

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. Silent or veteran generation, baby boomers, generation X, generation Y, and gen Z. Silent or veteran generation are born between 1928 and 1945, retired from the nursing practice. Baby boomers born between 1946 and 1964 majority are now retiring or already retired from practice. Generation X, born from 1965 to 1980. Generation Y, also known as millennials, born between 1981 and 1996, the largest group in nursing. Lastly, generation Z born between 1997 and 2012.

2. Compare and contrast the different characteristics of the various generations. Both the veteran generation and the baby boomers strongly believe in loyalty to their organization and leadership being hierarchal. Generation X and beyond have no issue leaving an employment opportunity or workplace if it is no longer good for them or they cannot move into a higher position. Generation X and beyond are also highly educated with technology, as they utilized it greatly in their education.

3. What management strategies can be utilized to help manage these generations? Management should include the following strategies in managing generations: let them know that what they do matters, be truthful, explain why you are asking them to do something, learn their language, provide rewarding opportunities, praise them in front of peers and staff, make the workplace fun, model behavior, give them the proper tools to do the job, make your message relevant.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
I belong to generation z, known to be tech savvy especially when it comes to social media. Known to be leaders and not followers, and not afraid to leave a corporation if there is no progression in position or if it does not fit them. I fit into these categories to an extent. I also fit into generation xs need for extensive learning and flexible scheduling and am motivated by work that agrees with my values and demands.

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



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?

TeamSTEPPS is an evidence-based framework to optimize team performance across the healthcare delivery system.

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

Communication, team leadership, situation monitoring, and mutual support. Communication is a verbal and nonverbal process by which information can be clearly and accurately exchanged among team members. Team leadership is the ability to lead teams to maximize the effectiveness of team members by ensuring the team actions are understood, changes in information are shared, and team members have the necessary resources. Situation monitoring is the process of 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?

Some of the responsibilities of an effective team leader include: provide directions with clear expectations of how the task is to be performed. Verify that the task is being performed according to standards of practice, monitor the task being performed if needed. Evaluate the status of patients. Evaluate the performance of tasks. Provide feedback when necessary. Reassess the plan of care and modify when needed.

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.