

Research on the Mental Health Management of Enterprise Employees Based on the 4A Model

Jixin Li^{1, a}, Ding Ma^{2, b, *}

¹PGC, Lincoln University College, Kuala Lumpur, Malaysia

²Marketing, Limkokwing University of Creative Technology, Kuala Lumpur, Malaysia

^adr.jixinli@hotmail.com, ^b15303964@qq.com

Abstract

Chinese enterprises attach great importance to and care for employees' psychology, and there is still a lot of work to be done in psychological enterprise construction. For an enterprise, employees are not only labor on the assembly line, but also a life of flesh and blood, thoughts and emotions. They not only need the company to pay a reward that is proportional to their labor, but they also want to get the friendship between colleagues, get the support and encouragement of the leader, and get the condolences of life.

Keywords

4A model; Business management; Employee management; Mental health.

1. Introduction

Whether it is focusing on the long-term development of the future or the improvement of current efficiency, the enterprise should attach importance to the spiritual and cultural life of employees, establish a humanized management concept, so that everyone can belong and have sustenance, and support each life. Umbrella. And this needs to do a good job in the psychological counseling of the employees of the company, so that the employees can devote themselves to production.

2. The Status Quo of Employees' Mental Health

For a long time, the safety of things has been emphasized more than the safety of people in the safety of corporate remediation, and the attention to the psychological safety of employees has been neglected. This makes the employees' insecure psychology exist for a long time, thus burying hidden dangers of insecurity in the safe production of the enterprise. Therefore, solving the problem of employees' psychological safety and improving employees' sense of security is directly related to the stability and economic development of the company, and has profound social significance and great practical significance.

Now, the topic that employees' mental health affects the competitiveness and development prospects of enterprises has attracted more and more enterprises' attention. The results of the survey showed that among all the people who participated in the survey, 25.04% of the respondents had a certain degree of mental health problems, which means that one in every four respondents had certain mental health problems. At the same time, this study found that 2.24% of the respondents had serious mental health problems, and 22.81% of the respondents had serious mental health problems. Further data analysis shows that the mental health problems frequently encountered by the employees of the surveyed companies are: mental pressure; feeling unhappy and depressed; feeling that they cannot play a useful role in things.

3. Factors Affecting the Mental Health of Employees

People's mental health is related to internal and external pressure and self-strength. Mental health is directly proportional to self-strength and inversely proportional to internal and external pressure.



Figure 1. Factors affecting the mental health of employees

3.1. External Pressure

External pressure refers to the existence of a bad source of stress in the external environment, which forms a kind of pressure, which has an impact on people's psychology. It includes physical, psychological and social stressors. Physiological stressors include inappropriate temperature, humidity, lighting, space and noise in the living environment. Long-term effects, it will cause people to be physiologically unbearable, and affect emotions and behavior. Investigations have shown that employees' long-term high-intensity noise stimulation can cause disorders in the cerebral cortex excitability inhibition process, abnormal conditioned reflexes, impaired cerebrovascular function, autonomic dysfunction, headache, tinnitus, heart palpitations, insomnia, lethargy, fatigue, mental decline, etc. symptom. Too high indoor temperature can cause headaches, nausea, sweating, visual disturbances, inattention, irritability, and slow reactions.

3.2. Internal Pressure

Internal pressure refers to the unsatisfied physical and mental needs of a person, resulting in a sense of frustration, forming an internal pressure that affects emotions and behavior. People's physical and mental needs include many aspects: in terms of physical needs, they need a certain amount of sleep and rest, they need reasonable nutrition, they need proper exercise, and they need beautiful clothing. In terms of psychological needs, they need a certain sense of security and protection, love, self-esteem, high-level understanding and respect, fair and reasonable evaluation and acceptance by others, independence, and success. If these physical and mental needs of employees are not met for a long time, and the motivation of behavior cannot be realized, it will produce a strong sense of frustration, failure, increased internal pressure, and finally a series of psychological problems.

