



Simulation: Civility Mentor

Module: Professionalism and civility in the academic environment

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

Professionalism and civility in the academic environment	Date	Time Spent	Score(Points)
Practice: Travis	09/07/2025	08:34	Complete

Scenario

Travis hasn't been himself lately. He stopped hanging out with people, seems distant and irritable, and disrupted a skills lab. Play the role of his classmate, Jesse, and find out what's going on and how you can help.

Overall Engagement

Overall Engagement

0 of 0 points

Selected option:

You made 0 minor mistakes and 0 major mistakes in this conversation.

Rationale:

No rationale available for this conversation.

Communication Technique Feedback:

Points on technique separate from overall points

Asking Open-Ended Questions

0 of 0 points

Rationale:

You asked open-ended questions, which can't be answered with just one or two words. They're a great way to invite people to share their thoughts or brainstorm ideas. Here are some open-ended questions you asked:

"What would you say to a client who was stressed out?"

"What else might help you feel better?"

You avoided giving unsolicited advice (like "You could try yoga or meditation") or arguing with him (like "You think you're the only one having a hard time?"). Instead, you listened to Travis's perspective and helped him think through. Well done!



Making Neutral Observations

0 of 0 points

Rationale:

Good job using neutral observations to bring up topics of concern and encourage Travis to open up. Here are some neutral observations you made:

"Sounds like your de-stressing strategy may be stressful."

"We worked on a project and it went great. What's going on?"

You avoided making judgmental statements (like "You got yourself into a bad situation") or negatively labeling Travis's behavior (like "We think you're depressed"). Good work!

Practice: Refer Travis

09/07/2025

03:59

Complete

Scenario

Continue in the role of Jesse and talk to Travis about counseling services on campus

Overall Engagement

Overall Engagement

0 of 0 points

Selected option:

Exemplary

You've successfully completed this learning experience.

Rationale:

You did an excellent job communicating effectively and keeping the conversation with Travis civil and respectful. You consistently listened well, kept an open mind, and used a nonjudgmental tone. This built rapport with Travis, allowing you to discuss healthy coping strategies and refer him for additional help.

Communication Technique Feedback:

Points on technique separate from overall points

Making a Referral

0 of 0 points

Rationale:

When you're talking to someone about seeking help, there are a few helpful approaches you can take. It helps to frame ideas as questions, reduce the stigma around seeking help, and give the person space to make their own decision.

You did a good job of framing your idea as a question when you said:

Travis worried that seeking help might mean there was something seriously wrong with him. There was a moment when you reinforced that fear, when you said:

Nice job giving Travis space to make the decision himself. Your support came across especially clearly when you said:

"It's your decision. I don't want to pressure you."