

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.

The generations currently in the workforce include baby boomers (1945-1960; 27%), generation X (1960-1980), millennial generation (1980-2000; 35-37%), and generation Z. One generation not mentioned is the silent or veteran generation which is the oldest generation of nurses and is also the group of retired nurses. The silent generation was taught to rely on tried and true, tested ways of doing things. They place a high value on loyalty, discipline, teamwork, and respect for authority.

- Baby boomers: They are currently retiring or are retired from nursing. In the past, they were the largest group of nurses working and filled most management positions. Nurses from this group are described as very ambitious and they put in a lot of hours for work. Baby boomers value what others think and it is important to recognize their achievements. They mostly worked with autocratic leaders and remain products of the hierarchical theory of leadership and management which challenges them to younger generations who see little value in hierarchical leadership. Baby boomers are focused on building careers and invested in organizational loyalty.
- Generation X: They grew up in the information age and are energetic and innovative. Gen X are also hard workers but have little loyalty to, or confidence in, leaders and institutions. They tend to change jobs frequently and tend to have little aspiration for retirement. Technology was innovative and exciting for them and they want opportunities for self-building and responsibility for work outcomes. When precepting, they want their questions answered immediately. They value free time and want flexible scheduling. They want to work under a democratic leader, or they will have little reason to maintain employment in that specific institution.
- Millennials: Millennials are the largest group and has a formidable impact on the employment market. They represent many the children from baby boomers. The impact from them is still being defined. They are smart and believe education is the key to success. Diversity is a given, technology is as transparent as air, and social responsibility is business imperative. Members are optimistic and interactive and value their individuality. They can multitask and are creative. However, they are not team players and thrive when managers focus on their capabilities and treat them as colleagues.

- Generation Z: Gen Z are the newest generation in the workforce. They have never lived without the internet and other rapid forms of communication. They communicate through social media meaning they have never known a world that is not immediate. The key for working with Gen Z is compromise and realizing what they can bring to the workplace.
2. Compare and contrast the different characteristics of the various generations.

To first compare the characteristics of the various generations, many of them are hard workers and seek knowledge. The generations are all changing and adapting to the new and now of the 21st century. However, the newer generations (Gen X, millennials, and Gen Z) all are more team collaborative or non-hierarchical compared to baby boomers. Gen Z and millennials are more “leader born,” compared to Gen X and baby boomers. Gen X, millennials, and Gen Z openly change jobs frequently if that job does not fit their needs. The biggest change for the generations is Gen Z as they were born with technology and are changing leadership.

3. What management strategies can be utilized to help manage these generations?

Some management strategies include letting your employees know what they do matters, explain what you are asking them to do, learn their language (adapt to the employee), praise staff, model behaviors, give them the tools they need for success, look where they are seeking information from (credible sources), 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 (I was born in 2003) and my values really do fit with Gen Z but also with the Generation X thinking as well. I feel like my values mix and match with the generation because of my parents values and education through my childhood. Personally, I think technology is a huge asset for nursing which is extremely Gen Z. I also do look for the information and try to understand the “now.”

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 team strategies and tools to enhance performance and patient safety. It 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.

The key skills include communication, team leadership, situation monitoring, and mutual support.

- Communication: A verbal and nonverbal process by which information can be clearly and accurately exchanged among team members
- Team leadership: Ability to lead teams to maximize the effectiveness of team members by ensuring that team actions are understood, changes in information are shared, and team members have the necessary resources
- Situation monitoring: Process of actively scanning and assessing situational elements to gain information or understanding, or to maintain awareness to support team functioning.
- Mutual support: 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?

The responsibilities of an effective team leader include organizing the team, identifying and articulating clear goals, assign tasks and responsibilities, monitor and modify the plan (communicate changes), review the team's performance (provide feedback if necessary), manage and allocate resources, facilitate information sharing, encourage team members to assist one another, foster a learning and psychologically safe environment, keep conflict health through use of tools such as DESC, reinforce patient-centeredness of all team members and actions, and model effective teamwork.

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.