3.3. Self-strength

Self-strength refers to the individual's ability to cope with internal and external pressures. This ability is related to a person's physical and mental quality. Due to differences in genetics and environmental conditions, the physical and mental qualities of people vary greatly among individuals. For example, those who are physically healthy can correctly perceive and judge external stimuli and respond appropriately; while those who are ill have weak physique, lethargy, decreased perception and judgment, and are not adapted to the environment. The

temperament characteristics of an employee's personality have a significant impact on self-strength. Some people are flexible, act swiftly and decisively, are sensitive to surrounding environmental stimuli, and respond quickly. Others are sluggish, slow to react, taciturn, or have low attention span and persistence, strong reaction, non-stop hands and feet, easily distracted, and difficult to adapt to the environment. In addition, employee personality, ability, hobbies, values, etc. all have an impact on self-strength. [1]

4. Countermeasures for the Psychological Health Counseling of Enterprise Employees

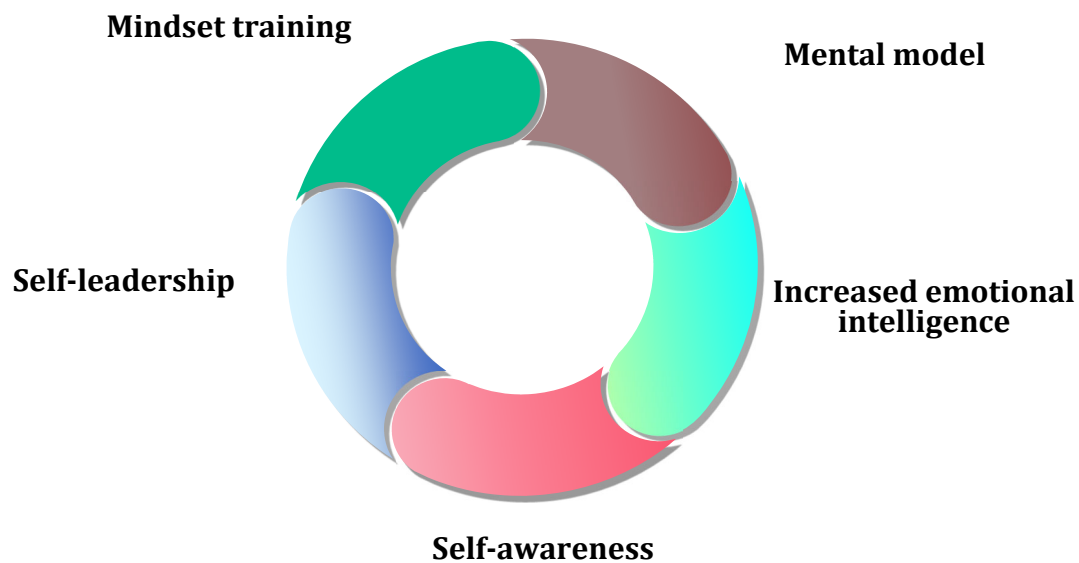


Figure 2. Countermeasures for the psychological health counseling

4.1. Mindset Training

The mentality is a two-way door on the road of life. People can turn it to one side and enter success; it can also turn it to the other side and enter failure. A change in mentality is a change in destiny. Everyone wears an invisible amulet, one side of the amulet is engraved with a positive attitude, and the other side is engraved with a negative attitude. If employees have a positive attitude, they can have a happy mood, work effectively, create wealth, and pursue health, happiness and success. Enterprise mentality training for employees is a training method that helps employees expand their concepts, adjust their mentality, and establish an attitude that helps achieve goals and achieve success. [2] It can be said that this kind of mentality training has been paid more and more attention by enterprises. In the process of continuous development, the company pays special attention to the healthy development of employees' mentality. Companies regularly carry out mentality training, which can help employees relieve their psychological pressure in a targeted manner, establish a positive working attitude, and cultivate a healthy psychology.

