



Module: Virtual Interaction: Adolescent clients and performance enhancement substances
Simulation: The Communicator 2.0

Individual Performance Profile

Individual Name: Elexus Williams
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Program Type: BSN

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

Time Use and Score

Virtual Interaction: Adolescent clients and performance enhancement substances	Date	Time Spent
Practice: Tom and Curtis	01/21/2023	07:15

Scenario
Tom, 14, is already using supplements, which he and his dad believe are boosting his athletic performance. Intervene now to talk with the risks of supplement use and prevent Tom from using more dangerous substances later.

Overall Engagement



Overall Engagement

0 of 0 points

Selected option:

Good job getting Tom and his father talking about supplements and steroid risk.

Rationale:

Very few families have any idea how unregulated the supplement market is or have talked to their children about the dangers of steroid...

Communication Technique Feedback:

Points on technique separate from overall points

0 of 0 pts

Rationale:

No additional feedback available for this conversation.

Practice: Ella

01/21/2023

20:49

Scenario

Ella, 16, has had heart palpitations and other warning signs of stimulant misuse. Find out if she's using stimulants and make or assist in the development of a plan to address her stress and help her quit.

Overall Engagement

Overall Engagement

0 of 0 points

Selected option:

Overall you did a good job talking with Ella about stimulants.

Rationale:

You did a good job identifying Ella's anxiety as the underlying cause of her stimulant use. Now she will be able to get the mental health services she needs.

You could have also asked about her use of alcohol or other substances. Many teens who misuse prescription medications also use other substances.

When working with actual clients, you may want to break this conversation up over two or more visits. It might take multiple conversations to get them to admit use or decide they want to change, so don't give up if you meet resistance the first time you bring it up!



Communication Technique Feedback:
Points on technique separate from overall points

Asking Respectful Questions

0 of 0 points

Rationale:

When gathering information, you used open-ended questions to encourage Ella to share her experiences.

You also made an effort to use Ask-Tell-Ask, but sometimes you gave information before asking what Ella already knew. With a question builds buy-in and allows you to tailor the information you give.

Building Trust

0 of 0 points

Rationale:

You did a great job taking Ella's concerns seriously. Instead of just trying to reassure her, you tried to understand her concerns and collaborate on them.

Validating Ella's Experience

0 of 0 points

Rationale:

You reflected what Ella told you and normalized her feelings. This made her feel accepted and understood. It also built trust and made her feel safer confiding in you.

Next time you could also use summaries to keep Ella on track and let her know you are listening.

Challenge: Cody

01/21/2023

30:17

Scenario

Cody, 17, has put on 30 pounds of muscle in the last year and shows warning signs of steroid use. Find out if he is using steroids and help him plan to wean off.

Focused Undo Performance

During this simulation, you encountered 0 forced undos. Forced undos occur when your conversation reaches a "dead end" that is not possible to recover from.



client. Try to avoid conversational paths that lead to forced undos in the future in order to improve your score.

Overall Engagement

Overall Engagement

54 of 100 points | **Selected option:**
Overall you did a good job getting Cody to consider your perspective on steroids.

Rationale:
Unfortunately, you weren't able to convince Cody to consider quitting, but he did agree to continue the conversation in future visits. That's a victory. It can take many visits and many conversations to build the level of trust to help a client quit. But for the sake of their health, it's a conversation worth having.

Communication Technique Feedback:

Points on technique separate from overall points

Asking Respectful Questions

5 of 10 points | **Rationale:**
You asked respectful questions, but also stumbled a few times, giving Cody information that he wasn't ready to hear. Remember, clients respond best to indirect questions (asking about the topic in general) before answering questions about sensitive topics themselves.

Avoiding Confrontation

10 of 10 points | **Rationale:**
You did a great job avoiding confrontation and showing respect! You recognized that backing clients into a corner rarely results in the outcomes you want. Instead, you built trust with Cody by asking respectful questions and validating his experiences.

Giving Accurate Information

8 of 10 points | **Rationale:**
You did a good job helping Cody understand the negative adverse effects that steroids can have on his health, and you also saw that his approach to his weight and fitness might be part of a disordered pattern of eating and self-image.

Next time, you could also respectfully share information about the ongoing process of weaning off steroids. In general, the more you know about steroids, the more you'll be able to talk on the same level as teens who are using them.

5 of 10 points **Rationale:**
You asked respectful questions, but also stumbled a few times, giving Cody information that he wasn't ready to hear. Tell-Ask when you need to share information, and remember, clients respond best to indirect questions (asking about talking about the topic in general) before answering questions about sensitive topics themselves.

Avoiding Confrontation

10 of 10 points **Rationale:**
You did a great job avoiding confrontation and showing respect! You recognized that backing clients into a corner rarely results you want. Instead, you built trust with Cody by asking respectful questions and validating his experiences.

Giving Accurate Information

8 of 10 points **Rationale:**
You did a good job helping Cody understand the negative adverse effects that steroids can have on his health, and you see that his approach to his weight and fitness might be part of a disordered pattern of eating and self-image.

Next time, you could also respectfully share information about the ongoing process of weaning off steroids. In general, you know about steroids, the more you'll be able to talk on the same level as teens who are using them.

Validating Cody's Experience

1 of 10 points **Rationale:**
You missed several opportunities to set Cody at ease by reflecting his feelings, normalizing his experiences, or affirming achievements and goals. All of these techniques help clients feel respected and understood, and they would have helped with Cody.

