



Module: Professionalism and civility in nursing practice

Simulation: Civility Mentor

Individual Performance Profile

Individual Name: christine nlandu

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

Professionalism and civility in nursing practice	Date	Time Spent	Score(Points)
Practice:Rio	11/18/2020	02:47:02	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:

Needs Improvement

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

Rationale:

That didn't help your working relationship with Rio. You entered the conversation wanting to talk and problem solve, but that's not how things worked out. Sometimes you took a hostile tone with Rio, and that didn't motivate her to change her behavior or problem-solve.

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.

By not asking Rio open-ended questions, you missed some opportunities to hear her perspective and her suggestions. Here's an example that might have improved the way things went:

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

There were also multiple moments when you gave Rio some unsolicited advice or criticized her, and she did not take it well. Even if your assumptions or advice are accurate, insults or unsolicited advice are not helpful in building working relationships. Here's one example:

"You might want to rethink how you approach new nurses in general."

Instead of making assumptions about Rio's perspective, 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.

Reminding Rio that you both put clients first was a good way to show her that you want to work as a team. You said:

"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:

"It's hard for me to speak up when the team is so busy. I need to just do it, though."

There were also multiple moments when you blamed Rio or accused her of something. Using "you" statements can put people on the defensive and often shuts down dialogue. Here's one example:

"Why didn't you put Ms. Meade on the list when I asked? Would you have questioned someone else?"

In the future, continue to challenge yourself to describe your experience with "I" statements.