**SCENARIO: VANESSA**

Vanessa is a health professional with five years of experience, currently studying a Post Graduate Diploma. She is highly motivated and wants to do really well in her placement.

Marlene has been a preceptor for some time without a break and is relieved she doesn’t have to worry about Vanessa because she has a lot to deal with at present. She is very pleased that Vanessa is such a strong student and performing well. In recognition of how well Vanessa is doing in her placement, yesterday Marlene gave her very positive verbal feedback about her work.

Today Marlene is very surprised when the Department/Unit Manager takes her aside and tells her that Vanessa has complained about her. Vanessa reported that Marlene is non-communicative and very hard to read and although she received some positive verbal feedback yesterday from Marlene, she expected a lot more.

* What are the issues?
* What should Marlene do?

**More information: Vanessa**

Marlene is very surprised and then becomes angry about the complaint. She tells the Unit Manager that she is doing as much as she can and it just isn’t fair! The ward is busy and she has noticed that she is the one who always has a student and others in the ward do not. She has recently had a chest infection but she hasn’t missed any work and while she is feeling a little better, she still feels exhausted.

There are problems at home, she is not sleeping and she really needs to work.

Marlene says she is not sure what to do and it is obvious she is trying not to cry.

* What is happening in this situation?
* What could Marlene do?
* Develop a script that could be used to address this situation
* Rehearse the script in preparation for sharing with the group.