



ST. XAVIER'S COLLEGE, MAPUSA GOA

Report of Activity conducted in the Academic Year 2025-26

Name of Activity	Non-Teaching Staff: The Heart Behind Every Institution – Sustaining the People Who Sustain the System
Date/ Duration	27th May 2026 (10:35 AM – 11:15 AM)
Venue	Seminar hall, St. Xavier's College, Mapusa-Goa
Name of organizing Department/Cell	Internal Quality Assurance Cell
In collaboration with	-
Name/s of Faculty Co-ordinators	Ms. Sandra DMello and Ms. Sneha Mangaokar
Stratum of Event	College
Name & details of Resource Person/s if any	Ms. Beverly Sibia Monteiro (College Counsellor)
Report	<p>The Internal Quality Assurance Cell (IQAC) of St. Xavier's College, Mapusa-Goa, conducted a staff enrichment programme titled "<i>Non-Teaching Staff: The Heart Behind Every Institution – Sustaining the People Who Sustain the System</i>" on 27th May 2026 for the non-teaching staff of the institution. The session was facilitated by Ms. Beverly Sibia Monteiro, College Counsellor, and aimed to acknowledge the contributions of non-teaching staff, create awareness regarding workplace stressors, and promote wellbeing in the workplace.</p> <p>The session began with a reflection on the role of non-teaching staff as the "heart" of the institution, working continuously behind the scenes to ensure its smooth functioning. Through an interactive activity titled "<i>The Institutional Pulse Check</i>," participants identified common workplace challenges such as workload pressures, communication difficulties, multitasking, and inter-personal conflict, lack of recognition, emotional stress, and resistance to change.</p> <p>Using the metaphor of a "<i>heart under strain</i>," the resource person explored the impact of overwork, burnout, poor communication, difficult interactions, inadequate information sharing, and unequal recognition on workplace wellbeing. Practical strategies including prioritisation, active listening, clarification of instructions, emotional regulation, healthy boundaries, seeking support, and self-care were discussed as means of strengthening resilience and promoting healthier workplace functioning.</p> <p>The session also highlighted four key principles for managing workplace challenges: pausing before reacting, clarifying before assuming, focusing on solutions rather than blame, and supporting colleagues while maintaining personal boundaries. Group discussions based on realistic workplace scenarios encouraged collaborative problem-solving and professional communication.</p>

	<p>The programme concluded with a discussion on self-care practices and the importance of fostering a supportive work environment, reinforcing the need to care for the individuals who sustain the functioning of the institution.</p> <p>A total of 52 participants attended the session.</p>
Brochure/Poster	<p>https://xavierscollegegoa.ac.in/wp-content/uploads/2026/06/poster-for-Non-Teaching-Staff-The-Heart-Behind-Every-Institution---Sustaining-the-People-Who-Sustain-the-System.pdf</p>
Photographs	<p>https://xavierscollegegoa.ac.in/wp-content/uploads/2026/06/PHOTO-for-Non-Teaching-Staff-The-Heart-Behind-Every-Institution---Sustaining-the-People-Who-Sustain-the-System.pdf</p>
List of participants with signatures	<p>https://xavierscollegegoa.ac.in/wp-content/uploads/2026/06/ATTENDANCE-for-Non-Teaching-Staff-The-Heart-Behind-Every-Institution---Sustaining-the-People-Who-Sustain-the-System.pdf</p>
Certificate	<p>https://xavierscollegegoa.ac.in/wp-content/uploads/2026/06/CERTIFICATE-for-Non-Teaching-Staff-The-Heart-Behind-Every-Institution---Sustaining-the-People-Who-Sustain-the-System.pdf</p>