



Simulation: Civility Mentor

Module: Professionalism and civility in the academic environment

Individual Performance Profile

Individual Name: Elise Cutrona

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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 the academic environment	Date	Time Spent	Score(Points)
Practice: Travis	09/09/2025	10:54	Complete

Scenario

Travis hasn't been himself lately. He stopped hanging out with people, seems distant and irritable, and disrupted a skills lab. Play the role of his classmate, Jesse, and find out what's going on and how you can help.

Overall Engagement

Overall Engagement

0 of 0 points

Selected option:

You made 4 minor mistakes and 0 major mistakes in this conversation.

Rationale:

No rationale available for this conversation.

Communication Technique Feedback:

Points on technique separate from overall points

Asking Open-Ended Questions

0 of 0 points

Rationale:

You asked open-ended questions, which can't be answered with just one or two words. They're a great way to invite people to share their thoughts or brainstorm ideas. Here are some open-ended questions you asked:

"What would you say to a client who was stressed out?"

"What else might help you feel better?"

There were several moments when you gave Travis some unsolicited advice or argued with him. Here are two examples:



"Maybe getting more sleep could help."

"You could try yoga or meditation to relax."

In general, it's more helpful to understand the person you're talking to before trying to give advice or argue a point. A lot of times people already have the information and ideas they need to solve a problem, and what they most need is someone to help them think things through.

Making Neutral Observations

0 of 0 points

Rationale:

Good job using neutral observations to bring up topics of concern and encourage Travis to open up. Here are some neutral observations you made:

"Sounds like your de-stressing strategy may be stressful."

"We worked on a project and it went great. What's going on?"

You avoided making judgmental statements (like "You got yourself into a bad situation") or negatively labeling Travis's behavior (like "We think you're depressed"). Good work!

Practice: Refer Travis

09/09/2025

04:13

Complete

Scenario

Continue in the role of Jesse and talk to Travis about counseling services on campus

Overall Engagement

Overall Engagement

0 of 0 points

Selected option:

Need Improvement

You'll need to replay to successfully complete this learning experience.

Rationale:

There were several moments when the way you communicated resulted in Travis feeling defensive. Keep practicing! The key to communicating effectively with classmates under stress is to stay respectful, keep an open mind, and use a nonjudgmental tone.

Communication Technique Feedback:

Points on technique separate from overall points

Making a Referral

0 of 0 points

Rationale:

When you're talking to someone about seeking help, there are a few helpful approaches you can take. It helps to frame ideas as questions, reduce the stigma around seeking help, and give the person space to make their own decision.

There was a moment you could have done a better job of framing your idea as a question (like "Have you ever thought about...?"). It was when you said:

Travis worried that seeking help might mean he was "crazy." You helped him see it can be normal to seek help. For example, you said:

Nice job giving Travis space to make the decision himself. Your support came across especially clearly when you said:

"It's your decision. I don't want to pressure you."