

# *Research on the Grid Management Model of Psychological Crisis for Higher Vocational College Students*

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**Abstract**—In recent years, the demand for technical talents is getting higher and higher, but the Vocational College Students' psychological crisis has seriously affected the college talent output, so the higher vocational college urgent need for a set of psychological crisis intervention methods. This paper puts forward the grid management model of psychological crisis for college students in higher vocational colleges. The model of the grid management of students' psychological crisis has been preliminarily explored and researched. The function of each unit is explained in layers, and several points that need to be grasped in the management are summarized.

**Keywords**—Higher vocational college; psychological crisis; grid management

## I. INTRODUCTION

With the coming of the "Internet +" era, China's social economy has grown rapidly. There is more demand for technical talent from all walks of life, the requirements are also higher. This poses a higher challenge to our higher education, especially to the higher vocational technical education in China. In last few years, the statistics of various crisis events in the higher vocational colleges show that the psychological crisis has increased year by year, and it has been located at a high level. This has seriously affected the talent output of higher vocational colleges. If the higher vocational college students are vulnerable, how to face the increasingly fierce competition and challenge in the society? Moreover, the psychological problems of the higher vocational college students are more complicated. They may fail in the college entrance examination, may not be willing, may bear the "life loser" this label, may face the wrong perception of others in society. The emotion is extremely unstable, the self-evaluation and the thinking have some one-sided, and there are some problems with the interpersonal communication with the same sex or the opposite sex, and so on[1]. In the face of the contradiction between the higher education quality and the student psychological crisis, the higher vocational colleges urgently need a set of perfect psychological crisis intervention methods. Therefore this paper puts forward a tool that is used for the grid management of

psychological crisis of college students in the higher vocational colleges.

## II. A PRELIMINARY EXPLORATION OF THE GRID MANAGEMENT MODEL OF PSYCHOLOGICAL CRISIS FOR HIGHER VOCATIONAL COLLEGE STUDENTS

### *A. The origin and development of grid management*

The grid management originated from the innovation of urban management system in Beijing dongcheng district in 2005. Even the cover is lost and the garbage is disorderly to fall, they all can be handled in time, and the common people are very satisfied. From then on, all walks of life are constantly learning, supplementation, perfection, research, diffusion, standardization and modeling, the grid management is gradually regarded as a model of innovation, and from the simple urban management model to the social management model. The third plenary session of the 18 proposed in 2013, with the grid management, socialized service for the direction, improve the comprehensive service management platform at the primary level, and timely reflect demands of interests of all aspects of the levels and coordinating people. The advanced, fast and high efficiency of grid management can be seen.

### *B. The preliminary scheme and model of the grid management of psychological crisis in Higher Vocational College*

What is the grid management scheme for the psychological crisis of higher vocational college students? Taking a higher vocational college as a whole, the interior is divided into one by one management unit. From the vertical scale, "the grid management leadership group for college students' psychological crisis", "school psychological consultation center", "The second-level college psychological crisis grid management sub-group", "class", "dormitory" five grid units ( Fig. 1). These five grid units are progressively progressive and interconnected. The scheme is based on grid management as a carrier for differentiation, guaranteed by differentiated responsibilities, and the electronic information platform is used as a means to promote the integration and linkage of each grid.

Thus, a management system can be formed and the psychological crisis intervention of college students in Higher Vocational colleges has no gap.

