

तितिक्षा-(TITIKSHA)- एक धैर्यपूर्यक प्रगति  
**BUILDING ENDURANCE & MENTAL  
FORTITUDE to PROGRESS and PROSPER**



**WORKSHOP REPORT**



**Organised By:**

SETU (erstwhile SARTH),  
IIT Kharagpur

**Report Prepared by :**

Ms. Hrit Kaushik  
Counsellor, SETU (erstwhile SARTH)

**Date:** November 17th - 18th, 2025

**Venue:** S N Bose Auditorium

### **About the workshop**

The SETU (erstwhile SARTH) conducted a two-day capacity-building workshop designed to strengthen the support network of SETU Volunteers, Senanis, and Campus Mothers. This workshop emphasised enhancing emotional awareness, refining interpersonal communication skills, and developing practical response strategies essential for assisting students during moments of distress.

Within residential higher-education campuses, students frequently encounter a range of emotional and social stressors—including homesickness, academic pressure, self-doubt, and social isolation—which can gradually contribute to anxiety and burnout. The workshop equipped participants to act as the first line of emotional support by practising empathetic listening, maintaining non-judgmental communication, and recognising when to refer students to professional counsellors.

By reinforcing the connection between students' everyday emotional needs and formal counselling services, the initiative seeks to nurture a more empathetic, supportive, and resilient campus community. Understanding the nature of conflicts and their impact on students can help build a supportive bridge for help. Therefore, Titiksha aims to unravel the nuanced foundation of well-being across higher educational institutions (HEIs) throughout India.

योग: कर्मसु कौशलम्

## Workshop Objectives

- To explain and bring forth the emotional needs and behavioural patterns of adolescents living on residential campuses, particularly in relation to the challenges faced during their transition into teenage years.
- To make them aware of the nature of internal conflicts experienced by students in Higher Education Institutions (HEIs) and assess the importance of early identification and timely prioritisation of cases requiring urgent attention.
- To analyse the role of active listening and a non-judgmental approach in grounding students and creating a supportive environment during emotional distress.
- To bring to their knowledge the effectiveness of structured referral processes that follow emotional normalisation in directing students to appropriate support services.
- To analyse the impact of resilience-building practices, including mindful self-care, in enhancing student wellbeing and strengthening the SETU model as a comprehensive approach to campus mental health.

## Facilitators and Organising Team

The workshop was facilitated by Juliet Karmakar Mondol (Senior Counsellor and Coordinator, SETU (erstwhile SARTH), along with counsellors Navnita Bose, Simran Soni, Gyanendra Rai,

and Hrit Kaushik.

The SETU App Support team,



represented by Sohom Banerjee and Anindya Roy, also conducted a dedicated session. The organising team comprised Pritam Ash (Junior Assistant), Ashish Pal (Front-Desk Support), and the counsellors mentioned above.

### **Workshop Curriculum**

1. Understanding common student stressors, emotional-behavioural patterns, and developmental needs in a residential campus setting.
2. Building empathy and trust through active listening, non-judgmental communication, and supportive presence.
3. Identifying cues of distress, distinguishing levels of emotional response, and knowing when to intervene or refer.
4. Applying grounding and calming techniques, maintaining emotional boundaries, and adhering to confidentiality protocols.
5. Following referral pathways, coordinating with SETU (erstwhile SARTH), and sustaining personal well-being through self-care, regulation, and healthy detachment.

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## From the Director's Desk

“I am delighted to see the successful completion of TITIKSHA, a two-day workshop organised by our SARTH/SETU Counselling Centre and the Institute Wellbeing Team. I have been closely following this initiative and truly appreciate the effort that went into creating such a meaningful program. TITIKSHA represents something significant for a residential campus like ours—creating safe, empathetic, and informed spaces where students can support one another with sensitivity and awareness. The commitment shown by our SETU Volunteers and SETU Senanis reassures me that we are fostering a community that listens, understands, and supports one another. My heartfelt thanks to the facilitators and the organising teams for their dedication and thoughtful preparation. Initiatives like this strengthen the well-being ecosystem at IIT Kharagpur and reaffirm our shared vision of a compassionate and resilient campus. Proud of the team, grateful to the volunteers, and hopeful for many more such steps forward.”



