

Research on the Delicacy Management Model of College Counselors in Students' Work in the New Era

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Abstract: This paper combines the development trend and thought on student work in the new era, discusses the concept of delicacy management and the application of delicacy management mode by college counselors in student work, specifically analyses the important and difficult problems on delicacy management of college counselors in student work, and puts forward the concrete contents that may be involved in the implementation of delicacy management.

1. Introduction

In recent years, with the continuous development of the new era, the Central Committee of the Communist of China has paid more attention to ideological, political and educational work in colleges and universities, and constantly put forward a series of new requirements.

In December 2016, General Secretary Xi Jinping attended the National Conference on Ideological and Political Work in Colleges and Universities and delivered an important speech. He has repeatedly stressed that colleges and universities should carry out ideological and political work throughout the whole process of education and teaching, realize the whole process of education and all-round education, and strive to create a new situation for the development of higher education in China. To some respect, this idea of all-round education also raises the requirements of student management to a new height. Educational administrators in colleges need to teach students in accordance with their aptitude according to their specific conditions, and they need to have more detailed management and understanding of students in order to achieve real all-round education.

On September 10, 2018, General Secretary Xi Jinping also made another important speech in the National Education Congress. He pointed out that "what kind of people should be trained" is the primary issue of education, and clearly pointed out that the purpose of education is to train socialist builders and successors with all-round development of moral, intellectual, and physical education. Therefore, the pioneer of moral education in colleges and universities - counselors should also adhere to the fundamental principle of establishing morality and cultivating people, gradually strengthen the delicacy management of students, and carry out education for students according to the principle of teaching students in accordance with their aptitude, so that students can realize their unique life value.

2. The Concept of Delicacy Management and Its Significance in the Management of College Students

The concept of delicacy management originated from Taylor, who is regarded as the father of scientific management. In his early life, Taylor summarized a set of specific operating methods and tools in the iron and steel works to train workers through continuous learning, research, analysis and collation, which greatly improved the production efficiency, and most of the workers could over-fulfill the work. In 1911, Taylor officially published the book *Principles of Scientific Management*, which is also the world's first book on delicacy management. Then, Japan, the United States and other developed countries in the process of continuous industrial development made the delicacy management theory in application, popularization, and blossom. Therefore, the concept of delicacy management originated from developed countries. It is a reflection of social division of labor, service quality and other aspects of meticulous, and also an inevitable requirement for

modern enterprises to improve their comprehensive management capabilities. It can minimize the resources occupied by management and reduce the costs, so that the overall efficiency can be greatly improved.

In the process of student management in colleges, "delicacy management" is focus on responsibility consciousness. In the whole process of student cultivation, the links should be concrete, the positions should be meticulous and the responsibilities should be clear, so as to better carry out ideological education and student management work for college students. It can be said that delicacy management is not only a management model, but also a pursuit of the serious and meticulous attitude and the strong sense of responsibility for students. In the new era, with the continuous improvement of the level of science and technology, delicacy management is not only to meet the needs of scientific management, but also to integrate humanistic spirit into scientific management. Through the highly integration of scientific management and humanistic spirit, the advantages of the two are integrated to form a scientific and delicacy management system with humanistic feelings. Only by paying more attention to the continuous improvement of the management process and mode, can colleges and universities truly refine the student management, thereby cultivating qualified and overall developed students.

3. The Important and Difficult Points of College Counselors in the Delicacy Management of Students' Work

The delicacy management of students' work is becoming more and more critical to the ideological education of college students. However, there are many key issues to be paid attention to and some difficult problems to be solved urgently in carrying out specific work in colleges and universities. These key and difficult problems will be an important basis for considering the application of delicacy management model in colleges and universities.

3.1. The lack of professionalism of counselors

Students' ideological and political education and the continuous formation of ideology can not be accomplished overnight. This is a systematic project that runs through the university for four years. Therefore, it needs a good team of counselors to carry out ideological and political education in colleges and universities. Usually, counselors need to experience for a period of time in their position and have a certain theoretical basis and professional level in order to understand the basic living conditions of students, be familiar with the system of student work and master some basic rules of student work. Delicacy management needs more attention from counselors and makes student work more concrete, standardized and meticulous.

However, nowadays, with the increasing enrollment rate of colleges and universities, the number of students has increased substantially, but the number of full-time counselors was not increased accordingly. Many colleges and universities cannot arrange full-time counselors according to the proportion stipulated by the Ministry of Education (200 students with one full-time counselor). This also makes the management of college students obviously flawed, which makes it difficult for counselors to carry out related work in depth.

