: 呀，係呀，通常，<u>我好多客既經驗呢</u>，即係佢哋戒個吓，就將自己既<u>財政安排得好緊，好緊呀</u>，咁但係慢慢發覺呢，即係 maintain 唔到呀，<u>因為太緊既時候呢</u>，中間好多 D，特發野呀，即係舉例，即係加稅呀，睇吓醫生呀，有時有 D social 呀，event 呀，個 D 呀，咁就變咗就一有個 D 既……緊張既時候，佢哋又好容易呢，走返轉頭，因為佢唔想，去到即係，即係佢老婆幫佢去管住個 D 錢呀，有 D 就太太幫佢管住 D 數啦，<u>佢爭少少既時候，佢好容易就會行返轉頭呢</u>，就係博囉，博返少少返嚟囉，就 rather than 開聲，同個女朋友講，我唔夠呀，同老婆講，咁呢如果佢係講緊供緊係廿三期，要維持兩年，接近兩年既話呢，<u>咁我都想 remind 佢要有心理準備，準備佢呢條數呢，真係要，計得好 D，預得比自己鬆動 D 囉</u>，即係佢唔需要話，佢中間又 maintain 唔到呀，係啦。

When client starts to abstain from gambling, worker then works out the plan with client for financial management with reference to previous case pattern and reminds client of a realistic plan. (S2a: W23a)

Worker prepares client to better manage the budget / finance by sharing other client's story. The plan should be realistic and client is prepared for some contingencies. Otherwise, worker finds that client may relapse for feeling stressed when fails to manage finance properly. (S2a: W23b)

R24: 即係有少少提返佢，都驚佢緊得滯，到時都處理得唔好。又走番轉頭呀。
W24: 係呀。

End of interview
R25: 想問吓果 overall 個果，就呢個 case 啦，想了解吓個果轉變既過程，想了解吓啫，想做少少總結，咁係個 interview 入面呢，你…..我唔知有沒了解錯啦，其中一部分呢，你就想了解個案主呢，去戒賭既動機既，即係其中一部分，咁呀，戒賭既動機，你就講咗一 D 呢……一 D 呢評估既考慮，包括咗佢講既内容，同之前講既係咪 consistent 呢，有沒一 D 細節既内容俾你 assess，仲有 D 乜係幫你去評估個案主戒賭既動機呢? 或者淨話就呢個 case，我係有無野係漏咗架呢?
W25: Sorry, 你 repeat 多次，我唔係聽唔到……哈哈……
R26: 呢個 case 呢，其中一個，開始個陣時呢，有一個 area 想評估吓案主既戒賭動機有幾大呀，咁你想評估吓案主個動機有幾大，咁其中你會留意幾個 information 既，即係幾個資料既，一個呢，就係佢一路講既同之前講既，consistent 既，pattern 出現過啦，另外呢，你就都會評估佢一 D 細節既内容既，譬如你講到佢呀，阿嬤阿爺呀，佢亦都講到佢自己，自己咁既年紀呀，同女人結婚呀，咁除咗呢 D 内容之外，仲有 D 咩野既内容，係幫你評估個案主，有戒賭既動呢?
W26: <u>佢呢一個禮拜既表現囉</u>。呢個禮拜既表現，佢嚟緊個果財既安排既計劃啦。
R27: 呢個禮拜既表現，意思即係點呀?即係?
W27: 即係佢無賭啦，<u>點解可以無賭呢</u>，佢個 coping 係咩呢，佢做咗 D 咩去幫到自己呢，咁同埋佢嚟緊個果 plan 係點呢，<u>即係財務既安排</u>，舉例，<u>即係佢都好俾到一個好 concrete 既 plan</u>，咁同埋佢亦都願比人去幫佢管住舊錢，相對嚟講，就佢又講到自己點解要戒啦，咁亦都睇到佢有個 coping 想嘗試去到處理，同埋去到有一個好 concrete，即係嚟緊，做緊既，所以就相對嚟講，我個果評估可以拿得實 D 啦，即係可以俾多少少信心。同埋係呢節唔係淨係評估，同時間亦都有一 D 機會呢，亦都係

238

同佢 deal with 緊，<u>enhance 個果 motivation</u>，即係戒賭呀，戒賭既動機囉。

For coming assessment, worker will explore if there is no further gambling. If client does not gamble more, worker will explore how client can do so or cope with it, and also review client's finance management. (S2a: W27)

R28: 當時你點樣 enhance 佢個 motivation?

