

On the Implications of the Improvement of Emotional Expression Skills for the Cultivation of Language Literacy of Undergraduate Secretarial Students: Based on the Perspective of Docent Training in University History Museums

Jing Ye

Nanchang Normal University, 330032, China

Abstract: Language literacy plays an indispensable role in coordinating interpersonal relationships, improving work efficiency, and playing the function of staff support in secretarial work, and is an important part of the secretary's comprehensive professional literacy. However, there are still many problems that need to be solved in the cultivation of language literacy of undergraduate secretarial students, such as insufficient cognition of students' cultivation and incomplete construction of disciplines. We analyze the cultivation status quo of language literacy training for undergraduate secretarial students, draw on the experience of cultivating the emotional expression ability of college and university history hall lecturers, and discuss the strategies for improving the language literacy of undergraduate secretarial students at this stage, so as to promote the improvement of the comprehensive competence literacy of undergraduate secretarial students, and then better improve the students' occupational competitiveness.

Keywords: Emotional Expressiveness; Language Literacy; Secretarial Studies; Enhancement Strategies.

1. Introduction

With the rapid development of social and economic development and the continuous improvement of the level of information technology, the language literacy requirements of secretarial work are becoming more and more stringent. Given the central position of secretaries in communication and collaboration, excellent communication skills and emotional expression ability have become essential qualities, which are in line with the needs of social development. As one of the practical forms of enhancing students' language literacy, the training of college history museum docents has far-reaching significance for secretarial undergraduates in terms of their emotional expression ability. This paper is based on the perspective of college school history museum lecturer training, research lecturers to improve the measures of emotional expression ability, analyze the referable experience, combine the college school history museum lecturer expression ability enhancement with the language literacy training of secretarial students, and expound its inspiration to the language literacy ability training of secretarial undergraduates.

2. The Theoretical Basis of Language Literacy

2.1. Concept and Meaning of Language Literacy

Language literacy is the ability and quality of language users to master linguistic knowledge and experience through active accumulation, integration and internalization in real-life language use situations, and to strive for effective communication in specific contexts. Language literacy, as a comprehensive ability, covers all aspects of the organization

and use of language to achieve communication goals, including but not limited to the proficient use of language, in-depth understanding and analysis of language, as well as the exquisite skills of language expression and comprehensive coordination. In addition, language literacy is also reflected in the efficient means, subtle methods and excellent skills that people show when they use language to convey information, express emotions and realize communication and exchange.

2.2. Characteristics of Language Literacy

2.2.1. Accuracy of Language

In order to ensure that messages are conveyed accurately, secretaries should possess a high degree of linguistic accuracy. Effective delivery of information cannot be achieved without accurate wording, which can minimize misunderstanding and ambiguity. In order to have excellent language skills, the first thing is to be able to clearly and unambiguously state their views and intentions. To this end, it is vital to choose appropriate words in the context of the situation and to ensure that the meaning of the words is precise and appropriate to the situation. In addition, in order to convey intent accurately, the most appropriate syntactic structure should be used to reflect what is being said, thus ensuring that the listener or reader understands the message accurately.

2.2.2. Clarity of Language Presentation

The ability to make clear and unambiguous verbal statements is crucial in secretarial work. Given that the flow of information in a secretarial position involves a number of departments and levels, vague and ambiguous instructions can easily lead to misunderstanding and confusion. Therefore, when issuing instructions or making suggestions, secretaries need to avoid the use of general and vague wording, and should adopt clear, specific and easy-to-understand language, so as to reduce communication barriers. In addition, appropriate body language and facial expressions can also

effectively enhance the infectious and persuasive power of language expression and improve the communication effect.

2.2.3. Polite Use of Language

In the use of language, secretaries should demonstrate respect and deep concern for the recipient. Whether communicating by telephone or face-to-face, they should maintain polite language and use honorifics and salutations appropriately, which not only helps to enhance one's professional image, but also helps to create a harmonious and cordial communication atmosphere. At the same time, even in the face of emergencies or great pressure, the secretary should remain calm and patient, through careful selection and adjustment, the choice of polite language, can successfully resolve possible conflicts and misunderstandings, to ensure the smooth transmission of information and effective communication.

2.2.4. Emotionality of Language Expression

In the process of communication, people use specific vocabulary and sentence patterns, as well as different intonation and speed of speech, to show their inner emotional state and experience, that is, the emotionality of language expression. This kind of emotional language expression not only helps to establish and maintain the bond of interpersonal relationship, but also deepens the infectious power and depth of communication. It has the ability to touch other people's emotions and trigger empathy, thus making communication more real, profound and meaningful. Emotionality not only conveys the speaker's intentions and attitudes more accurately, but also influences the listener's understanding and reaction.

