



**Simulation:** Civility Mentor

**Module:** Civility and patient safety in the clinical environment

## Individual Performance Profile

**Individual Name:** cami saltsgaver

**Student Number:** 8789127

**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	09/14/2025	05:26	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:**

Needs Improvement

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

##### Rationale:

Sometimes it can be hard to discuss emotionally-charged topics in a neutral, respectful way. It helps to remember what your larger goals are. In this case, you need to learn from Helen, and that will be hard if you don't have a strong partnership. You could have done more to build that partnership by avoiding accusatory "you" statements and respectfully asking for specific feedback.

#### 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 had some trouble finding a way to describe the situation with Mr. Flores in a neutral way. Here's an example that would have made it easier for Helen to hear you:

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

There were also two moments when you made an observation that implied you were judging Helen. This made it more difficult for her to be sympathetic. Here's one example:

Sometimes it's hard to avoid coloring the facts with our own judgment. If time allows, you could try writing your thoughts out before a conversation or practicing the conversation with a trusted friend or classmate. This can help you separate fact from opinion. If you do this, the other person will be far more likely to meet you halfway.

### Showing Appreciation

0 of 0  
points

**Rationale:**

In this moment, you showed Helen that 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. You said:

"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'll keep at it and do whatever it takes to get better."

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

"You made me pretty nervous; really got in my head..."

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.