W28: 呀…..嗯，舉例，就係譬如我會同佢講，<u>就係分享一隻 case 啦</u>，鼓勵佢定期嚟呢到，見輔導啦，佢坦誠講自己講自己既野啦，咁起碼俾一個 period 佢，有一個目標，戒賭一年啦，係啦，大概係咁。

Worker enhances client's motivation by sharing similar case so to prepare client to receive counseling regularly and to have a goal. (S2b: W28)

R29: 即係話，除咗評估個目標之外，你都會 enhance 佢改果個 motivation，另外，你都會講，如困你評估咗佢戒賭既動機，強既話呢，你都會同佢夾呢，prepare 佢，即係點樣，係點樣，會唔會 relapse 呀，重複返呀，咁呢到呢，我都睇到呢之前已經講啦，你都會評估佢啦，佢唔賭個時，個心會唔會囉囉攣呢，即係呢個都係你評估既一部分。

W29: 我諗未去到咁 details。

R30: 未去到咁 details?

W30: 未。

R31: 未去到咁 details?

W31: 未呀，似係，by the way，講開佢個 D 有啦，我大約了解多少少佢呢個禮拜裡面，<u>佢點樣去 cope with 呢個賭</u>，因為我 assume 佢有一個 withdraw symptoms 呢樣野，咁所以我再 check，<u>即係佢點樣去 cope with 呢樣野</u>。

Worker assumes that there are always withdrawal symptoms when client stops gambling. Thus worker has to explore with client how to cope with these. (S2a: W31)

R32: 咁除咗呢 D 之外，成果 intervention，仲有 D 乜野，係你腦裡面係一個 flow，一路做果陣時，bear in mind，或者個過程?

W32: 即係除咗果個…….

R33: 淨話你講咗 enhance motivation 啦…….

W33: 不過，係呢一節就無乜期望。因為係呢一節，我個果 goal，我淨係 set 係主力傾係 motivation，但當然啦，中間傾開一 D 野，我就 by the way 去到，即係去到同佢傾埋，或者有 D 野係 natural 咁去到講，講埋啦。咁解。

R34: 好，差唔多啦。

S2a: Overall Analysis

Assessment

On motivation – worker will explore the following areas to assess client's motivation – why client come here for service and why now? The reason for abstaining from gambling? What happens before or triggering client to receive the service – these should be consistent and personal.

In this case, worker has different assessment on client's motivation throughout the process – at the beginning, worker believes that client has strong motivation (S2a: W3). But through the exploration in first half hour, worker is not sure how strong of client's motivation for inadequate information gathered. As client discloses more information later which is consistent with previous session and related personally to his reason to abstain from gambling, worker becomes sure that client has strong motivation.

- Why come here and now? Why abstain from gambling? What happens before? How gambling affects client? (S2a: W1, S2a: W14).

- Worker assesses that client has strong motivation to abstain from gambling as revealed in first interview, as the event triggering client to come for service is described in details and personal, not superficial. (S2a: W3)
- Worker assesses that client has strong motivation to abstain from gambling as revealed in last session. But worker also wants to make sure if client's message is consistent in this session, or if worker missed anything important in last session. (S2a: W4a)
- But seeming that worker cannot get adequate information on these areas for the first half hour of interview. Thus he is not sure how strong of client's motivation to abstain from gambling by that moment. (S2a: W14-W17)
- Later, facts revealed in this interview are consistent with that in last interviews, and client reveals his inner experience for change from these facts. Thus worker assesses that client has strong motivation. (S2a: W20)
- When client starts to abstain from gambling, worker then works out the plan with client for financial management with reference to previous case pattern and reminds client of a realistic plan. (S2a: W23a) - motivation seems to relate to self-efficacy on coping with anticipated difficulty, like financial management.
- For coming assessment, worker will explore if there is no further gambling. If client does not gamble more, worker will explore how client can do so or cope with it, and also review client's finance management. (S2a: W27)

Strategies:

Educate / Prepare client / Introduce concepts or pattern
- Worker prepares clients that whether client can abstain from gambling will depend on his effort and commitment. (S2a, W4b)
- Introduce the pattern / cycle of gambling to help client to identify his position in this (S2a: W6, S2a: W7)
- Educate client that gambler will definitely lose money in the long run and explain to him the reasons of it (S2a: W10)

Sharing of other cases
- Worker prepares client to better manage the budget / finance by sharing other client's story. The plan should be realistic and client is prepared for some contingencies. Otherwise, worker finds that client may relapse for feeling stressed when fails to manage finance properly. (S2a: W23b)
- Worker enhances client's motivation by sharing similar case so to prepare client to receive counseling regularly and to have a goal. (S2a: W28)

Others
- If client has strong motivation, worker will talk to client on risk factor to prevent from relapse. (S2a: W21)
- If client stops gambling, then explore how he can clear the debt, abstain from gambling and cope with it. (S2a: W27)

Assumption
- There are always withdrawal symptoms when client stops gambling. Thus worker has to explore with client how to cope with these. (S2a: W31)
- If the working environment, like Jockey Club, is closely related to gambling, this will have adverse impact on client on gambling. (S2a: W18)
- If client assesses that he is at the bottom of the cycle in gambling, i.e. at the worst scenario of gambling consequence, he should then have strong motivation for change. (S2a: W8)

Worker's frame: Usually starts on motivation for gambling counseling (S2a: W1)

