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.
Baby Boomers- there are some left in the workforce. They put in long hours and very ambitious. They work hard between family and work responsibilities.
Generation X- Grew up in the information age and have little loyalty. The value of their free time and flexible schedule and benefits.
Generations Y- is the largest group, perhaps three times the size of Generation X. This group, diversity is given. Technology is transparent. In social responsibility is a business imperative. They're optimistic and interactive. Multitaskers, quick thinkers and extremely creative.
Generation Z- This generation communicates through social media. The world without immediacy. Which makes the present theories of leadership and management obsolete and just part of our long history.
2. Compare and contrast the different characteristics of the various generations.
Generation Y and Generation Z are more technological and informationally based generations. Who are used to having everything at their fingertips and have access to things very quickly. The question Leadership and leadership and management have to come up with new and creative ways. To be able to manage these generations. The Baby Boomer Generation and Generation X Are mannered or managed more than a structured form and can respect the form of hierarchy and management. Numbers are more family and work structure. Whereas Generation X values their free time and their flexibility of schedules and benefits that are. Important. They are motivated by work that agrees with their values and demands.
3. What management strategies can be utilized to help manage these generations?
Baby boomers- Are you accustomed to autocratic leaders.
Generation X- work better under a democratic strategy where they feel they affect the workplace.
Generation Y- democratic approach and treating this group as colleagues and putting them in roles that push them is the best management strategy.
Generation Z- Transformational leadership is best for this group. Helping them understand their roles and embracing change that they bring with technology and create a positive work environment.
4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
I fall in Generations X. I agree with the assessment of the value of free time and flexible scheduling. I grew up with the start of technology and have watched it grow in the

workplace. I work better under a democratic leadership so I can feel I affect change and betterment of my environment.

5. Post a meme that you feel best describes your generation.
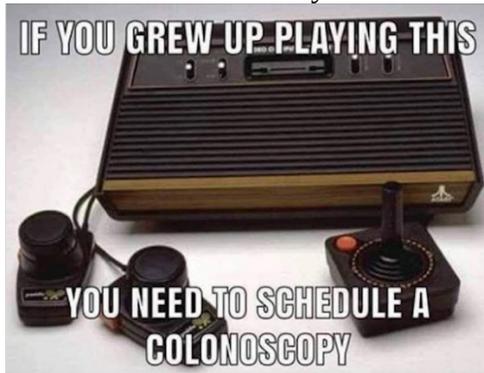
Read Chapter 11 in your textbook and review the TeamSTEPPS® 3.0 Pocket Guide. Place your answers to the questions below in the Z-Chapter 10 & 11 dropbox by 0800 on 1/10/2024.

1. What is TeamSTEPPS?
Team Strategies & Tools to Enhance Performance and Patient Safety
2. What are the key skills of TeamSTEPPS? Briefly explain each.
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?
Organize the team.
 Identify and articulate clear goals (the plan).
Assign tasks and responsibilities.
Monitor and modify the plan; communicate changes.
 Review the team's performance; provide formative feedback and critique when needed.
Manage and allocate resources.
 Facilitate information sharing.
Encourage team members to assist one another.
 Foster a learning and psychologically safe environment.
 Keep conflict healthy through use of tools such as DESC.
 Reinforce patient-centeredness of all team members and actions.
 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.