

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 Silent or Veteran Generation (born 1920, 1930 and 1940) is the oldest generation of nurses. These nurses place high value on loyalty, discipline, teamwork, and respect for authority because of their experience living through the Great Depression. They are used to autocratic style of leaders. The baby boomers (born between 1946 and 1964) are very ambitious nurses and in the past were the largest group of nursing working. They work long hours and appreciate their accomplishments and hard work being recognized. They are frequently challenged by younger generations because of their value for hierarchical leadership. They are focused on building careers and invested in organizational loyalty. Generation X (born between 1965 and 1980) are typically energetic and innovative. They have little loyalty to their leaders and institutions and love the portability of their careers and their ability to change their job frequently. They value their free time and prefer to work under motivational leadership with a democratic manager. Generation Y/ Millennials (born between 1981 and 1996) is the largest group, 3x the size of generation x. They are good at multitasking and thinking fast. They are not team players because they know there are other jobs available if they want them. They seek growth and expansion over an organization. They enjoy things constantly changing because of their short attention spans. Generation Z or Generation Now (born between 1997 and 2012) have never lived without internet or other forms of rapid communication. They enjoy communicating through social media and connect and engage with like-minded people.
2. Compare and contrast the different characteristics of the various generations.
The Silent Generation prioritizes loyalty and respect for their authorities. The Baby Boomers like their achievements to be recognized and remain products of hierarchical theory of leadership. They are invested in building their own careers and maintaining loyalty to their organizations. Generation X tend to change jobs frequently and stay in positions that suit them well. They prefer extensive learning and precepting and they want their questions answered immediately. They value their free time, so they want flexible scheduling and benefits. Generation Y is very smart and believes education is the key to success. They are usually not team players, and they tend to change jobs frequently because they seek growth and expansion. Generation Z rely on rapid communication and technology and enjoy connecting with like-minded people.
3. What management strategies can be utilized to help manage these generations?

I think it is important to have multiple management strategies that are attractive to all generations entering the field. It is important for all generations to compromise and embrace the diversity that each generation has to offer. I think democratic management styles would work best in this situation so that all generations are able to have input and make compromises.

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

I belong with generation Z and although they do not have a ton of information about our impact in the workforce, I do agree that we primarily prefer to communicate through social media and that we do not know a world without immediacy.

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 STEPPS stands for team strategies and tools to enhance performance and patient safety. It is an evidence-based work system that is focused on improving communication and team work skills in health care to improve patient outcomes.

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

- communication: making sure information is clearly and accurately exchanged among team members

- team leadership: ability to lead teams to maximize effectiveness

- situation monitoring: actively scanning and assessing situational elements to gain information or understanding

- 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?

- make sure directions given have clear expectations of how a task is to be performed

- make sure any task being delegated is being performed according to standards of practice

- provide positive feedback

- positively influence others

- work towards established goals and have sense of purpose and direction

- aware of how their own behavior impacts the workplace

- organizes activities and pulls the staff in a common direction

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.