Worker S Case Two Third Interview (S2b) with Analysis

7:00

R1: 呢個係 Simon case two，第三個 interview，咁呢到一開始個陣時，個 client 就講呢，上一次見完你之後，就沒賭呀，連睇都少睇呀，咁樣，咁就講咗一段，就咁，咁呢，呢個 summarize 咗之後，你跟住就有個總結，就話佢以前呢，以前就有賭既，亦都戒咗，有好多.....即係點講，佢戒極都唔到呀，中間佢有 D 路歷程，心隱個 D 呀，係點既呢?咁樣，我想了解少少呢個 focus shift 咗，當時背後，你個考慮係 D 咩架? 即嘩，我自己唔知有沒聽錯，佢係講緊一個轉變咗既情景既，轉變咗既情景，即係話佢已經上次見你到宜家，就沒乜點轉變，咁你宜家呢，就好似 explore 佢呢，以前呢，佢曾經賭過，戒過，但唔成功，中間有舊野係到既，個舊對佢有咩影響。呢兩個係，我覺得係有 D 唔同既 focus 呢既，你當時咁既考慮 D 咩既?咁樣 shift 佢。

W1: 我想睇佢 withdrawal symptoms，咁因為佢沉迷的話，咁亦都投入咁多時間係裡面既時候，突然間真空咗出嚟，即係呢樣野無做呀，佢可以做得咁好，甚至完全無諗咁呀，我想 check with 佢個 D withdrawal symptoms，有沒 D 野係未處理好。

Worker wants to assess if there are withdrawal symptoms, particularly when client starts to abstain from gambling - when more time is available once client stays away from gambling, how client can manage this? (S2b: W1)

R2: 係咪佢之前無咩提過 withdrawal symptoms?

W2: 無呀。

R3: 你會唔會有 D puzzled 咁呀?

W3: 有架。因為 addiction 呢，當佢.....addiction 呢，其中一個 symptoms，當佢唔賭既時候，有 D withdrawal symptoms。

Worker feels a bit puzzled when he finds that there is no withdrawal symptom since client begins to abstain from gambling. (S2b: W2, S2b: W3)

R4: 佢淨話講到好 natural，好似突然之間無咗。

W4: 係啦，係啦，所以我想係有 puzzled 架，即係我有個問號係到架，所以呢，其實我…我….我呢段對話，check with 佢一 D withdrawal symptoms，有沒 D 既影響，雖然佢 maintain 得好好，咁唔代表佢無影響架麻。咁有 D 人行為上面無賭，但係情緒上面，無咗呢樣野既時候呢，譬如悶悶不樂呀。

R5: 但佢無講過喎。

W5: 佢又沒野喎。即係呢，如果我哋幫佢戒賭呢，withdrawal symptoms 既 maintain 呢，即係 cope with 呢，係重要既，即係如果個 D 野一路都影響唔到佢得緊要呢，佢又 cope with 得唔好呢，佢 relapse 既機會就大啦。

Worker finds that if gambler cannot cope with the withdrawal symptoms properly once start abstinence, this will lead to higher chance of relapse. Thus he wants to assess it more thoroughly. (S2b: W4, S2b: W5)

R6: OK 呀。

W6: 咁又譬如呢，如果佢 maintain 得好呢，有好多方法，處理，個 withdrawal symptoms 係影響佢唔大架。咁相對嚟講，即係我對佢戒賭信心大少少。

7:38

R7: 你 check 佢 withdrawal symptoms 個陣時呢，個 response 就好似，無講到野，唔知點解咁，咁就好似咩都無受影響呀，佢只不過講緊嚟緊呢，再可能有 D 野呢，擔心唔知應付得到呀，佢講出 bonus 呀，你淨話第一個諗法，就係如果 check 佢個 symptoms，其實係呢一段呢，我哋係出面睇呢，就好似係佢都提唔到架，咁如果你見到佢提唔到，咁你點樣諗呢個 withdrawal symptoms 呢? 即係你第一個 part，呀，你就想 check 吓佢有沒啦，咁但係宜家 check 咗之後，宜家佢個 response，好似沒呀，唔知點解沒呀。

W7: 嘩，我自己去到估計呢，多多少少呢，withdrawal symptoms 係有既，我自己覺得應該係有既，不過呢，爭在呢，個 client 呢，係咪能夠 articulate 到，清楚咁講到出嚟，咁如

果呢，佢講唔到出嚟呢，其實個 D 係好 minor 既，咁如果個 D 係好 minor 野，咁我亦都唔係好 bother，即係我……即係我亦都要搵到呀，去到呀，撩到佢講出嚟呀，咁起碼我係 rule out 咗一 D 佢成日都覺得唔舒服呀，囉囉攣呀，但係諗住呀，但係又沒得賭呀，…….咁佢可能都會有，我都記得你後尾，你講起，有少少，有 D D，係啦，有 D D，咁但係我都係覺得個 D 都係一 D minor 既野。

