



## Application of solution focused brief counseling model to increase of counselee resilience as a part of multicultural society

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### Abstract

Modern multicultural society and is a dynamic life marked by interaction between the components of a diverse society based on the rule of science and technology. A society that is increasingly complex due to the rapid changes in various aspects of life often creates problems for the individual's life. For example, inner tension, internal and external conflicts, and emotional disturbance. Facing these challenges, the individual is expected to have resilience was good. The role of the counselor is to help the counselee improve resilience with counseling approach effectively. Counseling models that meet the criteria of an effective and efficient is the Solution Focused Brief Counseling. Counseling model emphasizes the collaborative process between counselor and counselee to find solutions to achieve the expected goals. In the process of this counseling model uses questioning techniques to uncover the story, advantages, strengths and exceptions problems experienced by counselee in a short time.

**Keywords:** Solution Focus Brief Counseling, Resilience, Multicultural Society

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### Introduction

The era of globalization has begun and continued to experience developments. The era of modernization effect of globalization has changed the lifestyle of a person even to influence the culture and traditions of a country. Indonesian society can not avoid strong currents of globalization.

Globalization is an era where the exchange of information from around the world can be accessed and used by anyone without hindered

by the physical boundaries of a country. This creates an opportunity for people to understand the world as a whole. The implications of this era of globalization is the growing sense of interdependence among members of the public in various aspects of life (Ohmae, 1990).

One consequence of globalization is the formation of a modern multicultural society. Modern and multicultural society is a dynamic life marked by the interaction between the various components of society based on the rule of science and technology. Additionally, these

communities also have their characteristic differences in cultural background of interacting by emphasizing the value of effectiveness, scientific and rational (Surya, 2011).

In this decade, people's lives become more complex due to the rapid changes in various aspects of life, causing problems for the individual's life. In this condition, there is fierce competition in the various fields of life. Facing such competition, the quality of human resources is very important. Individuals who have superior quality will win the competition. As a result, individuals in the age of globalization susceptible to inner tensions, internal and external conflicts, and emotional disturbance.

Facing these challenges, the individual is required to have resilience was good. Resilience is the natural capacity of the individual that is useful for face, strengthen themselves or even change the conditions of life that is not fun (traumatic) becomes a natural thing to overcome.

Competition and fast-paced changes in the era of globalization in addition requires an individual to have a good resilience, also require individuals to have effectiveness in life. According to Blocher (1974) effectiveness is characterized by consistency (the ability to behave consistently in time and under different conditions in responsible behavior), commitment (the ability to commit to the achievement of the expected goals), control (the ability to control impulses and emotional response), competence (the ability to solve problems with various coping behaviors), and creativity (the ability to think in an original way).

The lives of individuals who are effective in the framework of a modern and multicultural society affected by changes in various aspects of life that goes fast so potentially complex issues. On the other hand, the limited number of counselors who are required to be able to help find solutions to the problems facing a number of counselees at the same time a problem for counselors. Hence, counselors need counseling model of effective and efficient way to help

offset the rapid changes in the life of the counselee.

One model of such counseling is Solution Focused Brief Counseling. Solution Focused Brief Counseling is a counseling model based on a postmodern perspective that emphasizes collaboration counselor and counselee in building solutions to achieve the desired objectives counselee with a relatively short time. On development, Solution Focused Brief Counseling influenced by models of counseling that exist at the time, such as the Brief Therapy developed by Milton Erickson (Gladding, 2009), Behavioral Counseling, Cognitive Behavioral Therapy and Family Therapy (Seligman, 2006).

Solution Focused Brief Counseling is not a quick finish, but limited counseling designed to focus on the short session intervention plan. This approach is not intended completely to cure or resolve problems faced counselee, but set the counselee on what to do (Lines, 2012).

## Discussion

### *Resilience*

Resilience is the natural capacity of the individual that is useful for face, strengthen themselves or even change the conditions of life that is not fun (traumatic) becomes a natural thing to overcome (Juke, 2003). The conditions of life in a globalized world full of challenges and competition, people increasingly unable to avoid obstacles and problems that arise. Individuals with good resilience, able to understand that failure is not the end of everything. They do not feel embarrassed if it does not successfully carried out a case within a predetermined time. Individuals with good resilience can also take wisdom behind the failure. Failure experience for individuals with high bending power is used to establish the wishes and expectations higher. Individuals with good bending power is also not easy to run when faced with the risk of what to do, they tend to be able to deal with existing risks (Reivich & Shatte, 2002).

According Reivich & Shatte (2002) resilience basically has four fundamental functions in the

lives of individuals, namely: (1) to overcome the obstacles in the past, (2) passing through the challenges of everyday life, (3) bounce back after experienced a traumatic event and difficulties, (4) achieve the best results.

