



Simulation: Civility Mentor

Module: Professionalism and civility in nursing practice

Individual Performance Profile

Individual Name: Laura Duncan

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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	01/28/2025	07:58	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:

Exemplary

You've successfully completed this learning experience.

Rationale:

Rio feels heard and is willing to give a little too. You found some really productive ways to talk about communication issues, which resolved some of the tension with Rio. It was brave to ask for her perspective and suggestion. Your approach also helped Rio reflect on her contributions to the situation. She'll be more likely to give you the benefit of the doubt in the future.

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.

You were wise to ask Rio some open-ended questions that helped you understand her experience or invited her to offer suggestions. Here's one example:

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

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.

You reminded Rio that you both put clients first on multiple occasions. This was a good way to show her that you want to work as a team. Here's one example:

"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."