If client does not articulate withdrawal symptoms, then it is not so important to him (minor point) – even some withdrawal symptoms are not expressed. Worker will not focus on it then. (S2b: W7)

R8: 即係如果係呢個階段無好 explicit 咁講到。其實即係話好影響緊 withdrawal symptoms，睇你呢，就唔多覺既好明顯，就好影響緊佢。

W8: 咁我覺得佢 coping 幾好，係，咁有 D 人就唔係既，咁佢亦都有社交，有好多朋友，又拍緊拖，咁有 D 呢就又沒拍拖呀，同屋企人既關係又疏呀，就沒乜朋友個 D，個 D 影響就大 D，咁又或者佢工作都忙，都多野做，咁可能呢 D 都 occupy 啦，有 D 野。

Worker assesses that client can cope with withdrawal symptoms quite effectively as client is properly occupied - maintaining stable job and good relationship (relationship with friends / girlfriend) (S2b: W8)

12:29

R9: 我想了解吓呢，佢就講咗一 D 呢，關於佢呀，即係果段時間，無再賭，即係都覺得…..，幾好啦，個進展，咁跟住就講吓，咁嚟緊就出糧呀，安排 D 錢還債呀，感覺都幾一帆風順既，咁樣，咁樣，咁跟住呢，你就，總結咗之後，你呢，就 raise 呢，就幫佢 prepare 個 client，嚟緊戒賭有個長時間，你會想像吓將來 D 乜野危機或者挑戰呀，叫佢諗吓呀，我都想了解吓，選擇呢一個 focus 呢，即係當時呢係有 D 咩既考慮，同埋有 D 咩既諗法呀？

W9: 嗯，我覺得如果我同佢傾咗兩節，我覺得佢都有 motivation 去到戒既時候呢，咁佢中間，就會遇到一 D risk factors，咁就住呢 D，可能會出現既危機呢，同佢做一 D 工作啊，一 D preparation 呀，會幫佢 maintain 得好 d 囉，即係佢哋賭博就係咁，建立咗一個習慣呢，好啊……..好…..好…..好…..自然反應架，一遇到呢個情境，就去咗賭呀，咁如果我可以同佢係呢個，Risk factor 處理，preparation 好 D 既時候，佢一遇到呢個情境呢，希望佢可以係裡面諗一諗，甚至知道去點樣去處理，咁減少佢個果過程，一遇到呢個情況呢，就去賭呀，所以呢一節，我其實主要都係同佢理 risk factor。

Worker believes that gambling behavior is usually conditioned by some situations – regarded as risk factors. Thus worker prepares client of these situations to help him to cope with these more effectively when client starts to abstain from gambling. (S2b: W9)

16:54

R10: 你之前個段呢，就想 prepare 佢呢，嚟緊呢，就戒賭個過程入面呢，諗吓佢有沒咩 risk 呀，咁樣，咁我唔知有沒聽錯啦，即係佢個感覺啦，都好似幾信你呀，又會諗吓，就算佢 D 錢交晒比女朋友啊，甚至嚟緊，還晒 D 錢啊，將來都會結婚啊，即係 stable 啊，咁又好似沒乜好認真，諗過關於擔心，即係戒賭可能有咩 risk factor 啊，咁樣。我了解呢，你之前個 part 呢，你想係 assess 吓有沒呢 D risk factor 既，咁跟住佢講完咗之後呢，你就做一 D 既總結啦，你跟住就講吓自己以往 D case 既經驗啦，咁樣，有隻 case 呢，好得意呢，閃一閃既，咁當時你搵呢個 case 既經驗個陣時，係有沒 D 咩既諗法，你會講呢個 case 啊？

W10: 有既，我其實都係鼓勵佢 keep 住咁樣，因為佢都話都有閃過，即係譬如，即係佢話可以凋淡咗，賭博既諗法。咁我講個果 case 既經驗，希望比佢去參考啫，鼓勵佢 keep 住唔好賭，一段時間之後，我幾 sure 一段時間之後，佢如果 keep 住唔賭，又唔去接觸的話，佢個果賭博 D 諗法會淡 D 囉。

Worker believes that if client can keep getting rid of gambling for a period of time, the urge for gambling will fade out gradually. (S2b: W10a)

Worker encourages client to keep his effort to keep getting rid of gambling by sharing similar case.

242

(S2b: W10b).

R11: 嗱，宜家我係出面睇，以為…..我可能誤會咗，以為你想 check 吓佢有沒一 D 突然間閃一閃，想賭既感覺，唔係咁既?