According Reivich & Shatte (2002) the capacity of individuals to have a good bending power is not determined genetically. The opinion was reinforced by Grotberg (1999) which states that a more flexible power is "something that can be learned" rather than lowered. Through a variety of exercises each individual can have good resilience. Each individual is able to learn and train them each to be able to have a good resilience, This is because the level of resilience lies in the self-control of each individual.

Resilience consists of seven different abilities, and no one has a "maximum value" on the seventh abilities at once. According Reivich & Shatte (2002) seventh such capabilities are: (1) the regulation of emotions (emotion regulation), (2) controlling impulse (impulse control), (3) optimism, (4) analysis of cause and effect, (5) empathy, (6) self-efficacy (self efficacy) and (7) reaching out.

In connection with the formation process of resilience, Reivich & Shatte (2002) found that the processes that determine the resilience of individuals is a dynamic process in the form of a complex interaction between external elements to the internal world of the individual. Reivich & Shatte (2002) acknowledges the role of the external world and the past experience of the resilience of individuals, but they are more convinced that the internal world of individual factor is more decisive. The pressures experienced by the individual in the past, such as divorce, poverty, physical and psychological violence in childhood can form rigid thinking styles, negative attitudes and beliefs that one of the individual self. The conditions here are believed to be the cause of low bending someone's day.

The events of the past traumatic and aversive environmental conditions are the external factors that cannot easily be changed by individuals. Unpleasant environment where

people live is also not easily modified according to individual wishes. According Reivich & Shatte (2002) needs to be changed and modified is the individual internal factors such as patterns of thinking. Individuals can use the patterns of thinking that has been modified to cope with the negative consequences of past events which are beyond the control of individuals.

Rhodes and Brown found that individuals with a resilience are well capable of manipulating and shaping its environment, facing the pressures of life, quick to adapt to the new environment, perceive what is happening with clear, flexible in their behavior, is more tolerant in the face stressor and anxiety as well as more assertive in asking for help when needed (Desmita, 2006).

Exposure above reinforces the assumption that resilience is an important capability that is owned by the individual in the modern era that is full of competition and challenges. Individuals with low resilience, able to adapt to change, the demands and disappointments that arise in life. This opinion is in line with Grotberg (1999) which states that a person with a low level of resilience will not be able to assess, cope with, and improve myself and not being able to "help" him from adversity of life.

### *Solution Focus Brief Counseling*

Understand the Solution Focused Brief Counseling can not ignore the philosophical foundation of postmodern and social constructivism. Related to the postmodern movement or positioning perspective reject modern views. Basic modern view is to believe in objective reality systematically observed and known. Individuals come into the counseling process because they believed had strayed too far from some objective norms or with pathological terms. The modern view is contrary to the postmodern view. Postmodern believe subjective truth is not objective. The rejection of the modern philosophy seem also to the reality that is based on systematic and scientific measures. More postmodern believe that reality is constructed language and cultural factors.

Basically, postmodern approach has the following characteristics: (1) short duration, usually between four to seven sessions, (2) focus on resources, competence and powers counselee, instead of focusing on the cause or problem, (3) emphasis on the views of the counselee which is a unique individual, subjective and (4) a language constructed by the counselee, not an objective reality.

The second is the philosophical foundation of social constructivism. Social constructivism means that purport individually fabricated or created in a social context. For those of social constructivism, reality based on the use of language and is generally a function of the situation in which the person lives (Corey, 2012). Social constructivism believes that cultural reality, as politics, history, religion, family and knowledge affect the experience of each individual. In some literature, Solution Focused Brief Counseling approach called constructivist therapy (constructivist therapy) and therapy focused solutions (solution focused therapy). Such an approach is more focus on how the problem can be solved counselee and less attention to the past of the counselee.

Solution Focused Brief Counseling was first pioneered by Insoo Kim Berg and Steve de Shazer (Corey, 2012). Both are executive directors and senior researcher at the nonprofit agency called the Brief Family Therapy Center (BFTC) United States in 1982. Insoo Kim Berg is a solution-oriented counseling spokesman highly influential. The basic assumption of Counseling Brief Focused Solutions by Corey (2012) are: (1) individuals who have come to the counseling session is able to act effectively, although effective behavior may be hampered temporarily by a negative outlook, (2) their profit focus on solutions and the future, (3) counselees often presents an aspect of themselves, the counseling process invites counselees to investigate the other side of the story that was their show, (4) a small change is a way to get a big change, (5) counselee who want change, have the capacity to change and make a difference. Flanagan & Flanagan (2004) outline specifically how the Solution Focused Brief Counseling looked counselee inter alia, that

individual problematic because of ineffectiveness in finding and using solutions made and individual troubled because she believes her unhappiness came from him.