### Director's Message

<https://www.facebook.com/share/p/1ASk9gVmVc/?mibextid=wwXlfr>

# DAY 1

## Agenda

- Welcome and Opening Remarks
- Session: Understanding Emotional and Behavioural Patterns in Adolescence
- Session: Developing Empathy, Active Listening, and Paraphrasing Skills
- Session: Identifying Emotional, Behavioural, and Verbal Cues of Distress



The programme began with a welcome address by Mrs Juliet Karmakar Mondol, Coordinator, SETU (erstwhile SARTH). She expressed her gratitude to all participants for attending the two-day TITIKSHA capacity-building workshop, which aimed to strengthen the support

network of SETU Volunteers, Senanis, and Campus Mothers. She extended her thanks to Prof. Arun Chakraborty, Dean (Students' Wellbeing), Prof. Amita Pathak Mahanty,



Associate Dean (Students' Wellbeing), and Prof. Uday Shankar,

Associate Dean (Students' Wellbeing), for their presence and support. She also acknowledged Dr Manas Mandal, Advisor, SETU (erstwhile SARTH), for his valuable guidance.

This was followed by the opening address by Prof. Arun Chakraborty, who emphasised the significance of the initiative involving Campus Mothers and Senanis, acknowledging their vital role in creating a safe, emotional, and mental space for students. Prof. Amita Pathak Mahanty,





in her remarks, highlighted the uniqueness of each individual and the importance of recognising who may be in need of support.

Dr. Manas Mandal then shared his opening reflections, stressing the need to understand children from their own perspective and reminding everyone to “never teach a mother,” underscoring the innate wisdom and sensitivity caregivers often

possess. Prof. Uday Shankar expressed his gratitude to the participants for stepping forward to support students and for their commitment to serving as Senanis.



Following the welcome note and opening remarks, Mrs. Juliet Karmakar Mondol conducted a highly interactive session on adolescent behaviour and emotional needs, with a focus on the unique challenges faced by students residing on campus.

The second session, led by Ms. Simran Soni, explored the importance of active listening, paraphrasing, and empathy, along with practical techniques to enhance supportive communication.

The third session was facilitated by Mr. Gyanendra Rai, who discussed behavioural, emotional, and verbal cues of distress, emphasising the importance of recognising when to intervene and when to refer a student for professional support.



## DAY 2

### Agenda

- Session: Techniques to help distressed students slow down, regain focus, and stabilise their emotions
- Session: Overview of referral pathways and the importance of self-care, emotional regulation, and peer support for helpers
- Session: Overview and demonstration of the SETU App, including reporting, note-taking, flagging, privacy features, and the escalation workflow

On the second day, 18 November 2025, the workshop commenced with a session by Mrs. Navnita Bose on techniques to help distressed students slow down and regain focus. She introduced a range of calming and grounding strategies, including breathing exercises, sensory anchoring, and gentle communication.

This was followed by a session on self-care and institutional referral systems for mental health



The third session was conducted by Mr. Sohom Banerjee, who provided an overview and live demonstration of the SETU App. He guided the

support, delivered by Ms. Hrit Kaushik. She discussed methods for sustaining personal well-being through self-care, emotional regulation, and healthy detachment. The session also outlined the various support systems currently in place within the institution to promote student well-being and welfare.



SETU Volunteers, Senanis, and Campus Mothers through key features such as reporting, note-taking, flagging, privacy settings, and the escalation workflow.