W11: 都唔…..其實佢頭先講咗，賭既諗法係無，<u>但係都身邊有人賭，咁佢會接觸到囉，咁佢就未必會諗到賭個樣野囉</u>，佢純粹接觸到個資訊，咁囉，咁解。不過我聽到佢呢，佢<u>個意思，就係話，有 D 酸溜溜咁，佢哋派錢呀，但係佢個果 motivation 又好似好強既時候，佢又未必會去諗到，我都係可以係去賭吓咁樣，所以我就，都藉住呢個例子呢，即係希望佢 keep 到耐 D，一段時間，佢既諗法呢，凋淡 D 囉，咁我亦都希望呢，睇吓佢會唔會，一講到呢個 case 呢，引到佢講多少少，即係一 D withdrawal symptoms，或者係…….因為其實呢 D 都係架。</u>

Worker assesses that if client's motivation is strong, he can resist gambling even he is influenced by his peers (feeling jealous when finding that his friends win the money easily). (S2b: W11a)

Worker uses his case example to help client keep abstinence longer and facilitate him to talk about withdrawal symptoms. (S2b: W11b)

R12: 即係話其實呢個階段，你都 assess 唔到佢 withdrawal symptoms，即係你想用呢個例子，其中，可能佢會講得到?

W12: 有機會佢係未講到既時候呢，<u>我又會同佢分享一 D case 既</u>，similar 既情況，又或者，係啦，<u>希望比佢有一個參考或者共鳴</u>，可以同佢講多少少，係囉。咁所以就即係……前個 part，我自己覺得係，即係 withdrawal symptoms，同佢做 assessment，後面個 part 主要比較多部分，係 risk factors 既討論。

Worker uses case experience to facilitate to talk more about withdrawal symptoms, if any, and assess the risk factors. (S2b: W12)

R13: 同埋你個 case，我明多少，你想 prepare 佢，要戒呢，係要一 D 長遠既時間既，想 motivate 佢多 D 呀。

W13: 沒錯，咁通常呢，呢 D case 有機會呢，<u>佢自己覺得 maintain 得好好呢，佢會甩架啦，佢就會甩</u>，就唔想，因為佢覺得自己得，<u>咁但係我亦都要同佢講，其實你戒賭，比佢 reflect 返，你以前亦都諗過戒呀，你好短時間你得既，但長時間呢，係有好多危機呀……有好多挑戰。</u>

R14: 而且有過份自信?

W14: 沒錯啦，<u>高估咗自己，都要其實係咪都要去見住，有個…..繼續俾個輔導佢，咁解。</u>

Worker assesses that abstaining from gambling is not as smooth as client expects, seeming that client over-estimates his own ability on this. Worker helps client reflect the pattern so to prepare him of the risks and challenges, particularly for the long run and also hopes client will keep receiving counseling. (S2b: W13, S2b: W14)

21:07

R15: 你淨話都講返，佢好有信心唔賭啦,，咁同時間你都 highlight 個 moment 呢，就係佢有 D 情況呢，都好有信心贏既，咁你都想 check 吓佢係呢個 moment 入面，會點呢，咁佢個過程入面呢都好 natural 呢，係呢個 moment，我好有信心贏呢，咁我呢，都唔會賭既，佢因為自己就再解釋返啦，就算賭贏咗之後呢，亦都會再輸返呀，咁樣，咁如果你一去到咁，咁既階段，個睇法，個 client 個 change 既 motivation 同 awareness，同埋對於一 D 賭既睇法都係有一 D 改變呢? 定係點既呢?

W15: 我自己覺得呀，<u>即係起碼佢個 motivation 強。</u>

R16: 強既!

W16: <u>佢亦都明白自己點解就算個場波，佢會有把握都好既，即係叫做有信心都好，佢都唔會去賭，</u>即係佢要個果係戒賭囉，而唔係即係係我個場，即係贏，我下一場，唔好輸，咁就足夠啦，即係佢好明白。

R17: 咁如果從一個 assessment 嚟講，咁如果淨話咁樣聽呢，個 client motivation 又強啦，佢有 D high risk，有 D moment，佢又會賭個 D，又會…..已經控制到啦，咁另外佢對於一 D 既，賭博既觀念又開始改變啦，咁亦都講緊，嚟緊，就有 D 好重要架，例如出糧呀，出雙糧個 D，亦都諗緊一 D 方法點樣處理呀，咁好似係咪呢個 case，都好似，從

243

個 assessment 角度嚟講，個進展都幾好，噚，你 withdrawal symptoms 你又 check 咗幾次，又好似佢又唔係好明顯講緊一 D 影響緊佢，咁我想了解吓，個 case 去到呢到，你大概 rougly，個 case，assessment 有 D 咩既睇法呢? 之前個 D 呢，你睇到架啦。

W17: 我自己有樣野幾肯定，<u>佢個 motivation 係幾強既</u>，咁我…..不過呢，<u>motivation 同埋個 D risk 係 moment by moment</u>，咁呀……

Even client is sure he can win in gambling, he won't get involved in it. Thus worker assesses that client has strong motivation. But motivation and risk will change moment by moment. (S2b: W15-W17)