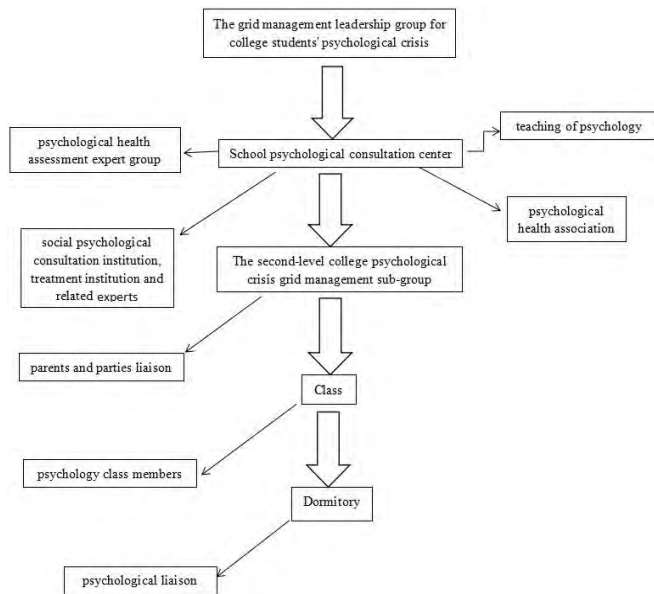


Fig. 1. Five grid unit

- "The grid management leadership group for college students' psychological crisis": It is set up by higher vocational colleges and universities. The vice-chancellor, who is responsible for the work of the students, is the head of the group. The office of the leading group is set up in the school psychological counseling center. The leadership group accepts the psychological status of the students once a week at the two level college, and if there is no problem, a zero report is submitted to the principal by the leading group every month. The leading group is in the leading position of the whole management mode, and it should grasp the direction from the overall situation. It requires not only to supervise students' mental state, but also to serve students.
- "School psychological consultation center": It is critical in the overall management model, responsible for segregation of duties and clearing business process. The director of the school psychological consultation center is the director of the office of the management leading group of psychological crisis grid management of college students, Using electronic information platform, seamless integration of school hospitals, propaganda department, school league committee, security office, academic office, educational administration department, responsible persons and other departments and staffing resources of schools, leading the work of school psychology teaching and school psychological consultation center, leading the psychological health association in the student association, guiding the psychological consultation center to become a bridge and operation center, linking leadership level, middle level cadre and student level in the second-level college of school, being responsible for contacting with social

psychological consultation institution, treatment institution (provincial mental health center, hospital psychology clinic) and related experts, inviting psychological experts outside the school to form a "psychological health assessment expert group" together with psychological experts on campus, which evaluating and diagnosing students with psychological problems to determine the treatment plan.

- "The second-level college psychological crisis grid management sub-group": including the leadership that is in charge of the college's students, the administrative staff of the school, the counselor and so on, being responsible for the grid management of psychological crisis of college students, the business is directly affiliated to the leadership of the office of the grid management of College Students' psychological crisis. The deputy dean of the second-level college's student work is the first person in charge of the management of psychological crisis management in the college. The counselors monitor the psychological status of students, and report to the first person immediately. If there is no problem, the second-level college will submit a zero report to the leading group every week. The second-level college psychological crisis grid management sub-group set up parents and parties liaison, this role must contact problem students and student's family in time, then it is connected to help the problem students through the cooperation of the family and the school.
- "Class": the class sets up the psychological class members, directly led by this college psychological crisis grid management sub-group. In the class grid unit, the counselor is the first person in charge of the student's psychological health management. The counselor has two aspects of the grid unit staff to monitor the psychological health of the students: One is the dormitory roommate; the other is the classmate in the class, taking the psychological class members as the responsible person, the psychological health of the students in the class was measured and reported to the counselors. There is no problem, and psychological class members submit a zero report to the counselor daily.
- "Dormitory": dormitory sets up psychological liaison, this is basically the dorm head, directly under the psychological class members. Because day and night living together, what happened to each other, what's the mood, the roommate is the first to know, ask the psychological liaison to report to the counselor in time. There is no problem, and zero report must be submitted every day.

### III. SEVERAL POINTS FOR ATTENTION TO THE GRID MANAGEMENT MODEL OF PSYCHOLOGICAL CRISIS FOR HIGHER VOCATIONAL COLLEGE STUDENTS

#### *A. Strengthening the training of psychological crisis grid management personnel in related professional knowledge such as psychology*

The psychological crisis of college students in higher vocational college has the characteristics of sudden, stealthiness, multiplicity (multiple due to one fruit), times and others[2], this determines that the psychological crisis grid managers must be more professional. However, such as counselors, second-level college leaders, and administrative personnel of the school, they have different professional backgrounds, the knowledge about psychology is incomprehensive, and even some mistake psychological crisis intervention for moralizing; some take psychological measurement tools out of context to understand the measurement results. Higher vocational colleges should hire professionals to train the grid managers, especially the training of counselors. Counselors are the most closely related to students in managers, the most likely to identify problems and the best suited to assist in dealing with problems[3]. Through training, managers make clear the position of their respective roles, which is beneficial to maximizing their effects and avoid the adverse consequences of the absence and offside of job.

