


HANDLING COMPLAINTS ABOUT SIMULATION

REALISM

WHEN COMPLAINTS OCCUR, AND THEY WILL CERTAINLY OCCUR...

1. Agree, always agree.

2. Redirect the conversation to real-world, clinical practice.

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- Ask participants if anything like this has happened to them.
 - E.g. Has it ever happened to you that you didn't have all the resources you needed? How did you respond?
 - Give a personal example.