R18: 即係意思呢，宜家沒乜呢，都唔 guarantee 嚟緊……

W18: <u>咁我唔知佢，即係有陣時情緒啦，都會影響力一個人賭，咁佢有機會遇到一 D 情況，arouse 到一 D 情緒出現，佢有機會去賭場，咁尤其佢身邊咁多人去賭錢，咁呀，呢樣野就唔肯定</u>，但我肯定佢個 motivation 係高既，咁但係呢樣野呢，即係戒賭嚟講呢，motivation 高呢，好基礎嚟架，<u>因為佢有 motivation 高，你聽得出佢諗得到好多方法去幫自己</u>，咁甚至會對佢身邊 D 人好坦白呀，即係譬如佢女朋友，出雙糧，會話比佢聽，咁有 D 唔係架，出雙糧，講少 D 呀，又或者，呢期沒呀，公司要……咁佢可以咁樣講呀，咁但係你睇到佢，佢其實 motivation 強既時候呢，佢會用好多方法幫自己囉，我自己評估係咁囉，咁所以嚟緊呢段 moment，嚟緊個果方向都係，<u>一方面，就係睇吓，佢會唔會中間有 D 咩 risk factor 出現，咁另外一方面，睇吓 maintenance factors 會唔會有一 D 會影響緊佢</u>，我講緊既情緒呀，就係一 D maintenance factors，同女朋友關係呀，工作呀，甚至佢嚟緊個 camp 呀，順唔順利呀，咁我都覺得呢 D 都係一 D performance 去 monitor 住去一 D 野。

Worker assesses that client may relapse when become emotional, particularly influenced by peers around him. (S2b: W18a)

Worker assesses that client with strong motivation can get lots of ways to help himself. So worker will look into risk factors and maintenance factors to monitor the case in future. (S2b: W18b)

28:40

R19: 我想問少少，就你將個果 intervention 其中一個 part 呢， 就都睇到佢啦，都有 D 情緒困擾既時候，都擔心佢呢，就會唔會攞賭嚟發洩呀，宣洩呀，噚，即係我試吓了解，你就將呢個 point highlight 咗出嚟，睇吓佢點樣 cope with 啦，咁就傾既過程裡面呢。個 client 就會講咗 d way，就係包括咗買咗一 D 玩具呀，買 D 牛扒食呀，咁，即係有 D D 咁既 way，作為一個 assessment 或者係 intervention 個陣時，咁你對呢一個 client cope with 呢一個既方法，個評估，有 D 咩睇法呢?

W19: 佢係起碼呢一刻有去諗，咁當然啦，<u>我自己既經驗呢，慣咗情緒嚟呢，有陣時，諗既野都好難實施到</u>，咁但係，anyway，<u>佢係有一個諗既過程，即係起碼佢講咗幾樣野出嚟，即係當你情緒唔好既時候，佢係有其他既活動處理</u>，咁其實佢要做 D 咩呢，個內容，我覺得唔重要架，重要既呢，<u>係佢知道，係個一刻呢，佢可以選擇唔去賭，去做其他野，呢樣野重要呀。</u>

R20: 即係 aware 咗有 alternative 啦，咁你依然有 D 擔心佢，到時個果 moment，個情緒嚟呢，都唔一定用得到既。

Worker assesses that client has prepared to cope with emotional problem. Worker thinks that client may not execute these methods, but at least he is aware of other alternative. (S2b: W19)

W20: 係呀，係呀。或者經驗都係唔得架。

R21: 即係其實佢有 aware 到自己呢一 D 經驗呢，都唔係一定做得到既，其他 alternative 呢，都唔一定做得到既。

W21: 唔一定架。

31:48

R22: 你係呢到，提出一個臨界點，一個既講法呢，我諗就你有少少邀請個 client 係度諗一諗，諗臨界點啦，對佢嚟講，咁當時咁樣講個陣時背後有 D 咩既考慮架?

W22: 我…..我可能要睇返下面，先明多少少自己點樣講，不過我咁樣講呢，其實呢段說話既

目的，<u>就係我想提升個 motivation，繼續 keep 住戒賭</u>，因為佢去到一個……，佢呢一刻要停，佢個問題先會繼續延續落去，但係如果佢選擇唔停繼續賭……

R23:　但係佢已經停咗架啦喎!

W23:　係呀，係呀，<u>但係我都要提囉，我自己。</u>

Worker invites client to consider the critical point for gambling again so to raise his motivation and remind him to keep his effort to abstain from gambling. (S2b: W22, S2b: W23)

R24:　OK，OK。

W24:　都係就住佢情況啫咁，呀，即係講開……講開個樣野，我又會圍繞住果野樣，減少個諗頭，我諗我主要段說話主要係咁樣。

R25:　OK，OK。

38:24

W25:　其實，頭先個段說話呢，中間其實我同佢講緊既係，<u>risk factors</u> 呀嘛，咁其實你係 <u>risk factor 裡面遇到一 D 情景，當佢想賭既時候，佢要停，其實佢個 motivation 要比較大先得，咁其實我講個段說話呢，我自己 remind 返，</u>即係聽返多幾句，後面，<u>其實我想提佢，有個 risk factor，有賭個一刻既動機，即係佢去到明白自己一個交叉位，就係如果佢停呢，所有問題呢，就會慢慢改善，但係掉返轉，keep 住，即係佢又試跌返落去，繼續賭返架話，個情況會更加差囉，</u>我想講既係咁。

