Emily Litz

<u>Ch.10</u>

1. What generations currently exist in the workforce? Briefly describe each generation.

Some generations involved in the workforce start with the Baby Boomer generation, born between 1945 and 1960. This generation makes up about 27% of the current workforce. Following that, is Generation X, born between 1960 and 1980. The Millennial Generation follows those born between 1980 and 2000. This generation makes up about 35-37% of the current workforce. Generation Z is followed with those born after 2000. Gen Z has the fewest number of individuals practicing nursing. They normally work as aides and technicians, and best communicate through technology.

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

In the Silent Generation, nurses were taught to rely on tried-and-true ways of nursing. They value loyalty, discipline, teamwork, and respect for authority. They work well in hierarchies. Baby Boomers are the largest group of nurses actively in the field. They are ambitious, put in long hours, and value what others think. They use technology to get things done quicker and focus on organizational loyalty. Generation X are hard workers but have little loyalty to their leaders. They love opportunities for self-building. They value their alone time and prefer flexible schedules. Millennials are built on technology and diversity. They value social responsibility and uniqueness; they do well with multitasking. Generation Z has never lived without technology and use rapid forms of communication. The use of social media helps link their peers together to share ideas and make money.

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

Let them know that what they do matters, tell them the truth, explain why you're asking them to do it, learn their language, look for rewarding opportunities, praise in front of peers and staff, model behavior, make the workplace fun, and give them tools to do the job.

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 can firmly say that I have always known technology, but, being raised by baby boomers, this was not always the case. I grew up to know the value of something without instant gratification; this instilled hard work into me. I will also agree that I mostly connect with my peers and friends through social media. However, having learned from baby boomers, I can also say I don't need technology to connect with others or strangers. My communication also differs from other Gen Z peers. I know how to converse with someone without the use/implementation of technology.

5. Post a meme that you feel best describes your generation.

The "Early Gen Z (Born in 1998-2003) Childhood" Starter Pack

Ch.11

1. What is TeamSTEPPS?

TeamSTEPPS is an evidence-based work system that focuses on improving communication and teamwork skills to improve patient outcomes. It stands for Team Strategies and Tools to Enhance Performance and Patient Safety.

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

Producing medical terms to achieve the best use of information to accomplish good clinical outcomes, increasing awareness of team roles, resolving conflict, and eliminating barriers. Many medication errors have been made "at the point of transition" with hand off communication. To achieve improved "hand off" communication, the "read-back" method was implemented to prevent this. The ability to resolve conflict and eliminate barriers can both also improve "the point of transition" communication to improve patient safety. These steps will ultimately eliminate the barriers to patient safety and improve care quality, the last step of the key skills.

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

Some responsibilities of an effective team leader include having effective communication, good time management, good prioritization in the clinical setting, and good management of others within the healthcare team.