



**Simulation:** Civility Mentor

**Module:** Foundations of professionalism and civility

## Individual Performance Profile

**Individual Name:** Ngoc Trinh

**Student Number:** 8275674

**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

| Foundations of professionalism and civility | Date       | Time Spent | Score(Points) |
|---------------------------------------------|------------|------------|---------------|
| Practice: Rio                               | 02/03/2025 | 10:00      | Complete      |

#### Scenario

Help Rio stay focused on client care and show her why civility in the workplace is important so your client can get the help they need and deserve.

### Overall Engagement

#### Overall Engagement

0 of 0  
points

**Selected option:**

Exemplary

You've successfully completed this learning experience.

#### Rationale:

You did an excellent job finding ways to help Rio refocus on the needs of her transfer client. You effectively used strategies such as showing empathy, focusing on norms, and advocating for patient safety.

### 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 way to bring this up with her:



"This client is depending on us. What if it was someone you care about?"

### 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."