2.3. Importance and Significance of the Development of Language Literacy Skills for Secretaries

2.3.1. To Facilitate the Better Performance of the Secretary's Staff Functions

Staff support function is the core responsibility of the secretary's work, and language literacy is a key element in the fulfillment of this function, good language arts training and interpersonal communication skills to ensure accurate and efficient transmission of information. In the daily work, the secretary needs to communicate with the leaders frequently and actively seek their advice to ensure the direction and accuracy of the work. Excellent language skills allow secretaries to assist their supervisors in their work, and at the same time, to put forward their own opinions and suggestions in a timely manner. In addition, in some critical moments, the secretary needs to quickly identify the problem, put forward practical solutions to assist the leadership in the process of scientific decision-making, thus further strengthening the effect of the secretary's staff function.

2.3.2. Contribute to Improving the Efficiency of the Secretary's Work

Cultivating the ability to express emotions helps secretaries to better grasp the rhythm and atmosphere of communication, so that information is conveyed more smoothly and coordination is more effective. By strengthening the study and practice of communication skills, secretaries can gradually improve their language expression skills and provide leaders with better quality support services. Whether it is an in-depth understanding of the instructions conveyed by the leadership, or effective communication with members of various departments, the secretary is required to have excellent language and emotional control ability, in order to

communicate with leaders and colleagues in the communication process, fully demonstrate the empathy of the words, their own emotions and thinking effectively conveyed to the other party, and obtain good feedback, and efficiently convey the work instructions to reduce the cost of communication, and better enhance the communication efficiency.

2.3.3. Favorable Working Atmosphere

Through the use of contagious words, secretaries can quickly bridge the distance between them and their colleagues, which will increase mutual understanding and trust. This form of communication is conducive to creating a harmonious working environment and enhancing team cohesion. Secretary in the process of carrying out all the work, good language literacy can enliven the atmosphere, make people feel relaxed and smooth work, and have a positive impact on the improvement of work performance. Excellent language literacy is an important tool for secretaries to bring people closer to each other. By clearly and accurately communicating their intentions and needs, secretaries are able to eliminate communication barriers and establish a relationship of mutual trust, thus creating a relaxed and good working atmosphere and enhancing team cohesion and centripetal force.

2.4. The Important Value of the Improvement of Emotional Expression for the Development of Language Literacy Skills of Undergraduate Secretarial Students

Emotional expression refers to an individual's ability to effectively convey his or her emotional state, experience and will by means of language, body language and facial expression. Accurate emotional expression enables people to understand others better and empathize with them, thus contributing to the effective transmission of information and the harmonious development of interpersonal relationships. Through emotional expression, secretaries can understand the needs of others more deeply, establish a good relationship of mutual trust, promote the smooth implementation of work and create a good working environment. In addition, the ability of emotional expression helps secretaries to show sincerity and enthusiasm in the process of service, making the service more humanized and thus improving the quality of service. Finally, secretaries may encounter various emergencies and complex problems in the course of their work, and the ability to express emotions can enable secretaries to use appropriate language to express their thoughts and feelings when dealing with these situations, so as to solve problems effectively.

3. The Current Situation and Cause Analysis of Language Literacy Skills Development of Secretarial Undergraduates

3.1. Inadequate Conditions for Practical Training

At present, China's secretarial science majors in teaching too much emphasis on the teaching of theoretical knowledge of professional courses, but the mastery of language skills and training has been neglected, professional training form appears to be relatively single. In the language quality training courses, students generally have empty theoretical knowledge, but not good use of language skills, resulting in "heavy theory

light practice" problem. Although students have a certain understanding of language skills, but most of them are limited to the content of the books, can not be applied, and failed to correctly and objectively evaluate their own language literacy level. This kind of teaching tendency directly leads to the fact that although students specializing in secretarial science have a solid grasp of theoretical knowledge, their practical skills are relatively weak.

3.2. Cultivation Paths Ambiguity

At present, the talent cultivation mode of secretarial science majors in colleges and universities is converging, and the single cultivation mode restricts the development of students' language expression ability, and the current has not yet set a clear goal of language literacy cultivation, and lacks a systematic assessment standard for students' language ability. Secondly, at present, many colleges and universities often rely on professional knowledge of Chinese language and literature, management and other specialized knowledge when they open the secretarial profession, without reflecting the characteristics of the secretarial profession itself. In particular, the setting of practical language training courses accounts for a relatively small proportion of the curriculum, and the course content is lagging behind in updating, and there is a lack of a clear and scientific evaluation index, resulting in students not being able to get timely and specific feedback, which limits the improvement of their language ability.

