



The Role Orientation of College Counselors in Group Crisis Events

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Abstract: The stability of colleges and universities is closely related to the stability of the country and society. Counselors play an extremely important role in the daily management of colleges and universities. Colleges and universities are an important part of society. Multiple social conflicts will affect and project on colleges and universities, which at the same time leads to the difficulty of student management, especially in the face of group crisis events. The school needs to respond quickly, and counselors promptly and effectively intervene to minimize the damage caused by the crisis event, which is of great significance for maintaining the stability of college campuses. In the crisis of college students, college counselors should strengthen their role positioning, maximize their functions and realize their value, so as to effectively reduce the incidence of college crisis events and create a healthier and safer campus environment for college students.

Keywords: Colleges and Universities; Counselors; Group Crisis Events; Role Positioning

College counselors play an important role in sudden group crisis events in colleges and universities. In order to improve the management ability of counselors to students, counselors must clearly recognize their role in handling such incidents. This article first analyzed the concept of crisis incidents on college campuses, then conducted research on how counselors should position themselves in handling crisis incidents.

1. The concept of crisis events in college groups

Many domestic scholars have made relevant overviews of the campus crisis incidents in colleges and universities. They are briefly described as happening in colleges and universities, affected by the school's internal management system and certain political events, and attracting social attention through venting emotions and making efforts to speak to the school or the government. There are collective behaviors that protect their own interests which will seriously affect the normal order of the campus, and mainly take students as the main body, which may cause extremely serious consequences for students and campuses.

2. The role of college counselors in group crisis events

2.1 Be the "preventor" before the mass crisis

Although the crisis events of most colleges and universities have a certain sudden nature, the occurrence of the events is not accidental, but ordinary events have evolved into crisis events after a certain period of development. College counselors play the role of "preventors" in the crisis prevention phase. By establishing an effective prevention mechanism, they can detect the signs of crisis events as early as possible, thereby reducing the probability of crisis

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events.

2.1.1 Pay attention to students' daily behavior and psychological dynamics

① Establish a complete dynamic psychological information file for students. Based on the information files and general mental health tests of college students who have just entered the campus, the counselors can fully understand the family relationships, mental states, interpersonal relationships, lifestyle habits, etc. of students through communication with students, contacting parents, and visiting dormitory. Understand the student's character during the communication with the student, constantly improve and adjust the student's information file, so as to establish a dynamic management system, and master the student's action and thought dynamics at any time [1]. ② Establish an equal exchange mechanism between teachers and students. In addition to offline personal communication with students, counselors also need to make full use of online self-media platforms to establish good relationships with students, care more about students in daily life, and actively listen to students' opinions toward teaching, management, and life to attach importance to guiding students to reasonably express their own interests, and establish a good communication mechanism with students.

2.1.2 Strengthen ideological and political education, mental health, and legal education

Counselors are the leaders of college students' ideology and politics, so counselors can combine crisis incident prevention education with daily work management, and regularly carry out ideological and political education classes, organize life safety, mental health education and other activities to actively promote socialist values, cultivate students' good crisis prevention awareness and crisis prevention ability from the daily education process [2]. In addition, counselors also need to strengthen the promotion of national laws and regulations, school rules and regulations, and comprehensively strengthen students' legal awareness, guide students to know the law, understand the law, and abide by the law, and actively guide students to strengthen their stress resistance. Fundamentally reduce the incidence of crisis events.

2.2 "Processors" at the time of group crisis

2.2.1 Master the real situation of the crisis

After receiving the notification of the group crisis event for the first time, the counselor needs to be motivated to rush to the scene of the crisis event and follow the "5W" elements to further confirm and judge the situation of the crisis event, where 5W mainly refers to the Where, When, Why, What, and Who questions [3]. After the counselor intervenes in the crisis scene, he must first communicate with the students involved in the group crisis event, and give both parties the opportunity to explain the cause and process of the matter, so that they can master the development of the overall event. The personnel understand the corresponding situation, grasp the true situation of the crisis event as fully as possible, report it to the school management team and inform the students' family members in a timely manner, and communicate and regulate actively.

2.2.2 Control of crisis events continues to deteriorate

After the group incidents in colleges and universities, the counselors need to stabilize the emotions of the personnel involved for the first time to prevent the crisis from further deteriorating and developing. Counselors also need to report to school leaders in time according to the extent of the incident, and notify college hospitals, college psychological counseling centers, and college student offices to help deal with crisis incidents and avoid uncontrollable situations on the scene [4]. In addition to controlling the development of crisis events, counselors also need to further understand the development of crisis events in the media. Therefore, after fully understanding the actual situation of crisis events, counselors should report to the relevant management departments in a timely manner about the real situation to inform the school, media, and students to focus on the true direction so as to give play to the positive role of the network in dealing with crisis events in college groups. They should also timely block negative transmission channels, avoid greater damage to schools, and avoid further affecting students' psychology.

2.3 "Coordinator" after the group crisis

2.3.1 Pay attention to the aftermath of the crisis

The aftermath of crisis events in colleges and universities mainly includes the psychological aftermath of crisis

parties and related parties. What counselors need to do is to stabilize the emotions of participants in crisis events and clear the hidden dangers pre-existing in the crisis.

① Psychological crisis intervention. The occurrence of crisis events will have a certain psychological impact on the staff involved and related personnel. Therefore, counselors need to combine the strength of the teachers of the School Mental Health Counseling Center to minimize the psychological damage caused to students by such events. By means of encouragement and guidance, counselors can communicate with the personnel involved to resolve conflicts between them and ease their relationship [5]. ② Coordinate communication. After the crisis in colleges and universities, counselors need to handle the relationship between public opinion, student parents, and students themselves in the management process and do a good job of "coordination" to avoid failure to deal with the incident due to improper communication. After the crisis, the counselor should appease the students, communicate with the parents, report to the school, and ease the negative emotions of the students, control the development of the crisis, and report the latest development of the incident to the school administrators.

2.3.2 Pay attention to the management work after the crisis

① Summarize experience. After handling the group crisis incident, the counselor should conduct effective and complete analysis and according to the actual situation of the incident to make a complete reflection and summary. ② Management evaluation. The evaluation of crisis management in colleges and universities is an important part of the aftermath work. Therefore, the counselors should follow the principle of crisis management to comprehensively evaluate the crisis, and combine the situation after the comprehensive evaluation to improve the existing crisis management mechanism accordingly.

3. Conclusion

In general, once a crisis incident on a university campus occurs, it will surely arouse widespread concern in society. Counselors play a vital role in preventing and dealing with major student group incidents, occupying a dominant role. Therefore, college counselors should continuously improve their abilities and pay attention to students' ideological and political education, mental health education and legal education. They should also recognize their role positioning, constantly innovate educational methods in the process of educating students, help students establish a correct outlook on life, effectively control crisis events, and implement their own work.

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