At the same time, many full-time counselors who are engaged in student work are not ideological or political majors, which often leads to the lack of theoretical knowledge foundation of college counselors. The busy daily work also makes most counselors unable to participate in the further education and improvement classes, seriously affecting the professionalism of counselors. Under the background of the new era, students' strong learning and questioning spirit for new knowledge is continuously warming up. If the theoretical knowledge of the counselors is not strong enough, it is difficult to guide the students' thoughts effectively. This may also lead to a decline in the credibility of counselors in student work, and may even affect the cohesion and influence of the whole student work.

3.2. The difficulty of communication caused by generation gap between counselors and students

Nowadays, the majority of undergraduate students in colleges in China are post-95s. Since 2018, the freshmen are almost the new generation of post-2000. At present, the construction of the counselor team in our country is advancing towards the structure of combining the old, middle and young. However, today's situation is that most counselors still have a large age gap with students. Nowadays, most of the college students are the "only child", with very rare personality characteristics, have their own independent lifestyle and pursuit of goals, and are unwilling to be bound by rules and regulations. They are more willing to pay attention to their inner world, to their own development, and to solve problems independently. Therefore, college students' sense of responsibility and teamwork is relatively weak. They may think that there is an age gap between them and counselors, thus they cannot communicate efficiently. They often refuse the teacher's communication and help, which also brings some difficulties to the delicacy management.

At the same time, with the continuous innovation and development of media technology in the new era, college students generally use social software to communicate. They are exposed to new things through many platforms and service tools, such as Weixin, Weibo, Zhihu, Facebook, and so on, to understand the latest social news. Many college students catch up with the trend, not only in the pursuit of TV shows, drama, stars, and animation, but also many of the latest hot events or phrases used in daily life. However, most counselors and students will deviate from each other in their hobbies and news concerns. This is the generation gap caused by the age, then comes the increasing difficulty of communication.

3.3. The tedious counselor's work and unreasonable time allocation

Students' work in colleges includes all aspects, so the daily affairs of counselors are often cumbersome. Some counselors even have difficulty in completing their daily work, which makes it even more difficult to spare extra time to communicate with students. In addition, some counselors will work with the mentality of "The less trouble the better." They spend most of their time completing the daily work arranged by their superiors, writing various reports and summaries, while the work of understanding students in details is often neglected by counselors because of its more flexible characteristics. Some counselors are even unable to sure whether they are responsible for students when they encounter unexpected incidents. Not only did they fail to achieve a delicacy management and understanding of the students, but they could not even grasp the basic information of students. This also reflects the unreasonable situation in which some counselors ignore the subtle changes of students and fail to achieve delicacy management, which often leads to greater contradictions in student management.

3.4. Prominent psychological problems and emerging new problems

With the dramatically increased social survival pressure, many college students have been suffering psychological problems during the university life because of the lack of collective environment and parents' over-arrangement. When freshmen enter college, many students are unable to adapt well to the learning environment of the university and the collective life of dormitories, and are prone to confusion. In sophomores and juniors, the pressure of professional courses is often high, and the burden of courses is too heavy. Some students are easily afraid of the gap between ideal and reality, resulting in various academic puzzles, and are more likely to bring psychological pressure due to long-term mental stress. The seniors who are close to graduation are more likely to fall into deep confusion at the graduation stage. Many choices such as work, postgraduate entrance examination or going abroad for further study and entrepreneurship are put in front of them, which can easily lead to anxiety. In the four years of university, if students cannot be effectively relieved because of various academic, interpersonal, and emotional confusion, they might be prone to various psychological problems such as depression, anxiety, paranoia, compulsion and so on. Serious students are more likely to have the crisis of suicide or even take action. All kinds of students' psychological problems make counselors lack skills and cannot carry

out delicacy management. At the same time, new problems emerge in students' work, such as poverty-stricken problems, problems led by single-parent families, dormitory contradictions, Internet fraud, Internet addiction and so on, which are also new problems that urgently need counselors' attention.

4. Specific Contents of College Counselors in Delicacy Management of Students' Work

One of the most prominent characteristics of college students' work is that the work of affairs is rather cumbersome. In student work, the implementation process of delicacy management is to cover the management to every specific process of students' daily work, standardize to every step, concrete to every dynamic, and implement to every student. Specific management content can be referred to as follows.

4.1. Improving the rules and regulations related to student management.

Colleges should constantly improve and perfect the rules and regulations at school and department levels, clarify the requirements of delicacy management, strictly manage the rules and working procedures, and adhere to equality for every student in the system. Most colleges have formed relatively general student management regulations, but no more elaborate management regulations have been formed in some management details, such as exchange management regulations for students going abroad, specific assessment methods for advanced class and advanced individuals, evaluation rules for excellent dormitories, statutes and assessment methods of the student union, duty system of student assistants or student cadres, and so on. The continuous improvement of this series of management rules will make the management process rule-based, rather than have no rules to follow in dealing with similar incidents. In addition, quantifying the management system is also one of the important ways to improve. For example, the specific rules of attendance management and dormitory management should be clear. Like how many hours of absence should be punished? What are the specific impacts of returning dormitories late? Many specific details need to be further improved, rather than telling students that they should not be late and absent from school. In addition to the level of school and department, each class can also make clear regulations from the aspects of learning, discipline and morality under the guidance of the head teacher and counselor, and formulate corresponding supervision mechanism and reward and punishment measures to mobilize students' subjective initiative.

