

# Study on Professional Burnout and Countermeasures of Full-time Counselors

Zenan Zhang

School of Anhui University of Finance and Economics, Bengbu 233000, China

## Abstract

Counselors are the core force for carrying out ideological and political education for college students. They are the organizers, implementers and instructors of the daily ideological and political education and management of college students. In recent years, with the continuous expansion of junior college enrollment, junior college counselors, as the front line of management services, have relatively complicated work content, high work intensity, high work pressure, and frequent professional burnout, which has a negative impact on the ideological and political work of colleges and universities. Working together at the school level and the counselor's own level to explore countermeasures to solve occupational burnout will play a positive role in stimulating and mobilizing the professional enthusiasm of higher vocational school counselors and improving the effectiveness of talent training in higher vocational schools.

## Keywords

Vocational College; Counselor; Occupational Burnout.

## 1. Introduction

"Occupational burnout" is a complex psychological reaction, which is mainly caused by work pressure. In recent years, with the expansion of enrollment in higher vocational colleges, counselors, as the front line of management services, have always been a high incidence group of professional burnout due to complicated work content, high work intensity, high work pressure and other reasons. However, this sense of burnout often makes counselors show poor enthusiasm, poor ability and indifference in their work, which affects the quality of work and the effectiveness of educating people.

## 2. Professional Burnout Performance of Counselors in Higher Vocational Colleges

Professional burnout of specialist counselors refers to a stress response. It is mainly divided into three types: emotional failure, depersonalization, and low sense of achievement due to the pressure caused by the lack of adaptation of work by specialist counselors.

### 2.1. Emotional Failure

Due to the high intensity of work, the counselor loses enthusiasm for work at work, suffers emotional exhaustion, and even anxiety.

It affects the physical and mental health of individual consultants.

### 2.2. Depersonalization

College counselors have a lot of work intensity, heavy responsibilities and tasks. Especially in higher vocational colleges, in the face of high-intensity and high-pressure work, some counselors have become indifferent, anxious, impatient, and appear cold and indifferent when dealing with trifles and daily management.

### 2.3. Low Sense of Achievement

The workload of counselors is relatively large. With the growth of length of service and the repetition of daily affairs, there is a general lack of challenge and passion. Reason for rewriting: According to the requirements of the topic, the sentence needs to be rewritten, but the length should not be reduced, and it should conform to the meaning of the original sentence. The original sentence mentioned that the workload of the counselor is large, and the work content becomes boring with the growth of working years. At the same time, there is a general lack of comparison. When rewriting, the expression of these points has been maintained, and the sentence structure and word selection have been adjusted.

Have good career development prospects Due to some people's lack of understanding and even prejudice against the work of counselors, some counselors gradually lose their enthusiasm in the process of work, thus affecting work efficiency.

## 3. Characteristics of Professional Burnout of Consultants in Higher Vocational Colleges.

### 3.1. Concealment

Generally speaking, the professional fatigue of counselors is not easily perceived by external and others. When they are qualified to complete their tasks, they may actually only deal with superficial work without really solving the problem.

Everyone has completed the work according to the requirements of their superiors, but in fact, in the process of completing the work, they often know each other and don't know why. They lack internal, core, valuable thinking and innovation, and even simple and rude, perfunctory. When this happened, these counselors had actually had a job burnout.

### 3.2. Phased

The professional burnout of a counselor is a process from nothing, from light to medium, and from small to large. Counselors' working days are becoming more and more difficult, because of the long working hours, high requirements and wide range, resulting in the gradual decline of enthusiasm for work, and the feeling of fatigue is gradually serious and significantly increased.

### 3.3. Infectious

The professional burnout of a counselor is often contagious. The main reason is that the burnout of a counselor will have an impact on the surroundings.

Advisory group of the same office and school; This kind of fatigue, perfunctory, irritability and attitude towards work will soon affect each other. If you don't take the time to guide and communicate, it will be highly contagious.

