1. **Pharmacy scenario:** Setting is a retail pharmacy rotation

**Role 1: Pharmacy student**

**Before beginning scenario, please read aloud to group: “**I am a pharmacy student doing a preceptorship at a retail pharmacy. Tonight I am working with a float pharmacist who is pretty new and doesn’t seem to know the computer system well. It is getting near closing time.”

**Your role (pharmacy student):** *Read this to yourself and act accordingly:* You are a pharmacy student working for the first time with a newish float pharmacist.

**Everyone with a role introduces themselves, then start scene:**

**-Begin scenario by asking the pharmacist about what their expectations are for you for the rest of the evening,** and await answer**.** A worried parent then comes into the store to get an antibiotic filled. You overhear the pharmacist tell the parent that we do not have this medication in stock and they have to go elsewhere. Watch this interaction.

-You bring the medication over to the float pharmacist after this family has left to show them that you have it in stock. Float pharmacist’s response baffles you. You can quietly protest that the family had to go somewhere else, then drop it, as you are worried that this person is going to evaluate you and you don’t want to cause issues.

**Role 2: Float pharmacist**

*Read this to yourself and act accordingly:* You are pretty new and not entirely comfortable with the pharmacy software at this location.

**Everyone with a role introduces themselves, then start scenario.**

**Scene starts** when your pharmacy student attempts to introduce themselves and ask about expectations, and you **just tell them you want to get through the evening as quickly as possible, in a joking, dismissive way.**

A parent then comes to you with a prescription for an antibiotic.

Ask them if they have filled at this location before, and when they say no, pretend to look in the computer, and tell the parent that you do not have the prescription in stock and send parent to a different location.

-Your pharmacy student approaches you with the bottle. You explain to the student that this patient has not filled in this pharmacy before, and you did not want to deal with having to enter the insurance into the computer system right before closing.

-You are annoyed, as you never really asked to have students at this job. Shame the student into feeling guilty for questioning your motives, make fun of them for being willing to stay late to fill a prescription that this parent can easily get filled anywhere else.

**Role 3: Worried parent: “A worried parent coming to get a prescription for an antibiotic for your son, who is sick. You have not filled at this pharmacy before.”**

**Everyone with a role introduces themselves, then start scenario**

*Read this to yourself and act accordingly:*

After the pharmacy student asks the pharmacist about expectation and the pharmacist replies, -**Ask the pharmacist to fill your prescription**. Act sad and worried that you have to go to another pharmacy, then leave.

**What about this scenario was not done in a psychologically safe way?**

**Now re** **do the scenario demonstrating psychological safety…**

**Psychological unsafe:**

Norms not really established- new supervisor, not sure what student’s role is

Staff pharmacist did not acknowledge mistakes or own up to how could have done things differently

Student did not feel safe questioning decision

Student was shamed and ridiculed

**How to improve psychological safety:**

Pharmacist could state intention of his action matter-of-factly, instead of ridicule. Pharmacist could establish norms with student and