

Unit 1: Nursing Management
Z-Chapter 10 & 11
ONLINE CONTENT (1.5 H)

Unit Objectives:

- Identify characteristics of today's workforce. (1,2,3,6,7)*
- Apply problem-solving strategies to clinical management situations. (1,2,6)*
- Analyze effective communication as it relates to patient safety. (1,2,5,6)*

*Course objectives

Read Chapter 10 in your textbook and place your answers to the questions below in the Z-Chapter 10 & 11 dropbox by 0800 on 1/10/2024.

- 1. What generations currently exist in the workforce? Briefly describe each generation.**
 - a. Baby Boomers – very ambitious, value what others think, find it important that their achievements be recognized, has embraced technology, most accustomed to working with autocratic leaders.
 - b. Generation X – Energetic and innovative, hard workers, lack confidence in leaders and institutions, want extensive learning and precepting, wants their questions answered immediately, value their free time, want motivational leadership with a democratic manager.
 - c. Generation Y (Millennials) – diversity is a given, optimistic and interactive, value individuality and uniqueness, can multitask, think fast, and are extremely creative.
 - d. Generation Z – Have never lived without internet, perceive themselves to be leaders rather than followers, management needs to equalize the perception of leaders and followers.

- 2. Compare and contrast the different characteristics of the various generations.**
 - a. The older generation rely more on leaders whereas the younger generations think of themselves as leaders. The younger generation understand and love technology where as the older generation has learned to embrace it. All generations are nurses because they want to care and help those in need.

- 3. What management strategies can be utilized to help manage these generations?**
 - a. Management strategies that can be utilized are to learn their language, meaning learn what their priorities are and how you can better accommodate to their needs. Look for rewarding opportunities, reward them with positive feedback, let them know their work and effort is appreciated.

- 4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?**
 - a. I belong with generation Z. I feel as if my values fit into all of these generations and not just generation Z. I still believe in working hard and constantly learning and achieving new skills. I can multitask as well as I still respect leadership, I like to think of myself as a leader for younger peers but enjoy the leadership of more

experienced nurses because they have seen a lot more and have great knowledge to give.

5. Post a meme that you feel best describes your generation.

- a. I feel as our generation lacks compassion to work and only likes the money aspect of working.



Read Chapter 11 in your textbook and review the TeamSTEPPS® 3.0 Pocket Guide. Place your answers to the questions below in the Z-Chapter 10 & 11 dropbox by 0800 on 1/10/2024.

1. What is TeamSTEPPS?

- a. An evidence-based framework to optimize team performance across healthcare.

2. What are the key skills of TeamSTEPPS? Briefly explain each.

- a. Communication – this includes verbal and nonverbal communication involved with patients
- b. Team leadership – this includes the teams actions are understood, when information is changed it is shared among the team, and that the team has its needed resources
- c. Situation monitoring – assessing situations to maintain and gain knowledge to lead a better team
- d. Mutual support – supporting each other through sharing knowledge and providing support and help to each other when needed

3. What are the responsibilities of an effective team leader?

- a. To organize the team
- b. Identify and share clear goals that the team has
- c. Assign tasks and responsibilities
- d. Review teams performance
- e. Encourage team to assist one another
- f. Model effective teamwork as the leader

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 and must be completed by the end of the semester to pass the course.