

**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 currently 5 generations within the workforce. The Silent/Veteran Generation (1928-1945), baby boomers (1946-1964), Gen x (1965-1980), Millennials (1981-1996), Gen Z (1997-2012). The silent/veteran generation of nurses are retired, and was taught to “rely on tried, true, and tested ways of doing things (Zerwekh & Zerwekh Garneau, 2022)”. The baby boomers are beginning to retire from nursing. “In the past, they were the largest group of nurses working and filled majority of nursing management positions (Zerwekh & Zerwekh Garneau, 2022)”. The Gen X were known to be hard workers but lacked loyalty to their jobs. They changed their jobs often but would stay if the position remained good to them. “Technology has shaped their learning styles” and wish for different employment standards. Gen X nurses value their free time, and want a more flexible work schedule with benefits. Gen Y also known as millennials is currently the largest group, roughly 3 times the size of Gen X. Millennials are known to multitask, work fast and be creative (Zerwekh & Zerwekh Garneau, 2022). The millennials are known to change jobs frequently because they seek growth and expansion (Zerwekh & Zerwekh Garneau, 2022). Lastly, Gen Z, a generation who has not known life without the internet, and the need for constant communication. The gen z is wanted to “foster a work environment that embraces diversity and promotes productivity” (Zerwekh & Zerwekh Garneau, 2022).

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

Baby Boomers and Gen X had great work ethic, but Gen X wasn't as loyal to their employers as Baby Boomers. Millennials and Gen X have no issues finding new places to work and will job hop. Millennials and Gen Z learn and have valued the internet. This is a way to communicate healthcare needs and gather information and social media.

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

I feel like within the current population of workforce, a management with a democracy background that promotes teamwork and encourages diversity is the best way to go.

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

I am a millennial. I can absolutely agree with the fact that I have a great work ethic, but I constantly crave more pay, growth, and more opportunities. I will go wherever I am needed to make that occur. I crave growth and success. I value education and I work hard.

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 stands for team strategies & tools to enhance performance & patient safety. Leadership, communication, mutual support, situation monitoring,
2. **What are the key skills of TeamSTEPPS? Briefly explain each.**

Communication is where we get SBAR from. How to properly communicate with the oncoming shift to help provider care for the patient. Leadership It talks about who is involved in the care team and how doing huddles and debriefing can overall benefit to shifts. Situation monitoring involves status of patient, patient history, background, vital signs, and plan of care. The situation monitoring also involves team members within the patient care, environment, and the patient progress towards goal. Another part of the situation monitoring is the acronym STAR which stands for Stop, Think, Act, and Review. Next is mutual support, which is also called back up behavior. In the reading it demonstrates mutual support as team resilience and states that team behavior by asking “I have 10 minutes, how can I help?” to offer mutual support. Also something we have been going over the last semester was CUS, Concern, Uncomfortable, safety issue as a way to communicate concerns from coworkers and patients.

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

To provide support, open communication on the floor and between patients and nurses. This is why debriefing and huddles are important.

***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.***