

**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 that currently make up the workforce include the Silent Generation, Veteran Generation, Baby Boomer Generation, Generation X, Millennial Generation (Generation Y), and Generation Z, or Generation Now.

The Silent Generation or Veteran Generation are those born in the 1920s, 30s, and even the early 40s. These individuals are either retired or close to retiring. As the oldest generation of nurses, they have great levels of teamwork, respect for authority, loyalty, and discipline. Baby Boomers are also retired or at the point of retiring, born between 1945 and 1960. They are very work-oriented. Building a career is a big thing for this generation. This group of individuals is concerned with how others view them. Generation X has the tendency to frequently change jobs once they feel a job no longer benefits them. Technology has begun to influence this generation. Flexible schedules and benefits are appealing. Individuals in the category were born from 1960-1980. The Millennial Generation (Gen Y) was born from 1980-2000. Believe education is the key to success. Understand technology, diverse, can multitask, and are creative. They too frequently change jobs to climb the corporate ladder and seek out greater opportunities. Gen Z or Gen Now was born after 2000. This generation has never been without social media or the internet. There are numerous forms of social media platforms that now allow this generation to communicate with others. Rather than seeing themselves as followers, they perceive themselves as leaders.

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

Technology has had an influence on Generation X, Y, and Z. The Baby Boomer generation, as well as the Silent and Veteran Generations, were not exposed to the technology we have today. Generation X and Y tend to frequently change jobs when they no longer feel their current job is benefiting them. This allows them to seek out opportunities that will influence their careers. If not already, the Silent and Veteran Generation, and Baby Boomers are on their way to retirement. Baby Boomers, Silent and Veteran Generations prefer autocratic leaders, while Gen X favors a motivational leader with a democratic manager.

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

In order to manage these generations, management strategies that can be utilized include telling them the truth; letting them know what is going on and what to expect daily and even weekly. Provide rewarding opportunities. Whenever a team member does an outstanding job or goes out of their way to provide positive reinforcement to let them know that their hard work and dedication do not go unnoticed. Provide resources needed so that way they can properly carry out their work while providing a safe environment. Another strategy is to model the behavior you want to see other team members display.

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

I am categorized into the Gen Z or Gen Now generation. While I have been involved in some forms of social media, this is not something I had until later in middle school. At my age now, I find it difficult to keep up with all of the newer forms of social media as well as technology. I do find it rather convenient to send a text or an email when I need to contact someone. I do prefer a balance between work and life.

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 a framework utilized by healthcare professionals to improve team performance.

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

The four key skills included in TeamSTEPPS are communication, situation monitoring, team leadership, and mutual support. Communication involves both verbal and nonverbal communication among members of the team. Listening and communicating are involved in the message. There are several ways to do so such as SBAR, handoff, teach-back, etc.. Team leadership is multiple members working together to care for patients and their families safely. They set goals, share information, create a safe environment, and focus on patient and family-centered care. There is also situation monitoring which is the process of being aware

and assessing a particular situation in order to know what is going on. Lastly, there is mutual support. This is when all members of the healthcare team help each other out when possible. If someone were to have down time, they check in with those around them and determine if there is anything they are able to assist.

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

Responsibilities of an effective team leader encompass organizing the team, establishing a known goal, managing resources, creating a safe environment, assigning tasks and responsibilities to team members, encouraging mutual support, observing and re-evaluating the plan of care if needed, sharing information and keeping everyone up to date, and reinforcing patient-centeredness of all team members and actions.

***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.***