#### *B. Valuing intervention, more prevention and service*

The occurrence of psychological crisis is divided into three stages: "the early warning stage of the crisis", "the emergency response phase of the crisis" and "the post-crisis prognosis phase"[4]. At present, all universities in China attach importance to the "emergency response phase", relatively little attention to "early warning" and "prognosis". The grid management of psychological crisis has broken the status quo. Psychological problem three stage (class and dormitory - secondary college - college) zero reporting system is emphasis on prevention. At the same time, every higher vocational college student must establish psychological information files from entering school, covering family situation, psychological health census results, routine psychological consultation results, and so on. Identify problems from the source; solve problems from "fire-fighting intervention" to "preventive treatment". Of course, managing is not monitoring, and managers should pay attention to the confidentiality of students' files. Gathering information is only to serve the students better, and the focus of service should not only on the problem students, but should be the psychological health development of all college students.

#### *C. Uniting school, family and society*

This can serve as "post-crisis prognostic phase" and build schools, families, and society support. Based on the school, setting up a psychological health teaching system and network psychological platform for college students. Teaching students the right cognition, eliminating the wrong outlook on life, one-sided worldview and distorted values. Students can learn the exact way to release negative emotions. Of course, for the students, the family is the warmest harbor. The support, guidance and encouragement of family members are more important than anything else. The school sets up parent liaisons to strengthen the communication with the parents, to conducts

the new education ideas and scientific treatment methods to the parents. In addition, when students encounter a powerful psychological crisis, the school should seek help from social professional counseling and treatment institutions to help students recover psychological trauma and adapt to society. The three parties, the school, the family and the society work together, can solve all problems in the fastest and most stable way.

#### *D. Developing Psychological Association and playing the role of peer mutual assistance*

Psychological Association supported by the school is established under the unite of School Associations. It encourages class psychological commissioners and dormitory psychological liaisons to join, to train for psychological health often with other members, to learn how to listen, how to enlighten, how to self-release the pressure. It holds psychological health related activities often combined with the other groups, which encourages teachers and students to participate in and rich extracurricular life. It adds psychological health column, publicizes psychological health assistance channels, eliminates misunderstanding on the psychological health of college students, and cultivates College Students' psychological quality in practice, which the entire campus is full of a positive, youthful atmosphere [5]. Research shows that peer social activities students can reduce loneliness, peer support can reduce the psychological crisis probability [6], therefore, giving first place to college students and giving full play to peer role, can promote college students' psychological healthy growth.

#### *E. Normalizing psychological crisis and psychological crisis recovery evaluation standard*

What is the psychological status of psychological crisis; need to pay special attention to this? Different people have different feelings and standard, what we need is a unified evaluation standard, can't one or two classmates be disappointed in love and go to the roof blow; we feel the psychological crisis state of extreme nervousness. According to the Vocational colleges at the present stage the psychological characteristics of the students, hiring experts and making a scientific, centralized evaluation test standard from emotional, cognitive, behavioral and physical aspects, Assessing the students' psychological situation through test scores, if the student does have a certain psychological crisis condition, the school needs to organize a psychological crisis intervention, if the student is temporarily unable to learn at school after the intervention and wants to go home to rest for a period of time, the school deals with this by suspension or dropping out of school, the academic and educational offices should communicate with students or family at a time, grasp the students' psychological condition, and invite experts to make accordingly a psychological crisis recovery evaluation standard, as the basis for measuring problems of students' psychological condition, whether can return to continue to learn.

#### *F. Guaranteeing the psychological health and working motivation of the grid managers*

The grid management staff of psychological crisis, especially front-line staff contacting students' psychological crisis, absorb a lot of negative energy every day, and the

workload is increasing day by day. How to protect their psychological health and work motivation is the subject we need to study. Higher vocational colleges should be appropriate to give some subsidies, an excellent teacher evaluation is carried out every year, and the winners receive a generous bonus. Also regularly conduct group psychological counseling for managers, very few serious to communicate individually, every teacher with the greatest enthusiasm and positive spirit facing every student.

#### IV. CONCLUSION

Finally, the main body of psychological crisis intervention is students themselves, self is much greater than the effect of the outside world, self-adjustment can finally get rid of the crisis, such as the school can do is to create a good atmosphere, good guidance function. In addition, this topic is the first time in the country to carry out the psychological crisis grid management research from the special group of high vocational college students, needs to be further studied.

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