3.3. Single Content of Language Training

Compared with other majors, the number of full-time lecturers in the secretarial science major is relatively small, mainly transferred from related majors, and there are even fewer full-time teachers in the language expression category, which to a certain extent affects the cultivation of language ability of secretarial science students. Some teachers are not specialized in language teaching and lack systematic experience in language development training, which makes it difficult for them to reflect sufficient professionalism and pertinence in language training courses. The content of language training is mostly focused on theoretical explanations, with relatively little content aimed at improving secretarial language literacy and skills.

4. The Content and Ways of Cultivating the Emotion Expression Ability of College History Museum Lecturers

4.1. Innovating and Improving Lectures to Incorporate Emotions into Expressions

Explanation is an in-depth interpretation and rich extension of the content of the explanation, such as the lack of innovation in the university history museum of the explanation of the words, easy to make the audience feel tedious and boring, and then affect the effect of language expression. Therefore, the school history museum advocates the lecturers to create their own commentary, so that the lecturers can express their understanding and feelings about the development history of the school in a more vivid and infectious way. In the writing of the commentary, in addition to the pursuit of rich words, but also the flexible use of a variety of rhetorical means, so that the content of the narration

becomes clearer, more persuasive, so that the audience to produce a deeper emotional resonance. In the process of explaining, the lecturer needs to skillfully integrate the corresponding emotions according to different themes, thus strengthening the infectious force of the explanation and creating an immersive experience for visitors.

4.2. Training in Presentation Skills and Skillful Use of Gestural Language

Docent work is an intricate art of language. In order to enhance the linguistic skills of the docents, the training team of the University History Center focuses on strengthening the training of student docents in their presentation skills. Through this initiative, they are able to flexibly utilize a variety of presentation styles when dealing with different types of visitors, so as to better convey the information of the university history and establish closer interaction with the visitors. The use of expressive skills not only helps to enhance the audience's sense of participation, but also effectively conveys the core values of the content. At the same time, gesture language is also a kind of expression of emotion, we should pay attention to the use of gesture language, through a good mental outlook, appropriate behavior, affect the feelings of visitors, and enhance the emotional link with the visitors.

4.3. Conducting Specialized Training to Enrich the Knowledge Base of School History and Culture

In order to comfortably deal with the questions of visitors, student school history interpreters must deeply grasp the knowledge of school history and culture, form a macro understanding of the school history museum, and familiarize themselves with the connotation and donation background of each piece of artifacts on display. Therefore, university history museums pay special attention to the training of student docents in the contents of the displays and professional knowledge. Excellent docents not only need a wide range of professional knowledge, but also need a profound cultural literacy, which requires docents to read widely and use all kinds of related cultural knowledge. In order to effectively implement the training, the School History Museum makes full use of the school's resources and invites social sages, retired old comrades, distinguished alumni, professional teachers and senior docents who have profound cultural background of the school's history to explain the knowledge of the school's history and provide professional guidance for the student docents.

5. The Implications of the Cultivation of Emotional Expression Ability of College History Museum Docent for the Cultivation of Language Literacy of Undergraduate Secretarial Students

5.1. Strengthening the Learning Cognition of Language Literacy

To improve students' language literacy, the first thing to do is to let students better understand the needs of professional training, students need to clearly understand that the cultivation of secretarial science professional purposes as well as requirements. While guiding students to deeply

understand the connotation and value of the secretarial science profession, teachers should also let students establish a correct learning cognition, so as to lay a good foundation for improving students' comprehensive literacy, especially language literacy. In order to cultivate students' awareness of active participation in language courses, teachers should guide students to develop good learning habits, express themselves courageously and diligently inside and outside the classroom, encourage them to speak actively, and discover and correct their problems through practice. At the same time, diversified scenarios should be designed to guide learners to actively participate in classroom propositions and encourage them to express their personal opinions. In addition, efforts need to be made to strengthen students' cognition of language skills throughout the learning process, so as to increase their motivation and initiative in language learning.

