

Simulation: Civility Mentor

Module: Foundations of professionalism and civility

Individual Performance Profile

Individual Name: Layla Espinola-Keel

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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	02/04/2026	05:06	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 great 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:

"The norms aren't so bad. They're better than the ones we used to have."