4.2. Mental Model

The mental model is rooted in the thoughts, opinions, assumptions, images and impressions of our mind. Just like a piece of glass can subtly distort our vision, the mental model also determines our view and interpretation of the world. The formation of mental models is affected by the environment that people experience, their personality, their intelligence, emotional quotient, and adversity quotient. For example, many employees are unwilling to give more, watching others, watching what others do, and doing what they do. As a result, over time, they found that they gradually lost confidence and interest in their work. This is due to the formation of a bad mental model under the influence of factors such as the environment for a

long time. Therefore, if employees want to change this behavior, the key is to improve their mental model, establish a positive outlook on life, and treat and care for the company as our only one. [3]

4.3. Increased Emotional Intelligence

If a person wants to succeed in life and career, he should not only have a high IQ, but also a high EQ. Although EQ and IQ are different, they do not conflict, but complement each other and complement each other. Modern psychological research shows that only 20% of a person's life and career success depends on the person's intelligence factor, that is, the level of IQ; while 80% is determined by the person's non-intelligence factor, that is, the level of EQ. Employees are the basic condition for the survival and development of an enterprise. Therefore, companies must attach great importance to the mental health of employees, take effective measures, continuously improve the system, and adjust the emotional intelligence of employees.

4.4. Self-awareness

Self-awareness is the first step for employees to all-round development and a basic requirement for growth. The quality of self-awareness is not only objective and honest, but also unbiased. It not only makes people aware of "self", but also fully aware of "others". It respects everyone's personality and recognizes that everyone has a different ability to accept things. It can put itself in the position to understand others, feel the same feeling with the human body, think carefully in the way of others, accept the opinions of others, and make correct judgments. Therefore, in training, companies should focus on improving employees' strong adaptability to external life, as well as a high degree of self-reflection on inner life, so that they can clearly "position themselves."

4.5. Self-leadership Ability

If an enterprise wants to truly display the talents of its employees and mobilize the enthusiasm of employees, it must give full play to the sense of self-leadership of employees. Any strict control, if not understood by the employees, or replace the employees' self-control. It may cause employees to submit, thereby causing certain psychological problems among employees. Therefore, if an enterprise wants to gain lasting competitiveness, it must strengthen the self-transcendence of employees. The company must constantly recognize and deepen the true aspirations of each employee, concentrate their energy, cultivate patience, and complete their leadership and guidance. [4]

5. A Model of Enterprise Employee Mental Health Management

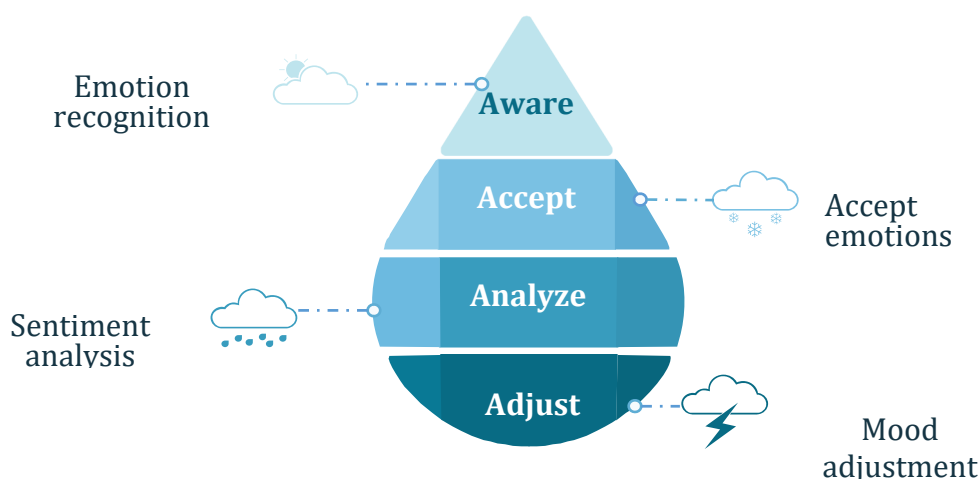


Figure 3. 4A model

The first step: Aware-Emotion recognition

As an enterprise manager, we must master the method of "checking, listening, asking, and understanding" to identify the emotional state of employees.

Checking is observation. Enterprise managers must have good vision. First of all, managers should pay attention to employees' daily words and deeds. Words and deeds are often a manifestation of their emotional state.[5]

Listening is to listen to feedback. As an enterprise manager, you can hear some feedback from a third party for your employees. For example, we can collect feedback from customers or across departments, and third parties can often see the emotional state of employees more objectively.

Asking is to communicate with team members. This kind of communication does not mean holding a special meeting to chat, but the enterprise manager finds a relatively relaxed environment for one-on-one communication, allowing employees to chat about their current status in a relatively relaxed environment.

