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

Melinda Pickens

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 silent or veteran generation – Oldest generation that is retired from nursing practice. Taught to rely on tried, true, and tested ways of doing things. High value on loyalty, discipline, teamwork, and respect for authority.
   The baby boomers – Now retiring or already retired from practice. Was the largest group of nurses at one time, filled most nursing management roles. Nurses in this group are very ambitious, but in long hours and have a strong sense of idealism at work and home. Embrace technology to increase productivity. Focus on building careers and invested in organizational loyalty.
   Generation X – Hard workers but have little loyalty to organizations unlike the baby boomers. Change positions frequently and stay in a position as long as it is good for them. Value their free time, so flexible scheduling and benefits are important. This group wants to work under motivational leadership with a democratic manager.
   Generation Y – Largest group and believes that education is key to success. Can multitask, think fast, and are extremely creative. They are not team players; they are in the driver's seat and know work is there for them if they want it. Change jobs frequently because they seek growth and expansion.
   Generation Z or generation now – This generation communicate through social media and has never lived without internet and other forms of rapid communication. Never known a world without immediacy, so this is showing a shift in leadership style. Key is to learn the art of compromise as these generations work together and provide a work environment that embraces diversity and promotes productivity.

2. Compare and contrast the different characteristics of the various generations.
   The silent or veteran generation have the characteristic that there is only one way of doing things and it must be done that way, whereas the baby boomers start to see a shift and their focus is starting to be both at work and home. Baby boomers would stay in a position as they value organizational loyalty, generation X however would stay in a position only if it benefited them. Baby boomers and generation X plus those after started to follow their free time more and use technology to allow for more free time. Generation X is where a flexible schedule and benefits become more prevalent, and they still do follow a leadership style approach. Generation Y compared to generation X are not team players and would rather be in the driver's seat, staying in a position only if they see

growth and development or opportunity for expansion. Generation Y and Z both develop their own leadership position. Generation Y is more of developing their own leadership style and generation Z working more together or as equals instead of one person is above the rest.

3. What management strategies can be utilized to help manage these generations?
Some management strategies that can be utilized to help manage these generations include letting them know what they go matters, telling them they did a great job. Be open and honest with them about what is going on and explain why you are asking for certain things to be done. Learn the generations' language, such as are they having any difficulties at work or at home and what can you do to help. Look for rewarding oppourtunites, praise them in front of peers and other staff, make the workplace fun, model behavior, and give them the tools to do the job. Also look where they are going for their information and keep your messages relevant and make good use of their time.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
I belong to the Generation Y or Millennials. My values regarding work and personal characteristics mostly do align with those that fit my generation. They fit because growth and expansion in the organization is important as well as a job that is constantly changing and evolving. I will stay with a job as long as several characteristics are met, one of them being recognized as well as personal growth and development. If this isn't being met, then finding a job where I can grow and expand is important. However, I feel generation X I do also align with because I will stay in a position as long as it benefits me and are willing to be flexible with scheduling as this is important.

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 – Verbal and nonverbal process where information is exchanged among team members.
   -Team leadership – Ability to lead teams to maximize effectiveness of team members by ensuring actions are understood, changes in information are shared, and team members have the necessary resources.
   -Situation monitoring – Actively scanning and assessing situational elements to gain information or understanding to maintain awareness and 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
   -Assign tasks and responsibilities
   -Monitor and modify the plan and communicate any changes
   -Review the team's performance and provide feedback/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 use 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.