

	Satisfactory You've successfully completed this learning experience.
Rationale: Good job keeping Rio focused on client care and committed to getting the information she needed on this transfer. By using strategies such as showing empathy, focusing on norms, and advocating for patient safety, you helped refocus Rio on the client's needs.	
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: "I get it. How can I help you get the info you need?"
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 understand you're frustrated. I know we've had some bad handoffs recently."
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: "I like that the norms remind us of what really matters: clients and their families."