### 3.4. Hazardous

Once a counselor has serious job burnout, daily affairs handling, ideological and theoretical education guidance, career planning and job creation.

Education in the industry and other aspects will inevitably have a negative impact. This kind of counselor's internal sense of professional burnout is relatively light, which will affect the growth of students responsible for their success and affect the counselor's personal physical and mental health. The important thing is to affect the construction of the team of college counselors, the education of school students and the results of school work.

## 4. The Reasons for the Occupational Burnout of Counselors in Higher Vocational Colleges.

### 4.1. Student Quality Factors

In recent years, with the annual expansion of enrollment in higher vocational colleges, the admission threshold for students has been gradually lowered, and the admission score of the college entrance examination has also been gradually reduced. Some vocational colleges only need about 200 points to be admitted. The admission level of students has also gradually diversified. Enrollment types include separate enrollment, general college entrance examination, tailor-made further education, etc. The academic system can be divided into different types, such as one-year system, two-year system, three-year system and five-year system. Higher vocational college counselors face more challenges and pressures in daily life, learning and education management, because the quality of students is declining. The main reason for the learning difficulties of school students.

One of the factors of professional burnout for school counselors.

### 4.2. Factors of the Nature of the Tutor's Work

Consultants engaged in heavy transactions, large-scale work and complex content. As soon as he opened his eyes, he began to be busy until he turned off the lights; as soon as he closed his eyes, he became alert, which was the normal state of his work. At present, the counselor's work is mainly focused on a lot of daily work. Not only the daily management of students, but also other transactional work of the school is also arranged by the counselor. When some functional departments accept some work tasks, they often simply and rudely arrange a lot of work to counselors. As long as the school has a department related to the business with students, it will arrange the work of counselors. Many counselors are reduced to "security guards", "nanny" and "watch" type and "cous" sisters. At the same time, with the increase of various management difficulties, some schools often contact counselors as soon as possible when students have problems, and sometimes criticize them by name, and deal with them with accountability. Busy transactional work, random work arrangements of various departments, and imperfect criticism and accountability system make counselors gradually lose their sense of achievement in their original tired work and form professional burnout.

### 4.3. Factors of Consulting Management Mechanism

The Regulations on the Construction of Counselors in Ordinary Colleges and Universities points out. Counselors have the dual identity of "teacher" and "manager", but they are often in the blur between teachers and administrators in the daily management of colleges and universities. When working, you should have the best of both sides. First of all, don't have the best of both sides when evaluating and advancing. In various assessment processes, the work of counselors has multiple hidden and dominant characteristics, and it is often impossible to carry out qualitative and quantitative scientific evaluation, so there will be situations such as "doing well, not doing well", "doing more, doing less", "doing poorly" and so on. At the same time, when the title is promoted, some schools have not set up a separate title evaluation sequence for counselors, resulting in counselors competing with full-time teachers during the title evaluation, and the possibility of title promotion is relatively low. In addition, from the perspective of the counselor's income system, the current treatment of junior college counselors refers to the comprehensive management position setting, which is generally low, and the relatively busy work is in sharp contrast to the lower income, which hurts the enthusiasm and initiative of the counselor's work. This sense of inequities can also lead to job burnout.

#### **4.4. Factors of Their Own Professional Ability**

A counselor is a life mentor for students to become talented, and also a close friend of a healthy life. Then you should have thoughts and feelings in your daily work.

Education management knowledge reserve and strong organization, management, expression, training and research ability. However, at present, many colleges and universities do not limit their majors in recruiting counselors, and lack systematic political, educational, management, psychological, social and other knowledge when working as counselors. When engaged in daily affairs management, the lack of professional knowledge such as relying on personal experience or seeking the help of colleagues and leaders is a specific manifestation of the counselor's own lack of professional ability. If you are engaged in these transactional work for a long time, you are prone to lack of theoretical knowledge and in-depth thinking, resulting in job burnout.

