

**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.

**There are 5 generations currently in the workforce; Silent/Veteran Generation which makes up fewer than 1% of the US workforce and is led by command and control. Baby Boomers which were born between 1945 and 1960 and are retiring daily. Generation X, which were born between 1960 and 1980. Generation Y (Millennial Generation), which were born between 1980 and 2000. Lastly, Generation Z (Generation Now), which has the fewest practicing in nursing and like technology and best communicates via email and text messages.**

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

**Silent/Veteran Generation was taught to rely on tried, true, and tested ways of doing things. They place high value on loyalty, discipline, teamwork, and respect for authority. Like the Baby Boomer generation they are also accustomed to the autocratic leadership. Baby boomers are very ambitious, they put in long hours and have a strong sense of idealism, at the work setting and home. They value what other people think, and it is important for them to feel like their accomplishments are recognized. They also embrace technology as a method to increase productivity, which leads to more free time. Generation X are very energetic and innovative. They are known to be hard workers but have little loyalty to leaders and institutions. They value the portability of their careers and usually change jobs frequently. Technology has shaped their learning style and want different employment standards, such as opportunities for building and responsibility for work outcomes. Generation X value their free time and like flexible scheduling and benefits, they are often motivated by work that agrees with their values and demands. Both Generation X and Y like their independence and direct communication with a leader. Generation Y is the largest group and believes education is the key to success. They are known to be very optimistic and interactive, think very fast, can multitask, and are extremely creative. On the other hand they are not team players, they like to be in control. With this being the most educated generation they tend to switch jobs frequently to seek growth. Lastly, Generation Z has never lived without the internet. They tend to communicate through social media platforms. They often perceive themselves as leaders rather than followers.**

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

The Silent/Veteran Generation is accustomed to the autocratic style of leadership. Baby boomers are products of the hierarchal theory of leadership but are beginning to ask for elements of the behavioral theory, where employers recognize the need to consider the human side of productivity to maintain a stable, satisfied workplace. Generation X works well under motivational leadership with a democratic manager. Generation Y focus on having leadership themselves so following the hierarchy of healthcare leadership doesn't typically work for this generation. Lastly, Generation Z may represent the formation of a new leadership theory.

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

**I belong to Generation Z, I do feel like I use social media to communicate mostly with individuals. I do think it is beneficial to see generations coming together, as it can cause conflicts it can also bring new ways of doing things which is always beneficial to growth.**

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 used to improve communication and to optimize group performance across the healthcare system.**

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

**The 4 key skills are: Communication, Team Leadership, Situation Monitoring, and Mutual Support. Communication focuses on the verbal/nonverbal process in which information should be accurately exchanged among different members. Team Leadership focuses on ensuring team actions are understood, information that changed is shared, and team members have the correct resources to do so. Situation monitoring is the process of actively scanning situational pieces to get more information. Lastly, mutual support is the ability to support team members needs through knowledge on their workload.**

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

**Responsibilities of an effective team leader include: organizing the team, identifying and articulating clear goals, assigning tasks/responsibilities, monitoring and modifying plans while communicating changes, reviewing team performance while providing feedback and critique when needed, managing resources, facilitating information**

**sharing, encouraging team members to help one another, fostering a safe environment for learning, reinforce patient- centered actions, and modeling 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.***