



Simulation: Civility Mentor

Module: Civility and patient safety in the clinical environment

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

Civility and patient safety in the clinical environment	Date	Time Spent	Score(Points)
Practice: Helen	02/09/2025	08:20	Complete

Scenario

By using "I" statements and neutral observations, raise your concerns over an uncomfortable client interaction with your preceptor.

Overall Engagement

Overall Engagement

0 of 0 points

Selected option:

Exemplary

You've successfully completed this learning experience.

Rationale:

You did an excellent job handling this challenging situation. Instead of criticizing Helen's actions or making demands, you put things in terms of your needs and asked for specific feedback. Because you took this approach, Helen will likely be more direct in the future, which should improve learning and build teamwork.

Communication Technique Feedback:

Points on technique separate from overall points



Asking for Specific Feedback

**0 of 0
points**

Rationale:

It's great that you let Helen know that you welcome specific feedback. This will help you get the information you need to improve. You said:

"Any specific tips on how to get better at IVs would really help me learn..."

Making Neutral Observations

**0 of 0
points**

Rationale:

You found a way to describe the situation in a neutral way, one that was easier for Helen to hear. You said:

"Your expression made me wonder if I did something wrong."

Showing Appreciation

**0 of 0
points**

Rationale:

There were multiple moments when you connected with Helen by showing her you appreciate what she's doing to help you learn. Small gestures like that can contribute to a more open and successful conversation. They can also help strengthen your partnership and get the most out of your clinical placement. Here's one example:

"Thanks for giving me time to start an IV. It was a good experience."

Using "I" Statements

**0 of 0
points**

Rationale:

There were multiple moments when you used "I" statements to share your feelings and thoughts. That way you avoided blaming Helen, making assumptions about her actions, or putting her on the defensive. Here's one example:

"I was way more nervous than I thought I'd be..."

There was also a moment when Helen reacted defensively because a "you" statement made her feel like you were criticizing her:

"You know this was my first IV start on a real client, right?"

In the future, continue to challenge yourself to turn "you" statements into "I" statements. They're a good way to avoid getting bogged down in blaming others.