### **5. Strategies and Suggestions for the Occupational Burnout of Counselors in Higher Vocational Colleges.**

#### **5.1. School Level**

##### **5.1.1. Explain the Responsibilities and Responsibilities of the Consultant Position.**

The number of consultants should be based on the standard number, and the responsibilities should be clear. Deeply understand that the responsibility of college counselors is to carry out ideological and political education for college students.

According to the equipment requirements of 1:200 stipulated by the state, in order to ensure the quality and quantity of counselors in institutions of higher learning, they should be equipped with a team of full-time counselors, and the post responsibilities of counselors should be clarified in accordance with the Regulations on the Construction of the Team of Counselors in Ordinary Colleges and Universities, so as to work related to education is in an important position.

We should do a good job in the main theme and main business of education, go deep into students, be close to students, and serve students.

##### **5.1.2. Improve the Management Mechanism of Promotion Consultants.**

Colleges and universities should pay more attention to the construction of counselors. As the "mother's home" of the counselor team, the student work department.

Strengthen care, care, care, ideological guidance and value guidance, guide counselors to care for schools, care for students, and establish a lofty career pursuit of education. At the same time, the school should also formulate and improve the career planning and position and rank promotion mechanism of counselors, open up the "double-line" promotion channel for professional titles and positions, set up the "Rules for the Assessment of Professional and Technical Positions for Counselors", and implement a separate plan, a single standard and a separate assessment (1) for the professional title assessment

##### **5.1.3. Improve the Evaluation Mechanism**

Nuclear mechanism. Most of the counselor's work is carried out silently. The problem is solved before it happens. The time limit for educating people is long, and the effect is not obvious. The assessment should be comprehensively considered, and the assessment and appointment of counselors should be realized through the assessment of norms, science and systems. For counselors with outstanding work performance, excellent performance and outstanding talent training achievements, they should be commended in a timely manner, affirm work achievements, set up models, widely publicize advanced deeds, improve the image of counselors in the whole school and society, and stimulate the enthusiasm of counselors.

#### **5.1.4. Strengthen the Vocational Training of Consulting Teachers.**

Establish a perfect training mechanism, and all full-time counselors in the Regulations on the Construction of Ordinary High School Counselors will participate every year.

School-level training of more than 16 hours, participating in national or provincial training every 5 years (2) pay attention to improving the professional and professional ability of counselors in higher vocational colleges.

On the one hand, we will strengthen induction training, hire experts from inside and outside the school, conduct initial vocational training for new counselors, and introduce the work content and work requirements; On the other hand, to strengthen daily work training, you can use the counselor's "monthly talk" and "inventing innovation" and other methods to carry out long-term work training in daily work and improve work ability. Specifically, we can take the way of going out and inviting, using "online and offline combination", "in-campus and out-of-school combination" and other ways to let counselors go out to participate in various training and learning, so as to improve the overall professional ability of school counselors; It can also expand the vision of counselors by holding the school counselor quality and ability competition, and participating in and observing the provincial counselor quality and ability competition. We need to pay attention to and care about the mental health of counselors in higher vocational colleges. There are mood swings when working under pressure. After rewriting: Some counselors have been engaged in student management for a long time. In addition, their own lack of stress resistance and lack of professional identity, they are likely to have emotional ups and downs when dealing with high-pressure work.

In a high-intensity and high-stress working environment, employees may reduce their sense of identity for the position, and may have negative emotions such as anxiety and depression. Therefore, we should pay attention to and care about the mental health status of employees, establish a sound mechanism, regularly organize psychological counseling and related activities, strengthen mental health training and counseling, and improve the psychological quality and stress-bearing ability of employees. This plays a very important role for counselors in higher vocational colleges to more effectively cope with work pressure and eliminate job burnout.