Understanding is to get the pulse. Managers look at the performance results of employees, which is a kind of pulse. If the manager finds that the performance results of the entire employee are far from the target, the employee is generally more likely to fall into negative emotions.

Step 2: Accept-Accept emotions

Harvard University professor Daniel Wegner discovered the law of "satiric rebound", that is, there are often things that we suppress, the stronger the rebound. In terms of emotions, we found a similar pattern, which means that the more we suppress employee emotions, the greater the emotional rebound of employees.[6]

As business managers, we want employees to feel your attention to their emotions. Then you want to influence and adjust their emotions, but it will be easier.

So, how do we accept the emotions of employees? This has two important levels: thinking level and behavior level.

Thinking level:

The so-called thinking level means that business managers must understand in their hearts that employees may have negative emotional states. Because employees are humans, not machines, it is normal for them to encounter difficulties at work, conflicts with colleagues, and mood swings. This is normal.

Behavioral level:

As corporate managers, we want employees to feel your acceptance of their emotions. This step is particularly important. Business managers need to take two actions in behavior: listening, expressing understanding and accepting. Only then can people feel your acceptance of them.[7]

Step 3: Analyze-Sentiment analysis

After business managers let employees feel our acceptance of their emotions, they must analyze the reasons behind the emotions, because we can find the reason to prescribe the right medicine. Fluctuations in the emotional state of employees can basically be analyzed from two dimensions: "people" and "things."

The so-called people are problems in the interaction between employees and colleagues, which leads to negative emotions in employees. The so-called incident is that the employee encounters something that is difficult to deal with, which leads to the employee's negative emotions.

Step 4: Adjust-Mood adjustment

There is a big principle and direction to adjust emotions: business managers must find ways to adjust employees' negative feelings of resistance to positive emotions. Adjusting the emotions of employees is also aimed at the two aspects of "people" and "things."

First of all, let's talk about the "people" aspect. If there is a problem with the relationship between employees and other colleagues, corporate managers should help both parties create opportunities, resolve conflicts, and strengthen their relationship.[8]

In terms of "things", if an employee encounters a task that is difficult to handle, business managers need to provide relevant training or resources to help the employee and let the employee know that you have been with him.

By using the 4A model, corporate managers can help employees get rid of negative emotions, allowing the energy of positive emotions to flow freely through employees in the company, and ultimately promote positive changes in the entire organization.

6. Conclusion

The "heart" state of the employees in the enterprise organization creates the "heart" needs of the employees. Effective communication and training for employees' psychological problems in corporate organizations has become an important issue that needs to be resolved urgently. Only by doing a good job in psychological counseling of employees can the enterprise develop. Only by creating a good and harmonious labor relationship can an enterprise develop better. Therefore, companies must strengthen the psychological counseling of employees and promote harmonious labor relations.

References

- [1] Li Huansheng, Li Yu. Analysis of the impact of business management on the mental health of employees[J]. Psychological Monthly, 2021, 16(02):205-206.
- [2] Zuo Xiaomeng. Practice and theoretical reflection on mental health risk intervention for enterprise employees[J]. China Industry Economics, 2020(08): 117-118.
- [3] Gong Hong, Research Group of Fenggang Power Supply Bureau, Zunyi, Guizhou Power Grid. Research on the prevention system of employee mental health problems[J]. China Electric Power Enterprise Management, 2018(35): 48-50.
- [4] Li Lijuan. The impact of corporate management on employee mental health[J]. Taxation, 2017(12): 38-39.
- [5] Yao Guanli. Research on the management and control of enterprise employees' mental health risks[J]. Science and Technology Entrepreneurship Monthly, 2017, 30(04): 128-129.
- [6] Wang Changxi. Research and Thinking on the Mental Health of Enterprise Employees[J]. Office Business, 2016(22):55-56.
- [7] Hu Yuanzhe, Chen Hong, Zhao Xiaohui. Research on external factors affecting employees' mental health under the regulation of psychological capital[J]. Enterprise Economics, 2016(08): 103-109.
- [8] Lu Mengmeng. Analysis on the maintenance of mental health of enterprise employees[J]. China Business Forum, 2016(12):27-28.