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**Unit 1: Nursing Management**
**Z-Chapter 10 & 11**
<span style="color:red">**ONLINE CONTENT (1.5 H)**</span>

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**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.
   Generations currently in the workforce are the silent or veteran generation (1%), Baby boomers (27%), Generation X (35%), Generation Y (37%), and Generation now/Gen Z (1-2%).
2. Compare and contrast the different characteristics of the various generations.
   The silent or veteran generation are born between 1925 and 1942. This generation have retired or will soon retire and lead with a control-and-command style. The baby boomers are born between 1943 and 1960. They are currently in the workforce but are retiring daily. Generation X is born between 1960 and 1980, and generation Y born between 1980-2000 like their independence and like direct communication. The newest generation is gen Z, they like technology and best communicates through email and text messages.
3. What management strategies can be utilized to help manage these generations?
   The generation Z staff can show the older generation staff new, faster way to accomplish tasks. The older generations can also be utilized as a management strategy in mentoring the newer generations.
4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
   The generation I belong to is generation Z. I utilize technology in all aspects of my life and that is a big difference between generations. Communication utilizing technology is also valued within my generation. I feel that I would rather communicate by text message than face to face sometimes.
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 help team performance in the healthcare system.

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

The key skills of TeamSTEPPS are communication, team leadership, situation monitoring, and mutual support. Communication is nonverbal and verbal information exchanged by one and other. Team leadership is the ability to lead team members effectively. Situation monitoring is scanning and assessing a situation to gain information. Lastly, mutual support is the ability to support team members when needed.

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

The responsibilities of an effective team leader are to organize a team, identify the goals, assign tasks, monitor and modify the plan, provide feedback, manage resources, facilitate information sharing, encourage team members, model teamwork, foster a safe environment, and keep conflict health.

***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.***