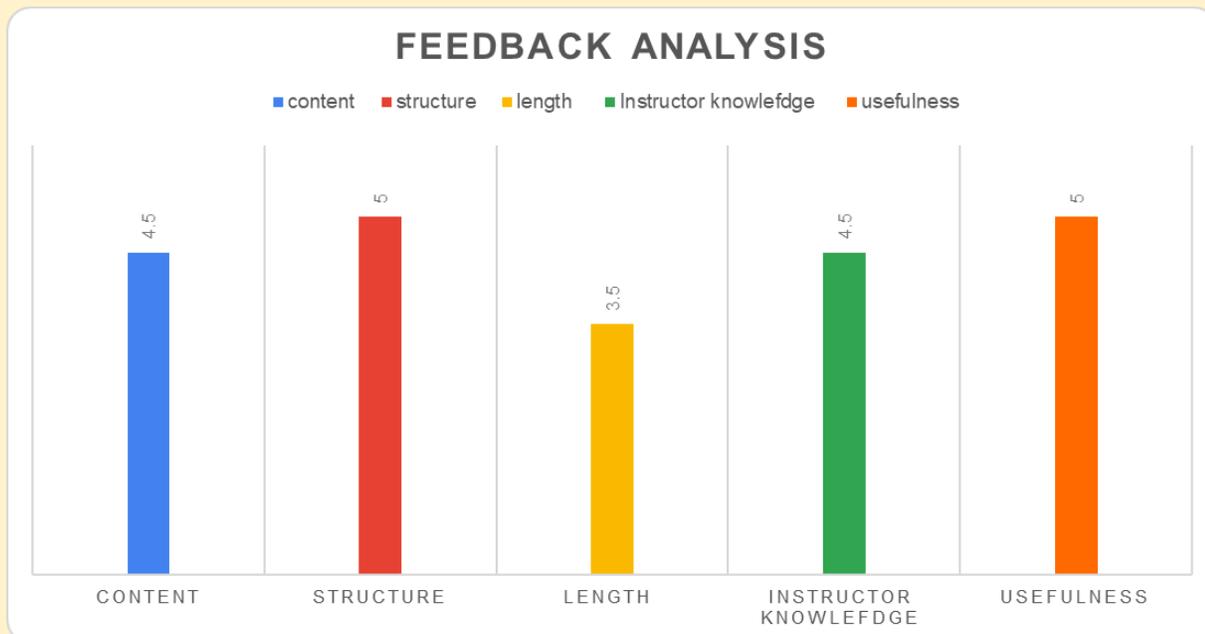
### **Outcomes from the Workshop:**

After successful completion of the workshop, participants learned:

1. A deeper understanding of students' emotional needs in residential settings.
2. Greater confidence in supporting students experiencing emotional distress.
3. Enhanced empathy, patience, and communication proficiency to support diverse client needs.
4. A clear grasp of referral pathways, along with essential self-care and resilience-building practices.
5. Acquired hands-on experience with the SETU app.



## Participant Experience Overview



[Graphical representation of data by Ms Simran Soni, Counsellor, SETU (erstwhile SARTH)]

The overall feedback for the workshop is highly positive across all evaluated parameters.

- Content (4.5/5): Participants found the workshop's content to be comprehensive, relevant, and well-designed.
- Structure (5/5): The workshop's flow, organisation, and sequencing were rated excellent, indicating that participants experienced smooth transitions and clarity throughout the sessions.
- Length (3.5/5): This is the lowest-rated aspect, suggesting that some participants may have felt the workshop was either too long or too short, indicating room for improvement in pacing or time allocation.
- Instructor Knowledge (4.5/5): Participants highly appreciated the facilitator's understanding and expertise on the subject.
- Usefulness (5/5): The highest score, showing that participants found the workshop extremely beneficial and applicable to their roles.

The workshop was well-received, with exceptional ratings for structure and usefulness. While content and instructor knowledge were strong, adjusting the session length could further enhance participant experience. The follow-up with Titiksha (Workshop) will play a key role in further enhancing and strengthening the community as a unified whole. The dates for the next workshop will be communicated in a timely manner.

### **Concluding Remarks**

The workshop equipped participants with a clear understanding of adolescent emotional and behavioural patterns, along with essential helping skills such as empathy, active listening, and paraphrasing. They learned to recognise cues of distress and practiced techniques to help students slow down, regain focus, and regulate their emotions. Participants also engaged in community web and safety concept activities to understand community needs and explore effective approaches to address them, which would enable the campus to initiate the first wellbeing drive on a residential campus of HEIs in India. The sessions further highlighted referral pathways, the importance of self-care and peer support, and concluded with a hands-on demonstration of the SETU App, including its reporting, note-taking, privacy, and escalation features.

We extend our heartfelt gratitude to our Director, Professor Suman Chakraborty, for conceptualising and initiating the support network of SETU Volunteers, Senanis, and Campus Mothers—an initiative dedicated to fostering student well-being and ensuring a safe emotional environment on campus.

We also express our sincere thanks to Dr. Manas Mandal for his invaluable guidance, which greatly contributed to the successful execution of this workshop. Our special appreciation goes to the Office of the Dean of Student Well-being for their unwavering support and cooperation in organising this workshop.

Lastly, a heartfelt thank you to the student volunteers and the SETU (erstwhile SARTH) team for their tireless commitment and the meaningful, enriching sessions they provided.