

We believe that everyone working at Cleveland Clinic is intelligent, capable, cares about doing their best, and wants to improve

Scenario Goal: _____

Scenario Objectives: 1 _____

2 _____

3 _____

Debriefing

****Its all about curiosity NOT who is right or wrong****

Reaction or Gathering Phase

Ask for initial "Feelings"

State the "Facts" of the case

Analysis Phase

Advocacy

Observation

"I saw"
"I heard"
"I noticed"

1

2

Concern / appreciation

"I think"...because
Remember to explain your
true concern

1

2

Inquiry

Inquiry

"I wonder"

1

2

Example Inquiry Questions

<i>sup?</i>	<i>What's your take on that?</i>	<i>Can you explain that more?</i>
<i>How was it for you?</i>	<i>What are your thoughts?</i>	<i>Tell me more about that.</i>
<i>Tell me how you see it.</i>	<i>Can you talk about that?</i>	<i>What were you thinking?</i>
<i>I'm curious how you see it.</i>	<i>Your thoughts?</i>	<i>Comments</i>
<i>What were you trying to accomplish?</i>		

How I will respond to an uncovered frame

Pass

Clarify

Dig

Share

Generalize

Teach

✓

✓

✓

✓

✓

✓

Summary Phase

Ask learners to summarize takeaways

Wrap up "parking lot" items