



Simulation: Civility Mentor

Module: Foundations of professionalism and civility

Individual Performance Profile

Individual Name: Zachary Coursen

Student Number: zcoursen

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)
— <u>Practice: Rio</u>	09/05/2025	04:01	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:

Needs Improvement

You'll need to replay to successfully complete this learning experience.

Rationale:

Rio's approach to this transfer could impact the client's care. As her colleague, you can help her get her head back in the game. Keep practicing and see if you can offer her some empathy and find a more positive way to refocus on this client.

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Manage

"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 hear you. It definitely gets a little crazy around here sometimes."

There was one moment when Rio felt you were dismissing her frustrations. You said:

"You don't have to be so negative."

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:

"This isn't just about you. A bad handoff would impact the whole team."