Worker reminds client there are risk factors in future and helps client beware that if client can stop at critical point when he wants to gamble again, then the situation will get improved gradually. (S2b: W25)

R26:　呢到你做咗小小總結，之後，就問佢呢，如果佢唔賭就有 D 咩正面經驗呢，你咁樣提出呢一個叫佢諗一諗正面經驗呢，其實你有冇 D 咩既諗法架。即係話你點樣睇架，個時點樣睇架。

W26:　噂，<u>如果真係冇賭既話呢，</u>咁我估係佢生活上既各個方面，都 somehow 係有一 D 既正面既影響囉，即係佢如果冇 withdrawal symptoms 既話，冇 negative 既 influence 呢，咁換然之，其實都會一 D positive 既影響呀，<u>其實我想 check with 返呢樣野囉……</u>

R27:　意思即係反面 check 返反面有冇 withdrawal symptoms?

W27:　我想睇吓有冇一 D 正面既令到佢係……

R28:　你 check 個陣時候係有 D 咩既目的架?如果 check 咗之後，你有 D 咩目的架?

W28:　我想，即係呢一個係 motivation，感受，或者<u>我 emphasize 佢唔賭既一 D 好處，再提返佢，</u>再令佢實際 D 去感受，即係踏實 D 感受唔賭，有咩係會好 D 喎。

If client does not gamble more and there is no withdrawal symptom, worker assumes there will be positive changes. Thus worker hopes to explore these with client and reflect to him. (S2b: W26-W28)

R29:　係 motivation work 嚟既?

W29:　係。

49:46

R30:　咁你就講到呢，個 client 講緊佢戒煙戒賭既經呀，講完就跟住你又講吓少少你戒個果經驗呀，咁你呢個位呢，講緊一個自己最近一個 client 既戒賭既經驗既，咁就又講話佢，斬手指啦，有陣時又講到關於佢回頭睇返，佢就好憎賭博，好似令到 D 人……係咪隋落呀?沉咗落去，好似係咁上下，咁樣你選擇呢一個 case 個陣時，同果 client 講果陣時，有冇 D 咩考慮架?即係好似 client 講緊佢自己啦，自己既戒賭經驗啦，咁你講吓啦，就講吓呢，就有個 client，即係佢個經驗係點呀，咁你想講呢個經驗個陣時，你想講咩?

W30:　我諗我想帶出兩個 message 比佢，<u>一個就係戒賭既過程，未必想像咁順利呀，</u>咁雖然呢一刻佢……，<u>我既目的唔係打沉佢，即係我要佢有 D 心理準備，咁事實上，以過往既經驗，戒賭幾次，停咗一段時間呀。</u>

R31:　即係 prepare 佢將來戒賭個陣時，會起起伏伏呀，有呢 D 野要面對呀，

W31:　咁第二就係，<u>其實我聽佢講呢，借好多外力，去戒賭，</u>譬如冇錢呀，阿女朋友幫佢管住

D 錢呀，咁佢咪沒錢去賭囉，咁其實我第二個 message，想帶出既係，其實佢對賭，個果態度，點樣去睇賭，呢樣野，本身呢，亦都係好重要架，對於個戒賭，即係佢要由裡面去培養個改變，先真正既戒賭。

Worker uses other client's experience to bring up two messages: a. Helping client understand that the process of abstaining from gambling is not as smooth as client thinks of, so to help him to have more preparation, b. As worker finds that client relies on external assistance – or external forces, worker hopes to help client to review his own attitude towards gambling, so to help him to change it from inner part of himself. (S2b: W30, S2b: W31)

R32: 裡面既改變，意思即係點樣呀?

W32: 對賭果個，即係，即係譬如個果例子係，個果人甚至好憎賭錢呀，但係佢個例子係佢唔係話憎賭錢呀，佢只不過佢覺得賭錢，長期賭會輸呀，變咗佢有 D 外力可以幫住佢，maintain 住佢唔會去賭，咁其實……

R33: 你都覺得有 risk 既?

W33: 都會有，其實我覺得，我自己覺得唔會咁順利，咁不過可能佢個果 motivation 強啦，令到佢個果維持到果段期間係耐既，又或者甚至下一次跌腳既時候，佢好快可以，即係 aware 到，盡早去處理呢 D 問題，盡早去搵我哋去處理，所以其實講緊既，就係話，第一幫佢去到維持住點樣唔賭，去搵一 D risk factor 去做一 D preparation 工作，第二呢，同埋佢打定個底，即係要持續咁去見 counseling，甚至呢，就算跌腳都好，搵人幫手，咁即係係過程，嘗試去做呢樣野，咁當然啦，好難去一個 period，去集中去講個樣野，有陣時佢又未必講到，但有陣時講係第二樣，又帶得返。

Worker assesses that the process of abstaining from gambling is not as smooth as client expects. So worker prepares client to manage the risk factors in future. (S2b: W33)

End of interview

R34: 嗯，個 case 就完晒啦，咁我試吓做一 D 總結，除了處理咗 motivation，亦都 prepare risk，大概係咁?