Solution Focused Brief Counseling is a counseling method that the therapeutic process oriented solutions through two main activities that enhance awareness (consciousness raising) and make a conscious choice (Choosing). Solution Focused Brief Counseling has a specific purpose other than the intervention strategy that goes concise (brief counseling).

There are several principles of Solution Focused Brief Counseling, first, a positive attitude and focus on solutions. One of the most important aspects is the attitude of the counselor that includes a positive attitude, respect and hopeful. There is a strong belief that most people have the strength, wisdom and experience to change. Second, look for a solution. Third, look for exceptions. Exceptions are not thinking about how the problems that could happen, but think that the problem does not occur. The exception is something that happens not of matter but of goodwill and understanding counselee to change. Fourth, the question is not directive/interpretation. The question is an important element of communication in counseling. Questions used to search for the counselee experience when faced with a problem situation. Counselors make inquiries as the main communication tool and means of intervention. Fifth, focus on the question of current and future, not the orientation in the past. Questions focus on the present or the future and focus on what counselees want to happen to her or what had happened. Problem solved with a focus on what we have done and how counselees desire for life in the future rather than focusing on the past. Sixth, praise. Praise is an important part of counseling. Praise for what He has done well counselee will give the impression that the counselor has listened (to understand) and caring. Compliment a counseling session can help reinforce what the counselee doing. Seventh, giving a good boost to do more than what should be done by the counselee.

### ***Solution Focus Brief Counseling's Technique***

Corey (2009) and Seligman (2006) suggests several techniques Solution Focused Brief Counseling.

#### *Pre-Session Change*

One of the typical approach of Group Counseling Brief Solution Focused attention is focused on solutions for the changes that have already appeared before the first session.

#### *Exception Question*

Questions exception is used to direct the counselee when his problems do not exist. Exclusion is a past experience in the counselee's life when he has some hope the problem, the problem is not all powerful and is not always there.

#### *Miracle Question*

Ask the counselee to consider that a miracle opens somewhere for future possibilities. Counselees are encouraged to let himself dream about a way to identify the kinds of changes they desire most. This question has a future focus where counselee can begin to consider a different life that is not dominated by the problems of the past and the present toward the satisfaction of living more in the future.

#### *Scaling Question*

Scaling question gives the possibility to the counselee to pay more attention to what they have done, and how they take steps that will lead to the changes they expect. Counselors use question the scale when the change can not be easily observed such as: feelings, moods, communication. Question enables scaling counselees to pay more attention to what they have done and how they can take steps that will lead to the changes they want. The therapist SFBT always used Scaling Question when changes in a person's experience can not be easily observed as a feeling, mood (mood), or communication.

#### *First Session Formula Task / FFST)*

FFST is a task given format counselor to the counselee to be resolved between the first session and the second session.

#### *Feedback*

Counselors generally take 5-10 minutes at the end of each session to prepare a summary or conclusion counseling. Counselors formulate feedback will be given to the counselee. Providing feedback have three things that as a compliment, a bridge, and the provision of duty.

#### *Future Session and Goal Setting*

Implementation of counseling in goal-setting between the counselee and counselor in the sharing that occurs when making purposes. Based on the process of counseling, counselee expected to face and accept the fact that the counselor assumes the existence counselee very important at every session. Counselee given the freedom to set goals they want to accomplish (Kelly, et al., 2008).

### ***Solution Focus Brief Counseling Procedure***

According Turnell (1993) Solution Focused Brief Counseling stage is:

#### *Establishing relationship*

Fostering good relationships necessary to establish good relations and collaboration between the counselor and counselee to the achievement of the expected changes. During the process of engagement, counselors show attention, acceptance, appreciation and understanding of the counselee as unique individuals. One way to immediately interact at the beginning of the meeting is to conduct counseling neutral topic of conversation to build awareness on the advantages counselee and resources themselves for the development of solutions of problems that it faces.

Change is a process of interaction, because it's a collaborative relationship counselor and counselee very important. Through these collaborations counselee counselor can understand the world so as to jointly construct a problem that can be solved from the beginning of the relationship counseling.

#### *Identifying a solvable complaint*

Identify the problem is one very important step in counseling because it can facilitate the

development of objectives and interventions as well as improving changes. counselor and counselee construct an image problem that puts the solution in control counselee. The counselor uses questions that communicate optimism and hope for change and empowering for the counselee.

During the course of counseling, the counselor using the technique acceptance, summarization, clarification, open questions, and the basic techniques of communication counseling others to understand the condition counselee clearly and specifically. In addition, counselors also use a scaling question to establish the basic conditions of the counselee and facilitating the identification of possibilities and counselee progress in counseling.