### **5.2. The Consultant Level Itself**

#### **5.2.1. Adhere to the Right Ideals and Beliefs**

College counselors are an indispensable part of college education and teaching, and they are essentially part of teachers. Counselors and students work day and night.

The most contact and understanding is the important force for the school to carry out ideological and political education, and it is also an important starting point for the daily management of the school. Solid political quality, excellent professional ability and excellent talent training level have enabled many excellent counselors to pursue youth, pursue their dreams and forge ahead on the road of learning, and are loved and respected by students. Therefore, counselors must be educators to receive education first, educators must first cultivate themselves, always take firm ideals and beliefs as their unchanging pursuit of faith, consciously strengthen Marxist beliefs, in the new era, to arm the mind with new ideas, guide practice, and be a navigator and enlightenment of students' ideas. In the process of career development, we should establish a correct concept of honor, fame and fortune, and correctly understand the advantages of the socialist system with Chinese characteristics and the imbalance and inadequacy of current social development. We should strengthen self-learning and improvement, enhance the sense of responsibility and responsibility, so as to realize the value of personal life.



### 5.2.2. Strengthen Theoretical Learning and Improve Professional Level.

It is necessary to constantly strengthen theoretical learning and improve the professional and professional level of individual counselors. We should adhere to the study of the basic theory of Marxism, study Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era, and actively participate in the Party's history study education and ideological theory learning activities. We should improve our self-cultivation through in-depth study of the original works, original texts and principles, pay attention to our own improvement, and use Secondly, it is necessary to learn the ideological and political education and management of college students, especially various skills, knowledge and laws and regulations related to junior college students. For example, in-depth party building team construction, evaluation, priority evaluation, employment guidance, career planning, funding policies, crisis response and other policy requirements, understand students, master students' work rules, innovate working methods, so that students can solve practical difficulties and confusions in thinking, learning, help solve life and other aspects, and enhance the work results of counselors.

Sense of achievement. Thirdly, improve your scientific research ability, learn the basic theory of ideological and political education and relevant subject knowledge, participate in academic exchange activities, participate in ideological and political education topics and other research, accurately grasp the key points and core elements of student education management, elevate the work summary to the height of theory, combine the actual work and needs of work, summarize and refine more, apply

### 5.2.3. Positive Attitude and Good Psychological Adjustment

First of all, counselors should actively adjust their personal mental health status, start from a small age, learn to do every job well, relax moderately in the face of emotional problems, adjust their mentality, and ensure emotional stability and physical and mental health. Second, actively participate in physical exercise. Through various sports, on the one hand, you can strengthen your body and spirit, ensure your personal health, and at the same time reveal and release your emotions and moods in sports. Once again, straighten out the balance between family and work, and actively communicate with family members to win their support. At work, we should maintain a positive and enthusiastic attitude, while in life, we should show patience and romance, and try to avoid passing on the bad emotions at work to the family. Finally, by enhancing your stress-bearing ability and tolerance, seriously facing your own advantages and shortcomings, combining the development of the school and your personal major and ability, formulate a personal career development plan, optimistically and actively accept yourself, and strive to become a person with physical and mental health and harmonious development, so as to help students establish correct ideals, beliefs and moral cultivation, and can also Job burnout for counselors in higher vocational colleges has become a common and complex problem, and the causes of job burnout are also diverse. In order to better deal with the occupational burnout phenomenon of counselors, counselors should constantly improve their ideological level, political awareness, work ability, and adjust their mentality. It is also necessary to further clarify the job responsibilities of college counselors, and strengthen the management, training promotion and vocational training system of counselors. At the same time, the whole society should have a certain understanding and recognition of college counselors, so as to eliminate the counselor's sense of professional burnout, improve the counselor's sense of professional achievement, let the junior college counselors enthusiastically devote themselves to their own work, and truly become good teachers and friends of students.

We should cultivate more socialist builders and successors with all-round moral, intellectual, physical and aesthetic development for the Party and the country.

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