

Supplemental Material S3. Additional information on qualitative and mixed methodologies.

Ensuring trustworthiness: Study quality was enhanced by the creation and maintenance of trustworthiness through credibility, transferability, dependability, and confirmability (Lincoln & Guba, 1985).

- *Credibility* was initiated with grounded research questions and literature review. It was established through the use of data triangulation (reflective writings from different time points) and researcher triangulation including two researchers with different backgrounds (KH: SLP/TBI; JARK: audiology/counseling & narrative medicine). Additionally, all graduate students who participated in the EL received a pre-publication copy of the TA and were invited to offer feedback.
- *Transferability* was established through a deep description of the qualitative methodologies, following existing recommended processes.
- *Dependability* was established by researchers' field notes, created during the EL and during the data analysis. Peer debriefing within the study team was used to facilitate feedback on perceptions and observations as well as to enhance team communication. Reflexive auditing was completed describing study team roles and how and why key decisions were made.
- *Confirmability* was established by having a graduate student content expert review the focused codes and recommend revisions, and by maintaining a clear coding schema and audit trail.

Mixed methods triangulation protocol: Derived from the recommendations of Miles & Huberman (1994)

Step	Activities
1 Sorting	Quantitative empathy and confidence scores with themes generated through coding of reflective writings are sorted into a single document, with like findings organized together. Convergence and divergence are noted.
2 Convergence Coding	Themes within findings are identified. Type and extent of convergence or divergence are characterized as: <ul style="list-style-type: none"> • Agreement: data sources agree, • Partial agreement: data sources somewhat agree, • Silence: finding is present in only one data set, or • Dissonance: data sets conflict.
3 Convergence Assessment	Generate global assessment of the convergence across themes and findings.
4 Completeness Assessment	Ensure all data has been considered and included in triangulation process. Make estimate as to completeness of explanation provided by full data set.
5 Researcher Comparison	Compare independent findings from steps 1 through 4, determine degree of agreement across analysts and to clarify interpretation of data. As recommended by Farmer and colleagues (2006), we will use Miles and Huberman's (1994) procedure to calculate agreement, followed by consensus discussion to arrive at final interpretation.
6 Feedback	Provide results in the form of feedback to research team and students.