

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.
 - a. Silent Generation/Veteran Generation (1920's, 30's, and early 40's)- command and control style. These make up <1% of the US work force.
 - b. Baby Boomer Generation (1945-1960)- Members are actively retiring from the profession. Make up about 27% of the workforce.
 - c. Generation X (1960-1980)- Like independence and direct communication with leaders- make up 35% of the workforce.
 - d. Generation Y/Millennials (1980-2000)- Like independence and direct communication with leaders- 37% of the workforce.
 - e. Generations Z/ Generation Now (Born after 2000)- This generation has the fewest individuals practicing nursing. This generation likes technology and communicates best through emails and texts.

2. Compare and contrast the different characteristics of the various generations.
 - a. The Silent generation relies on tried and true ways of providing care, they are used to being in economic hardship and value loyalty, teamwork, and respect for authority. Baby boomers fill many of the management positions in healthcare and tend to have expansive family responsibilities spanning across three generations. These nurses tend to be very ambitious, putting in long hours at home and at work. They value what others think and appreciate recognition. They also embrace the use of new technology. Generation X is energetic and innovative, they are hard workers but unlike baby boomers are not loyal to their organization. This generation tend to change jobs frequently and only stay in a position long enough that is good for their own career. They appreciate instant response and gratification due to emergence of technology. They like extensive learning and questions to be answered immediately. This generations values their free time and opt for more flexible schedules, work from home, and benefits. If they are not fulfilled by their work environment it will take little thought for them to leave. Millennials are having the biggest impact of the employment market and how businesses are being managed. They are the children of the Baby Boomers. This generation is smart and believes education is the key to success. Diversity, technology and social responsibility are the key to success. They are optimistic and interactive but value uniqueness and individuality. They excel of

multitasking, thinking fast, and are creative. They tend not to be team players and like to be in control. This is the most educated generation ever. Like Generation X, they tend to move jobs frequently due to growth and expansion within or out of an organization. Similarly, they enjoy instant gratification and immediate information searches. Generation Z has never functioned without technology. They communicate significantly different than any other generation and pose a great challenge to the workplace. This generation entering the workforce with mean that there will have to be a lot of compromise and shifting in communication styles. They bring a new perspective and innovation that differs from old school task-oriented care.

3. What management strategies can be utilized to help manage these generations?
 - a. Silent Generation/Veteran Generation- autocratic leaders and managers
 - b. Baby Boomer Generation- They are used to autocratic leaders and are accustomed to hierarchical management. They focus of building their career and organizational loyalty.
 - c. Generation X- Prefers motivational leadership and a democratic leader.
 - d. Generation Y/Millennials- Do not prefer a hierarchy and seek to develop their own leadership but still function as a follower. This is still being determined.
 - e. Generations Z/ Generation Now- They perceive themselves as leaders instead of followers and they see the need to equalize the perception of leadership in order to find synchrony in the workplace.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
 - a. I technically fall into the Generation Z category however I feel like I identify more with the Characteristics of Generation X. I think I was equally raised by both my parents and my grandparents due to the work schedules of my parents. I was instilled the values that align with generation X and find that a democratic work environment where leaders are also active partners in the workflow on a daily basis tend to motivate me to do my job. I don't like to communicate to through email or texting because if feel that tone and body language are a very important step in communication to make sure that the message is received correctly.

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?
 - a. Is a Evidenced based work system developed in 2007 that focuses on improving communication and teamwork skills in healthcare industries to improve patient outcomes. It means Team Strategies and Tools to Enhance Performance and Patient Safety.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
 - a. Communication- Verbal and Nonverbal process when information is clearly and accurately exchanged between team members.
 - b. Team Leadership- When team leaders can maximize the effectiveness of the members by ensuring that actions are understood, information exchanged occur, and members have necessary resources.
 - c. Situation Monitoring- Actively scanning and assessing situational elements to gain information or understanding to be able to maintain awareness to be able to support team functioning.
 - d. Mutual Support- Ability to anticipate and support team members needs by knowing their assignment and workload of the shift.

3. What are the responsibilities of an effective team leader?
 - a. A team leader should be able to organize the team, identify clear goals, assign tasks and responsibilities, monitor and modify the plan and communicate changes, review performance and provide feedback, manage and allocate resources, facilitate information sharing, encourage team work, foster learning and a psychologically safe environment, mitigate conflict and promote conversations, reinforce patient centered care, and model effective team work.

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.