



Simulation: Civility Mentor

Module: Civility and patient safety in the clinical environment

Individual Performance Profile

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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	09/12/2025	05:32	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:

Satisfactory

You've successfully completed this learning experience.

Rationale:

You handled this challenging situation well. Instead of criticizing Helen's actions or making demands, you put things in terms of your needs and asked for specific feedback to help you improve. Because you took this approach, Helen will likely be more direct with her feedback 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."

There was also one moment when you made an observation that implied you were judging Helen. It was hard for her to be sympathetic when you said:

In the future, continue to look for ways to describe your experience in a neutral way. When you do, the other person will be far more likely to meet you halfway.

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 was a moment when you used an "I" statement to share your feelings and thoughts. That way you avoided blaming Helen, making assumptions about her actions, or putting her on the defensive. You said:

"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:

"Please be patient with me; I'm trying my best..."

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.