

Scenario Development Worksheet

Title: Evaluating Pendleton’s Feedback Model  
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Target Audience: INTAPT Students taking the Simulation Based Education Workshop

Learning Objectives:

<u>Competency</u>	<u>Objective</u>
Knowledge: Recall	Learner is able to recall the Pendleton’s Model of feedback
Application: Apply	The learner is able to apply all 4 stages of Pendleton’s feedback Model in the correct in this particular context.
Comprehension: Recognize	Recognize the need to provide feedback

Moulage Information: Enter location/type of make up required.

Home in the kitchen.

Scenario Information

**History of Presenting Situation:** You have been happily married for five years. Julie, your wife, loves to bake. She isn’t particularly good at baking, but she really enjoys it and it makes her happy when you eat her baked goods, so you have been telling her she’s amazing. Julie is an accountant and hasn’t been too happy at work lately, she doesn’t feel motivated and is looking for a new challenge. She’s stated this to you a couple of times, and you have brainstormed other accounting companies she might want to apply to but never nailed down anything specific. You come home from work and walk into the kitchen where it looks like Julie has been baking all day. There is a very large assortment of baked goods all over the counters, and Julie sits you down at the kitchen table and hands you a plate and asks you to try all her baked goods, you take a bite of the brownie and it’s a bit dry and crunchy but knowing the tough time Julie has been having at work lately you tell her the brownies are amazing! She says she’s happy to hear you say that because she went to the bank and inquired about taking out a second mortgage on the house to open up a bakery and has put in an application to a vacant store front down the road.

Past History/Background

Age 34 yrs  
PHx: N/A  
Social Julie is a Canadian born, female and grew up in Toronto

Session Information/Requirements

Location: Other If other, please specify : Office  
Make-up: N/A  
Confederates/Actors: 1 Actor (Julie)  
Equipment: 2 chairs, 1 table

**Scenario Flow**

Time	Scenario Flow	Expected Actions and Transitions	Actor and Patient Script	Facilitator Notes
30 sec.		Partner to recognize the need to provide feedback		*If participant doesn’t initiate feedback, prompt them to do so
1-3 min	<b>Stage 1</b>	<p><b>Invite your partner to tell you what they think went well / they did well.</b></p> <p>Sometimes people struggle with this step. They might shrug their shoulders or use a phrase like ‘I Don’t Know’ or ‘Nothing Much’. Don’t let them off the hook. They need to find at least one thing they thought went well – no matter how small.</p>	In this instance Julie thinks she is a wonderful baker, and this is her true calling in life.	
1-3 mins	<b>Stage 2</b>	<p><b>Acknowledge those successes and then add to them by saying “What I thought went well / you did well was....”</b></p> <p>Reflect on the successes that they share, but then make a real effort to find other examples of things that went well. This shows your partner that you notice everything – not just the areas that need improvement.</p>		
1 minute	<b>Stage 3</b>	<p><b>Ask your partner if there was anything they would do differently next time.</b></p> <p>Notice this question is not about what went wrong or what they could do better, it is simply about what they could do <i>differently</i>. This removes any judgement and makes the question simply about exploring options.</p>	Julie says she just wishes that she opened up a bakery sooner and that she cooked more baked goods. She wishes she never went to school to be an accountant.	
1-3 min	<b>Stage 4</b>	<p><b>Acknowledge their ideas and add to them by saying “What I might have tried / done differently was...”</b></p> <p>Providing examples of how you might do something simply adds to the options for next time. You are not necessarily saying this is the <i>only</i> way to do something, but you are suggesting it might be something worth trying.</p>	Julie has a shocked look on her face, she was not expecting this feedback – she acts very defensive at first but takes a second and thinks. She realizes that the only person who ever complemented her was you, and often there were left over baked goods at work that weren’t eaten. She says that she might want to try a baking class first.	