



Individual Performance Profile

Individual Name: Jocelyn Holden
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Institution: Margaret H Rollins SON at Beebe Medical Center
Program Type: Diploma

Please note that time spent on your Individual Performance Profile reflects only conversations fully completed.

Time Use and Score

Foundations of professionalism and civility	Date	Time Spent	Score(Points)
Practice: Rio	02/06/2025	10:15	Complete

Scenario
Help Rio stay focused on client care and show her why civility in the workplace is important so your client can get the help they need and deserve.

Overall Engagement

Overall Engagement
0 of 0 points
Selected option:
Exemplary
You've successfully completed this learning experience.

Rationale:
You did an excellent job finding ways to help Rio refocus on the needs of her transfer client. You effectively used strategies such as showing empathy, focusing on norms, and advocating for patient safety.

Communication Technique Feedback: Points on technique separate from overall points

Advocating for Clients
0 of 0 points
Rationale:
Rio's frustrations were getting in the way of doing what she needed to do for this client. You found a way to bring this up with her:



"This client is depending on us. What if it was someone you care about?"

Empathizing with Rio

0 of 0
points

Rationale:

By acknowledging Rio's concerns and frustrations, you increased the chances that she would listen to your ideas and feedback later in the conversation. Here is a moment when you showed empathy:

"I hear you. It definitely gets a little crazy around here sometimes."

Reminding Rio of Commitments and Norms

0 of 0
points

Rationale:

When Rio showed signs that she was not thinking about the team or that she had lost sight of the team's agreed-upon norms, you found collegial ways to remind her and didn't talk down to her:

"I like that the norms remind us of what really matters: clients and their families."