4.2. Strengthening the Team Building of Student Cadres.

College student cadres are not only the representatives of excellent students, but also the great helpers of counselors. The role of student cadres is particularly prominent when the number of college counselors is insufficient or the pressure of students' work is too great. In carrying out students' work, student union and other student cadres' organizations are important bridges and links between student management departments and students, as well as the backbone of students' self-development. Therefore, in the delicacy management of student work, the role of student cadres has become particularly prominent. On the one hand, they are excellent in both personal character and learning ability, and they can accept the most advanced ideas in the development of today's society in a timely and effective manner, and pass on positive energy to the students around them through their role model. On the other hand, they are also members of the general student group. They can promptly understand the students' ideological trends and reflect some of the students' wishes. Excellent student cadres can help students with bad mood to soothe their emotions., and timely feedback to counselors about emergencies or abnormal situations in students.

However, the current situation is that the personality of college students is more prominent, many people do not have a collective concept, and are lack of responsibility. There are also many problems in the construction of student cadres' team in colleges, such as the casual selection of student cadres, the adoption of "free-style" in the training process, the lack of effective education for student cadres by teachers, the lagging of the evaluation system for student cadres, and the corresponding grading and assessment only at the end of the semester. What's more, the lack of

effective communication links between student cadres and other students makes it difficult to timely feedback students' wishes and so on.

Considering that student cadres can provide considerable support for student management teams in delicacy management, colleges and universities should strengthen the construction of student cadres' teams, give full play to the role of student cadres themselves and the external effects they can bring about, strengthen the construction of student cadres' teams through selection, training, assessment and linkage, so as to promote students' cadres to develop their strengths and discard their weaknesses in learning. Thus, they can truly play a bridge and link role between college students' work and delicacy management.

4.3. Giving Full Play to New Media Technologies, and Trying to Promote Scientific Management in the New Era.

Under the background of big data in the new era, the management of college students should also keep pace with the times, use modern management methods and information means, actively explore new ways of student management, improve the scientific management, in order to achieve delicacy management. Counselors and student management teams can effectively use Wechat, Friendship Circle, WeChat Subscription, Campus Network, QQ and other modern ways to release information, and also through students' personal space, articles sharing and other ways to understand the latest ideological trends, and timely make correct guidance.

At the same time, the construction of all-round information system is also an essential part of delicacy management. For the functional departments at school level or department level, sometimes some basic information of students may be needed. When science and technology is not developed enough, only by contacting counselors or directly asking students can obtain basic information of students. Nowadays, with the continuous development of social science and technology, colleges can consider establishing a more comprehensive education electronic system. The system can summarize students' personal basic information, family information, teachers' conversation records, rewards and punishments during school, loans, academic achievements, dormitory information, ideological performance, etc. It can open up the authority of some student management workers, timely input and timely update. Compared with paper files, electronic system is more convenient and fast, which helps student managers to grasp student dynamics in time.

4.4. Being Deepened into Students' Class and Students' Activities.

One of the main tasks of college counselors is to educate students in ideological and political aspects, which seems to have no connection with class teaching. However, only by visiting students' learning activities, can we get the first-hand information of students' learning situation and lay a foundation for conducting targeted academic counseling and other work. In addition, during the university period, classes will carry out many class collective and other construction activities according to the relevant requirements of schools. Student workers should also choose to participate in some class activities, so as to better understand students' ideological dynamics in the activities. In universities, student dormitories are also an important place for students' life, so the management of student dormitories is also a very important part of student work. Counselors can arrange their time reasonably. On the one hand, they should know the latest situation of students' dormitories by setting up the head of students' dormitories. On the other hand, they should go deep into students' dormitories regularly and have heart-to-heart talks with students so as to better understand students' learning, daily life, and ideological trends.

5. Conclusion

Delicacy management as an advanced management concept has been widely used in many industries. As a very cumbersome work, the management of students in colleges and universities need high patience and accuracy, which require counselors to rationally employ the delicacy management model. Well methods, half done. However, from another point of view, student work requires a high degree of attention and concentration. Whether it is for counselors or other student

workers, it is never an easy way to really do a good job of student work. It requires more time, energy, responsibility, love, and it needs exchanges and communications, understanding, and more thinking from the perspective of students. Only in this way can the work of college students be "refined" and "detailed".

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