



Simulation: Civility Mentor

Module: Foundations of professionalism and civility

Individual Performance Profile

Individual Name: Patience Kimani

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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	02/09/2025	06:12	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:

Satisfactory

You've successfully completed this learning experience.

Rationale:

Good job keeping Rio focused on client care and committed to getting the information she needed on this transfer. By using strategies such as showing empathy, focusing on norms, and advocating for patient safety, you helped refocus Rio on the client's needs.

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:

You had a few opportunities to let Rio know that you heard her concerns, but you chose to talk to her about other topics. Here are some examples that might have made Rio feel less alone with her frustrations:

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

"I understand you're frustrated. I know we've had some bad handoffs recently."

There was one moment when Rio felt you were dismissing her frustrations. You said:

"You don't have to be so negative."

When someone is in a negative headspace, responding with more negativity rarely helps. Instead, keeping things positive while showing some understanding for what they're going through can mean they're more likely to listen, follow your lead, and refocus on the task at hand.

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."