

Contents

<i>Introduction</i>	1
PART I: The Shift Cycle	
CHAPTER 1 Why SHIFT?	11
CHAPTER 2 SHIFTing Practice: Guiding Principles	35
CHAPTER 3 Pulled Up Short: Why SHIFT Works	55
CHAPTER 4 The Impact of SHIFT	75
PART II: Start SHIFTing	
CHAPTER 5 Infrastructure for the Encounter and the Debrief	97
CHAPTER 6 Crafting Simulations	113
CHAPTER 7 Caring for Actors	133
CHAPTER 8 Learning to Facilitate	153
CODA The Future of SHIFT	173
APPENDIX: Sample Simulation Materials	
Daria Miller Simulation	177
Alondra Correa Simulation	184
Phil Duncan Simulation	192
Alexis Jimenez and Matthew Manning Simulation	198
<i>Notes</i>	211
<i>Acknowledgments</i>	221
<i>About the Authors</i>	223
<i>Index</i>	225