

PFCI Role Play: Observers Sheet

Please capture examples of the PFCI behaviors described below that you observe during the role play.

Also, please note if the behavior was not observed.

Planning to Engage

Behavioral Styles adapted to the TLs style _____



Outlined clearly the purpose of the visit and how they planned to add value to the TL _____



Discover TL Point of View

Demonstrated empathetic listening _____



Use of questions to explore the TL's point of view. E.g. Tell me... Describe to me... _____



Explored through questions the TL's clinical, departmental and personal priorities and needs _____



Questioned to understand the patient group of most interest to the TL and how to add most value _____



Share Information

Shared clinical data in a clear and engaging way

Tailored the presentation to the patients of most interest to the TL

Continued to check the TL point of view throughout the data presentation through open and clarifying questions

When concerns and objections were raised the ACAC process was followed

Agree on Next Steps

The reason to act was summarized at the end of the visit

Mutually beneficial next steps were agreed with specific and timelines