



## Individual Performance Profile

**Individual Name:** Claire Zumbahlen

**Student Number:**

**Institution:** Lakeview CON

**Program Type:** BSN

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

### Time Use and Score

Virtual Interaction: Clients and their nutritional needs	Date	Time Spent	Score(Points)
— <u>Practice: Ethan and His Mom</u>	01/25/2021	11:17	Complete

#### Scenario

Ten-year-old Ethan`s BMI is at the 95th percentile. This is a sensitive topic for him and his mom, Heather. Use MI to uncover barriers to change, build their motivation, and collaborate on 1-2 immediate action steps.

### Overall Engagement

#### Overall Engagement

0 of 0 points

**Selected option:**

Overall, you did a great job using MI techniques to put Ethan's and his mother's concerns at the center of your conversation.

#### Rationale:

Because they felt listened to and understood, they were willing to commit to a change toward a healthier lifestyle!

**Communication Technique Feedback:**  
**Points on technique separate from overall points**

**Respectfully Sharing Information**

**0 of 0 points**

**Rationale:**

You made great use of the Elicit-Provide-Elicit technique to provide this family information respectfully. And you avoided many temptations to use directive language that could have alienated Ethan or his mom.

**Setting the Agenda**

**0 of 0 points**

**Rationale:**

You started the conversation on a good note, asking permission to discuss Ethan's weight and using client-centered questions.

When it came time to decide which of Ethan's habits to focus on, you let them decide where to start making changes. This is an effective approach because families often already know where it would be best to start.

**Using Open-Ended Questions**

**0 of 0 points**

**Rationale:**

You made great use of open-ended questions to involve both Ethan and his mother in decisions about his healthcare. By contributing their feelings and ideas, they both felt valued and included.

**Using Reflections**

**0 of 0 points**

**Rationale:**

You made a good effort to use reflections to help Ethan and his mother feel listened to and motivated to make changes. Reflections are powerful tools and you could use them even more frequently than you did in this conversation.

A good way to set up for a reflection is to ask an open-ended question like "How do you feel about Ethan's weight?" or "What do you like and not like about soda?" Then you can reflect any change talk the question elicits.

**Scenario**

Samantha has been breastfeeding her infant, but now she`s thinking about stopping. Use reflective listening to re-ignite her motivation to continue.

**Overall Engagement**

**Overall Engagement**

0 of 0 points

**Selected option:**

Overall you did a great job.

**Rationale:**

By using reflections, you helped this mom realize that she could continue to breastfeed while still addressing her problems with pumping.

**Communication Technique Feedback:**  
Points on technique separate from overall points

**Action Reflections**

0 of 0 points

**Rationale:**

Great job using action reflections to help this mom realize that changing her pumping schedule could allow her to keep breastfeeding on her own terms. And nice work using an action reflection to help the mom develop a plan for how to deal with her mother's negativity about breastfeeding.

**Avoiding a Directive Tone**

0 of 0 points

**Rationale:**

Finally, you did a great job avoiding a directive tone! When you use these techniques with actual clients, try to examine your own words with the same discretion you used here. When you avoid telling clients what to do and instead let them guide the conversation, they are far more likely to follow through with change.

**Complex Reflections**

0 of 0 points

**Rationale:**

You did a good job using complex reflections to help this mom separate her positive feelings about breastfeeding from her negative experience pumping, though there were a few missed opportunities. Also, you were really sharp to pick up on this mom's communication issues with her mother. By addressing that emotional reason, you made it much more likely she will stick with the plan to continue breastfeeding.

**Simple Reflections**

**0 of 0 points**

**Rationale:**

You did a nice job using simple reflections to build a strong rapport and support this mom's positive feelings about breastfeeding.

**Scenario**

Four year old Maya`s BMI has been sharply increasing. Use MI techniques to help her dad, Adrian, work through his ambivalence and consider healthier choices.

**Focused Undo Performance**

During this simulation, you encountered 0 forced undos. Forced undos occur when your conversation reaches a "dead end" that is not positive for the client. Try to avoid conversational paths that lead to forced undos in the future in order to improve your score.

**Overall Engagement**

**Overall Engagement**

**80 of 100 points**

**Selected option:**

Overall you did a great job.

**Rationale:**

By using motivational interviewing techniques, you helped this dad recognize that he wants to change Maya's snacking habits, which helped him commit to making a change.

**Communication Technique Feedback:  
Points on technique separate from overall points**

**Affirming His Perspective**

**10 of 10 points**

**Rationale:**

You did a nice job using affirmations to build a strong rapport. Clients are more likely to listen to you and open up when you affirm their strengths and autonomy.

**Reflecting Change Talk**

**6 of 10 points**

**Rationale:**

You used reflections to show the dad you were listening to his feelings. But, when you use double-sided reflections, make sure you reflect the sustain talk first and the change talk last. People are more likely to respond to the last thing they hear, so when you put change talk last, you're increasing the chances that they'll respond with more change talk.

**Reframing Sustain Talk**

**10 of 10 points**

**Rationale:**

You used reframing to help the dad look at some of his concerns as strengths and solutions, instead of insurmountable obstacles.

### **Setting an Agenda**

**10 of 10 points**

**Rationale:**

Finally, you did a great job avoiding a directive tone! When you use these techniques with actual clients, try to examine your own words with the same discretion you used here. When you avoid telling clients what to do and instead let them guide the conversation, they are far more likely to follow through with change.