



Simulation: Civility Mentor

Module: Foundations of professionalism and civility

Individual Performance Profile

Individual Name: Vanessa Ramon-Calderon

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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

| Foundations of professionalism and civility | Date | Time Spent | Score(Points) |
|---|------------|------------|---------------|
| Practice: Rio | 01/31/2026 | 05:28 | 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:

Satisfactory

You've successfully completed this learning experience.

Rationale:



Good job keeping Rio focused on client care and committed to getting the information she needed on this transfer. By using strategies such as showing empathy, focusing on norms, and advocating for patient safety, you helped refocus Rio on the client's needs.

Communication Technique Feedback:
Points on technique separate from overall points

Advocating for Clients

0 of 0 points

Rationale:

Rio's frustrations were getting in the way of doing what she needed to do for this client. You found a great way to bring this up with her:

"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."

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:

"I like that the norms remind us of what really matters: clients and their families."

There was one moment when Rio felt a bit judged or that you encouraged her negativity. You said:

"You're not sounding that sure... This can't fall through the cracks."

In the future, continue to remind colleagues of norms and shared responsibilities without joining in the negativity or blaming them.