

**Unit 1: Nursing Management
Z-Chapter 10 & 11**

ONLINE CONTENT (1.5 H)

Review Chapter 10 in your textbook and read the blog post at <http://www.amanet.org/training/articles/Leading-the-four-generations-at-work.aspx>. Place your answers to the questions below in the Z-Chapter 10 & 11 dropbox by 0800 on 1/12/2022.

1. What generations currently exist in the workforce? Briefly describe each generation discussed in the blog post.
 - a. There are four generations currently in the work force. The first is the *silents* who are considered the most “loyal” workers. Their values were shaped by the great depression and WWII causing them to have a strong commitment to teamwork and collaboration. The *baby boomers* dedicate more priority to work than personal life. This generation is in pursuit of personal gratification which shows up as entitlement. *Generation Xers* are considered slackers and question authority figures. They are dedicated to conserving a work/life balance. Some employers think they are not dedicated to their work. *Millennials or Generation Ys* this generation came up with the internet. They are known to be quite resilient. Millennials are however the most educated group.
2. Compare and contrast the different characteristics of the various generations.
 - a. The older the generation the more loyal they are due to not having a good work life balance. Working is all the older generations know how to do. Personal life was not made a priority when they were younger therefore they do not know anything different. The younger generations are seen as lazy and slackers due to not liking authority and wanting to have a healthy work life balance. Something all the generations have in common is that they all work. Working is still the main focal point of all the generations.
3. What management strategies can be utilized to help manage these generations?
 - a. A couple management strategies are having competitive benefits and incentives to work hard and come to work. Make the job worth it. Another management strategy is to learn how to communicate with the different generations. For some generations meeting are effective while others believe that most things can be written in and email and their time does not need to be wasted.

Review Chapter 11 in your textbook and visit the following website: <https://www.ahrq.gov/teamstepps/instructor/essentials/pocketguide.html#teamcomp>. Place your answers to the questions below in the Z-Chapter 10 & 11 dropbox by 0800 on 1/12/2022.

1. What is TeamSTEPPS?

- a. TeamSTEPPS is an evidence based set of teamwork tools aimed at optimizing patient outcome by improving communication and teamwork skills among healthcare professionals.
2. What are the key principles of TeamSTEPPS? Briefly explain each.
 - a. Team Structure is the identification of components of a multi team system that must work together effectively to ensure patient safety. Communication is the structured process by which information is clearly and accurately exchanged among team members. Leadership is the ability to maximize the activities of team members by ensuring that team action understood, changes in information are shared, and team members have the necessary resources. Situation monitoring is the process actively scanning and assessing situational elements to gain information or understanding, or to maintain awareness to support team functioning. Mutual support is the ability to anticipate and support team members' needs through accurate knowledge about their responsibilities and workload.
 3. What are the responsibilities of an effective team leader?
 - a. Effective team leaders, organize the team, identify and articulate clear goals, assign tasks and responsibilities, monitor and modify the plans, communicate changes, review the team performance, provide feedback when needed, manage and allocate resources, facilitate conflict resolution in a learning environment, and model effective team work.

In order to receive full credit (1.5 H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignments not completed in its entirety by the due date and time will result in missed class time.