

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.

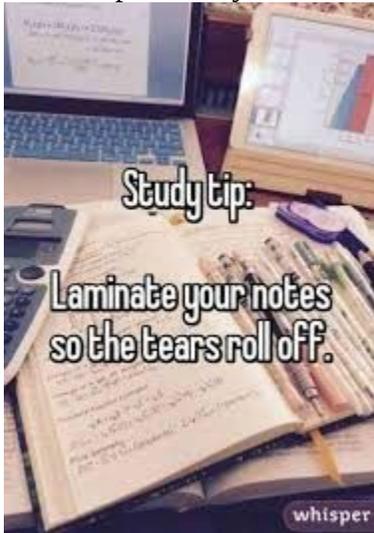
1. What generations currently exist in the workforce? Briefly describe each generation. There are currently 6 generations that exist in the workforce
2. Compare and contrast the different characteristics of the various generations.
3. What management strategies can be utilized to help manage these generations?
4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
5. Post a meme that you feel best describes your generation.

There are currently 6 generations that exist in the workforce. The first generation is the silent/veteran generation. They were born between 1928-1945. These are the oldest and retired. They have a tried, true and tested way of thinking and place a high value on loyalty, discipline, teamwork, and respect for authority. They have an autocratic system of leaders. The second generation is the baby boomers, born from 1946-1964. This group is the older generation and are newly retired or are retiring. They are the largest group and have filled the management positions. They tend to be ambitious and work long hours with a sense of idealism. They place value on what others think of them, recognized achievements, and hierarchy. They have built careers and have invested time in organizational loyalty. They have embraced technology to increase the productivity and to have more free time.

The next generation is called generation X. This group was born from 1965-1980. They are very energetic and innovative. They want to have a motivational leadership with democratic manager. They work hard but have little loyalty to and confidence in the leaders/institution. They have little aspiration of retirement and value portability of careers and change jobs frequently. They also value free time, flexible schedules, and benefits. Because of the technology, they have an expectation of instant response, satisfaction, and questions answered immediately.

The fourth generation is called generation Y. This group was born between 1981 and 1996. This is the largest group of all. As a whole they believe diversity is a given, technology is transparent, and social responsibility is business imperative. They are smart and believe education is the key to success, hence they are the most educated of all of the groups. They

multi-task, think fast, and are creative and optimistic. Although they value individuality and uniqueness, they are interactive but not team players. This group tends to change jobs frequently to seek growth, expansion, and to climb the corporate ladder. If they feel the ladder is slow, they move on because they want instant gratification and information and require constant change and evolving. They tend to develop their own leadership. The next generation is generation Z or generation now. This group was born from 1997-2012. This group is unlike any other generation in many ways. They think, act, find info, negotiate, and make decisions that may make the current theories of leadership become obsolete. They are leader's vs followers and are different than the task-oriented previous generations. They compromise and learn to work together by understanding differences and embrace diversity. They promote productivity and are well on the way to becoming transformational leadership. They also use technology and social media. The subgroup of this generation is called the alpha generation born from 2010- now. These people have the most education, are all technology and are personalized learners/learning. Although I can identify with a little bit of all of the generations, I am technically generation Y. I value the educational background of this group and have desire for the fast pace moving/growing and advancing of my career. However, I feel more like a generation x in the value of portability and flexibility.



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? This is an outline based on evidence that uses the skills of team leadership, situation monitoring, communication, and mutual support to provide safe, efficient, and patient-centered care in teams.
2. What are the key skills of TeamSTEPPS? Briefly explain each. The four skills are team leadership, situation monitoring, communication, and mutual support. Communication is done among people sharing information and active listening. Communication is both verbal and nonverbal and can use SBAR or IPASS. Communication is most effective when the

people involved reflect back to the speaker what they heard and clarify any misunderstandings. Team leadership can be ever changing or permanent depending on the situation. Teams can be made of professionals as well family and patients. They work together or collaborate, communicate, and coordinate to make the care optimal for the patient. Situation monitoring is another skill in this process for optimal care for a patient. It is made up of 3 parts to the process. Situation monitoring, situation awareness and shared mental models. Each part of this process is important and 2 of the 3 skills are individual actions to better the team (the 3rd skill). Monitoring is just that monitoring the situation and maintain an understanding of what's going on around you. Awareness is knowing what's going around you and everything around you (environment, patient, team members, ect.) and the progress towards the goal. Shared mental models is the team effort of everyone doing the previous 2 skills and coming together and communicating with other team members to make sure everyone is on the same page. The last part of this is the mutual support. This is where team members assist each other and give and receive feedback and support. They also advocate for patient especially when safety is an issue. They use the CUS method with this situation.

3. What are the responsibilities of an effective team leader? An effective team leader will organize a team and assign the tasks and responsibilities to the team members. They will identify the goal or goals of the team and monitor and modify the plan to achieve that goal while communicating the changes and facilitating information sharing among the team and modeling effective teamwork. They will monitor, manage, and allocate appropriate resources. They will encourage the information sharing and assisting each other within the team and keep conflicting issues healthy by fostering a learning and psychologically safe environment. They will reinforce the patient-centeredness of all team members and review the team's performance by providing feedback and constructive criticism when needed.

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.