



**Simulation:** Civility Mentor

**Module:** Professionalism and civility in nursing practice

## Individual Performance Profile

**Individual Name:** Reagan Hockenbrock

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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

Professionalism and civility in nursing practice	Date	Time Spent	Score(Points)
Practice:Rio	04/22/2025	09:13	Complete

#### Scenario

You will practice using evidence-based techniques like "I" Statements, Open-ended Questions, and Emphasizing Shared Interests to look for ways that communication and your working relationship can be improved

#### Overall Engagement

##### Overall Engagement

0 of 0 points

**Selected option:**

Satisfactory

You've successfully completed this learning experience.

##### Rationale:

Things with Rio are likely to improve. Your approach made Rio more open to problem-solving and she came up with some helpful suggestions.

#### Communication Technique Feedback:

Points on technique separate from overall points

##### Asking Open-Ended Questions

0 of 0 points

**Rationale:**

There were several types of open-ended questions in this conversation. In particular, seeking different perspectives is an important aspect of the Appreciative Inquiry model. You can learn more about this and other evidence-based models in the Resources section in the main menu.



You were wise to say, "I wanted to get your perspective on what happened." This isn't a question, but it served the same purpose of inviting Rio to share what's on her mind. You also asked other open-ended questions, such as:

"So you said I could work on being better with the team. Can you tell me a little more about that?"

There was also one moment when you gave Rio some unsolicited advice or criticized her, and she didn't take it well. Even if your assumptions or advice are accurate, insults or unsolicited advice are not helpful in building working relationships. You said:

"I've heard that you tend to be hard on new nurses."

Instead of making assumptions about Rio's perspective, continue to ask open-ended questions and invite her to share it. Not only will it help keep the conversation constructive, but you might be surprised at how much you learn!

## Focusing on Shared Interests

0 of 0  
points

### Rationale:

Another aspect of Principled Negotiation is focusing on shared interests. Finding common goals can help move people closer to a shared understanding or even a plan.

You reminded Rio that you both put clients first on multiple occasions. This was a good way to show her that you want to work as a team. Here's one example:

"It seems like we both care about what's best for clients, and if we both give a little, we can gain a lot."

## Using "I" Statements

0 of 0  
points

### Rationale:

"I" Statements often involve taking responsibility or acknowledging one's own contribution and are an important part of a method called Principled Negotiation. They defuse tension and help prevent defensive reactions. You can learn more about Principled Negotiation and other evidence-based approaches in the Resources section of the main menu.

There were multiple moments when you used "I" Statements and took responsibility for your behavior. As a result, Rio was more open to your concerns. Here's one example:

"When Ms. Meade wasn't on the testing list, I got nervous because she was scheduled to receive insulin."