

**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 boomer generation, generation X, Generation Y (millennials), and gen Z or generation now.

2. Compare and contrast the different characteristics of the various generations.

The Silent or Veteran generation relies in tried, true, and tested ways of doing things. The baby boomers this group is very ambitious and have a sense of idealism They are working to embrace technology and are challenged by the younger generations due to them seeing little value in the hierarchical leadership. Generation X is energetic and innovative. They are hard workers they value portability of their careers. Technology has shaped their learning. Generation Y believes education is key and are optimistic and are interactive. They can multitask, think fast, and are creative. They are not really a team player rather they feel as though they are in the drivers seat. They tend to change jobs frequently and rely on instant gratification. The Generation Z have never lived without internet or rapid forms of communication. Gen Z is helping enhance teamwork and improve patient care. Gen Z sees themselves as the leader rather than the follower.

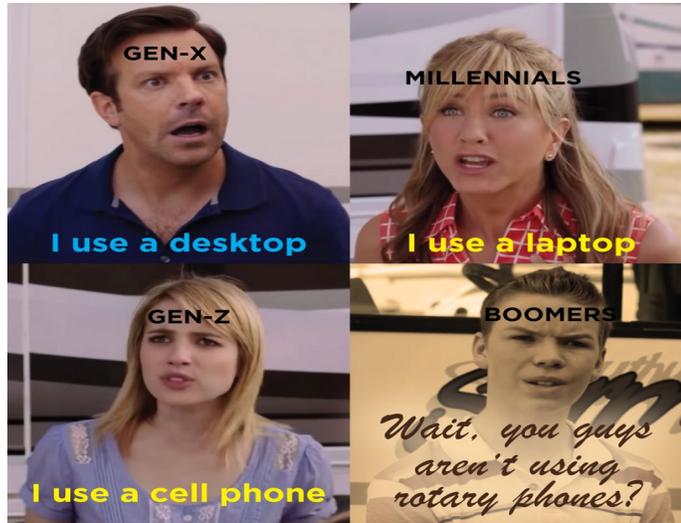
3. What management strategies can be utilized to help manage these generations?

Management will need to be done to equalize the perception of the generations as the leaders and followers. I think they will need to all learn team work and expect that some people will learn from others that might be younger or older than them.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?

I am part of Generation Z. I think growing up with social media and having quick ways to communicate my whole life has helped me adapt to technology and new technology and programs faster than others. I also personally think I am loyal and a hard worker. I am also excited to learn no matter who it is showing me. I am open to more ideas than the older generations. I think teamwork is important and collaboration when taking care of a patient.

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. They encourage teamwork by helping with communication, leadership, situation monitoring, and support.

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

The key skills are communication which is a verbal and nonverbal process that can help inform team members clearly and accurately. Team Leadership is the ability to ensure the team actions are understood and resources are provided. Situation monitoring is a process where you are actively scanning and assessing the situation and environment. This can help gain information and understanding to support the team function. Mutual support ability is to anticipate and support team members needs through accurate knowledge about workload and responsibilities.

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

For effective team leadership you need organization of the team and know your role in that team. You want to identify and articulate goals, assign tasks and responsibilities. You want to monitor and identify the plan, review team performance, manage resources, encourage team members to assist one another, and reinforce patient-contentedness of all team members.

***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.***