W34: 都係，大致都係。

R35: 大致，即係我沒聽錯既，沒聽錯，咁除咗呢 D 有沒 D 野我係聽漏咗，你覺得係重要既。

W35: 都沒，差唔多呀。

R36: 另外，我哋今次呢，就睇咗成個過程入面啦，就一 D 你對 client 既睇法，或者你當時既考慮 D 乜呀，諗 D 乜呀，問咗轉啦，咁你覺得如果咁樣，傾完，你對於自己既 intervention 有沒 D 新既睇法呀，有沒多 D 既了解呀?

W36: 都沒乜。

R37: 好，OK。

S2b: Overall Analysis

Motivation
- Motivation is a focus to work on - When client's motivation is strong, he can get lots of ways to help himself, can resist gambling even he is influenced by his peers (e.g. feeling jealous when finding that his friends win the money easily). (S2b: W11a, S2b: W18b)
- Motivation fluctuates and changes moment by moment –However, the motivation and risks fluctuate, change moment by moment. (S2b: W17).
- Even client is sure he can win in gambling, he won't get involved in it. Thus worker assesses that client has strong motivation. (S2b: W15-W17)
- Worker will look into risk factors and maintenance factors to monitor the case in future. (S2b: W18b)

Assessment in this case
- Client has strong motivation because he can resist gambling even he is influenced by his peers (S2b: W11a), he won't get involved in gambling even he is sure he can win. (S2b: W15-W17)

246

- Worker assesses that abstaining from gambling is not as smooth as client expects, seeming that client over-estimates his own ability on this. (S2b: W13).
- Worker assesses that client has prepared to cope with emotional problem. Worker thinks that client may not execute these methods, but at least he is aware of other alternative. (S2b: W19).

Withdrawal symptoms
- Worker wants to assess if there are withdrawal symptoms, particularly when client starts to abstain from gambling - when more time is available once client stays away from gambling, how client can manage this? (S2b: W1).
- If client does not articulate withdrawal symptoms, then it is not so important to him (minor point). Worker will not focus on it then. (S2b: W7).
- Worker feels a bit puzzled when he finds that there is no withdrawal symptom since client begins to abstain from gambling. (S2b: W2, S2b: W3)
- Worker assesses that client can cope with withdrawal symptoms quite effectively as client is properly occupied - maintaining stable job and good relationship (relationship with friends / girlfriend) (S2b: W8).

Strategies – use case experience as example, prepare, remind, invite client to think about the critical points
- Worker encourages client to keep his effort to keep getting rid of gambling by sharing similar case. (S2b: W10).
- Worker believes that gambling behavior is usually conditioned by some situations – regarded as risk factors. Thus worker prepares client of these situations to help him to cope with these more effectively when client starts to abstain from gambling. (S2b: W9)
- Worker uses case example to help client keep abstinence longer. (S2b: W11b).
- Worker uses case experience to facilitate to talk more about withdrawal symptoms, if any, and assess the risk factors. (S2b: W11b, S2b: W12).
- Worker uses previous case experience and helps client reflect the pattern so to prepare him of the risks and challenges, particularly for the long run. Worker also hopes client will keep receiving counseling. (S2b: W12-W14)
- Worker invites client to consider the critical point for gambling again so to raise his motivation and remind him to keep his effort to abstain from gambling. (S2b: W22, S2b: W23)
- Worker reminds client there are risk factors in future and helps client beware that if client can stop at critical point when he wants to gamble again, then the situation will get improved gradually (S2b: W25)
- If client does not gamble more and there is no withdrawal symptom, worker assumes there will be positive changes. Thus worker hopes to explore these with client and reflect to him. (S2b: W26-W28)
- Worker uses other client's experience to bring up two messages: a. Helping client understand that the process of abstaining from gambling is not as smooth as client thinks of, so to help him to have more preparation, b. As worker finds that client relies on external assistance – or external forces, worker hopes to help client to review his own attitude towards gambling, so to help him to change it from inner part of himself. (S2b: W30, S2b: W31)
- Worker assesses that the process of abstaining from gambling is not as smooth as client expects. So worker prepares client to manage the risk factors in future. (S2b: W33)

Assumptions:
a. If gambler cannot cope with the withdrawal symptoms properly once start abstinence, this will lead to higher chance of relapse. Thus he wants to assess it more thoroughly. (S2b: W5).
b. Worker believes that if client can keep getting rid of gambling for a period of time, the urge for gambling will fade out gradually. (S2b: W10a).
c. Client may relapse when become emotional, particularly influenced by peers around him. (S2b: W18a).

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