#### *Establishing goals*

Counselors and counsees collaborate to set goals that are specific, observable, measurable and concrete. Interest in essence can be one of the forms of the following purposes: (a) changing what we do in problem situations; (B) change the view or frame of mind about the situation and problems encountered; (C) looking for resources, solutions and advantages possessed counselee.

Counselors use the miracle question to help the counselee set goals. Miracle question allows the counselee to imagine that the problem is solved, raises hopes, in order to facilitate the discussion of how these miracles happen in reality. The response to the miracle question counsees usually provide input to the counselor with a variety of solutions that can be used to help counsees resolve the problem.

#### *Designing and implementing solutions*

Interventions designed to inhibit patterns of problematic behavior by showing alternative ways of reacting to the problem. Counselors combines insight and creativity in the use of counseling strategies to promote changes albeit slightly. Counselee given the opportunity to apply the alternative intervention in solving the problems facing the intersessional meeting in counseling. Adjustments are made if necessary at the beginning of each meeting the counseling

session to ensure that the counselee can effectively make progress toward positive change is expected.

#### *Terminations, evaluation and follow-up*

Counselors use scaling techniques to determine the question counsees change compared with the initial changes. Once the problem is resolved satisfactorily counselee, counselor and counselee may terminate counseling. Counselors encourage counsees to become a counselor for himself and to apply problem-solving skills to the problems of new faces. The counselor then follow up counseling services to keep abreast of changes in the counselee.

#### ***Implications of Solution Focused Brief Counseling Model to Increase of Counselee Resilience as a Part of Multicultural Society***

Modern and multicultural society is a dynamic society marked by interaction between the components of society took place under the rules of science and technology. Lately, people's lives become more complex due to the rapid changes in various aspects of life, whether ideological, political, social, cultural, economic, geographic and technology that could potentially cause problems for the life of the counselee.

The phenomenon of life in modern society increasingly rapid progress in various fields often cause problems and difficulties of life for individuals. The inability to cope with the difficulties of life, the advancement of technology, industrialization, urbanization will affect the individual in the face of social demands. As a result, individuals in the age of globalization susceptible to inner tensions, internal and external conflicts, and emotional disturbance. Facing these challenges, the individual is required to have good resilience. Resilience is the natural capacity of the individual that is useful for face, strengthen themselves or even change the conditions of life that is not fun (traumatic) becomes a natural thing to overcome. One of the things that the media can be used to help individuals increase resilience is counseling.

Counseling services through the counselor as a facilitator is needed to help the counselee improve the effectiveness of their personal lives so that they can deal with the problems experienced by effectively and efficiently. Therefore, we need a model of effective and efficient counseling. One model of such counseling is Solution Focused Brief Counseling.

Solution Focused Brief Counseling is a counseling model based on a postmodern perspective that emphasizes collaboration counselor and counselee in building solutions to achieve the desired objectives counselee with a relatively short time. Counseling model which empowers the counselee as experts about themselves and the objectives to be achieved, while the counselor simply viewed as an expert counseling procedure but did not know much about the characteristics and purposes of the counselee.

Solution Focused Brief Counseling generally comprises the steps of: relationships, identifying problems that can be solved, goal setting, design and implement solutions, and termination, evaluation and follow-up. In practice, the Solution Focused Brief Counseling using various techniques, among others, changes in the pre-session, the question of exceptions, the miracle question, the question of scale, the formulation of the first session assignments, feedback, future sessions and goal setting.

Through the stages of counseling and the above techniques, Solution Focused Brief Counseling facilitate the counselee to find sources of strength and advantage in finding exceptions to their problems so that they can be able to build solutions to achieve changes in their lives. Experience in counseling process of learning can be applied to build solutions for the achievement of other goals in life counselees amid modern and multicultural society.

Implementation of the solution focused brief counseling is expected to be one of the alternatives for counselors to provide counseling services to the counselee having problems of resilience in modern and multicultural society. It gives a different color from the practice-based counseling services

postmodern approach. The hope is counseling practice undertaken counseling increased effectiveness and a positive impact on the counselee.

## Conclusions

Modern multicultural society and is a dynamic life marked by interaction between the diverse components of society based on the rule of science and technology. Faced with this challenge, individuals are expected to have good resilience. The role of the counselor is to help the counselee improve resilience one of which is a solution focused brief counseling. Experience in counseling process of learning can be applied to build solutions for the achievement of other goals in life counselees amid modern and multicultural society.

In general, the stages are solution focused brief counseling (a) establish a relationship; (b) identify problems that can be solved; (c) setting goals; (d) designing and implementing solutions; and (e) termination, evaluation, and follow-up. Furthermore, it is expected conducted research related to the effectiveness of solution focused brief counseling to improve the resilience of students in a modern and multicultural society.

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