5.2. Expand Pathways to Language Emotions

In the process of staff support, the secretary should use the appropriate tone of voice, emotional language use strategy, good emotional management skills, supplemented by the necessary non-verbal expression, through the appropriate facial expression and body language in different contexts into the emotional language advice, in order to achieve the best staff effect. As secretarial students, they need to expand their own language and emotional expression path in their daily learning life, in order to better serve the leaders in the future, fulfill the function of staff advice, and improve their professionalism. In their daily learning life, students must improve their own level of understanding, enhance their emotional control ability, and prevent verbal misconduct caused by emotional control. At the same time, students must strengthen their training in emotional expression skills, pay attention to the flexible use of voice and intonation, and improve their responsiveness and observation. Adopt more positive ways of expressing emotions, learn to listen actively and give positive feedback to others. In addition, they should pay attention to the use of non-verbal language, use facial expressions and body language to strengthen the intensity of emotional expression and enhance the persuasive power of expression.

5.3. Enrichment of Knowledge and Culture

Language expression cannot be improved without a deep knowledge reserve, which is the cornerstone of improving language literacy. Only when students themselves have a rich knowledge reserve can they output valuable and in-depth content. Without a deep cultural background as the cornerstone, any exercise is hollow. Therefore, students should be committed to enhancing their learning, exploring a wide range of knowledge, and delving into related fields such as administration, psychology, and law in order to enrich their knowledge base. At the same time, students need to incorporate the knowledge and culture they have learned into their own needs, so as to make the practice of expression meaningful and to enhance their own expressive abilities.

5.4. Strengthening Training in Gestural Language

The gesture language of the secretary covers a variety of levels such as expression, demeanor and posture, and these elements through subtle changes in body posture and movement, effectively strengthening the expression of emotions in communication, further enhancing the effect of

information transfer. As a leader and his work as the center of the auxiliary personnel, the secretary always plays the role of staff support. Therefore, the secretary needs to pay attention to the training of gesture language, timely insight into the body language of the leader, so as to accurately understand its intentions, and make timely and appropriate response. In addition, the secretary's work involves multi-party coordination, and when interacting with personnel from various departments, he or she needs to practice and strengthen the language of gestures to make the expression clearer and more accurate, so as to realize the harmony and balance between the parties.

5.5. Optimizing Conditions for Practical Training

Practical activities occupy a pivotal position in the extracurricular learning of students majoring in secretarial science. It is not only a key link to cultivate students' professional learning ability and quickly master professional skills, but also plays an unignorable role in improving the overall quality of students' learning. In order to improve students' language literacy, students should be encouraged to participate in various kinds of school activities and social practices closely related to the secretarial profession, and to exercise their language skills, communication skills and coordination skills in practical activities. In addition, the school also needs to face up to the deficiencies in the curriculum of the secretarial profession. At present, many secretarial majors still need to strengthen and optimize the planning of language skills courses, especially the addition of practical sessions, which plays a pivotal role in enhancing students' language skills. Meanwhile, the scarcity of internship opportunities and the shortage of internship bases have become a major problem faced by secretarial majors. In order to cope with this problem, schools should accelerate the construction of internship bases, effectively integrate all kinds of resources, and also consider introducing a third-party management company, establishing close cooperation with enterprises, and jointly building a platform for school-enterprise cooperation, so as to provide students with more high-quality internship opportunities.

6. Conclusion

The cultivation of language literacy of secretarial undergraduates plays a crucial role in the professional development of individual secretaries, and is one of the indispensable abilities of secretarial students. This study is dedicated to exploring the new path for secretarial students to improve their language literacy, through targeted research on the cultivation strategy of language ability of college and university history hall lecturers, extracting experience and proposing broader research ideas for the improvement of language literacy of secretarial students, which is conducive to the improvement of the directionality of the cultivation of undergraduates in secretarial studies, and pointing out the deficiencies of the cultivation of professional literacy of secretarial students and the strategies for their development. There are still some limitations in this paper, and future research is needed to further conduct a broader study on the ways to improve language literacy in secretarial science majors, in order to find a more novel and comprehensive improvement path.

Acknowledgments

Nanchang Normal University student research project:
*Research on the present situation of construction of university
history Hall in Jiangxi Province* 21XSKY11.

References

- [1] Xu Zeyuan. Research on teaching strategies of high school literary texts based on the development of language literacy [D]. Central China Normal University,2022.
- [2] Qiu Zongguo. The application of empathic language in secretary's interpersonal communication[J]. *The Friends of Secretaries*,2022, (11):40-42.
- [3] Wang Jingxin. Talking about the use of language expression ability in business secretary work[J]. *Modern communication*, 2016, (02):56-58.
- [4] Liu Chang. On the Language Art and Communication Skills of Secretaries[J]. *Chizi (upper middle)*,2015,(23):92-93.
- [5] Li Yuhong,Tian Yun. Exploration of the teaching reform of the course of general secretarial science under the mode of training applied talents[J]. *Friends of Secretary*,2023(12):35-39.