

**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.  
Silent or veteran generations, typically these nurses are retired because they are minimally in their late 70s, because they lived through the depression they relied on discipline, working as a team, and showing respect to authority.  
Baby boomers (ages 46-64) they are either planning retirement or are retired. They balanced working and family, putting in long hours to be successful at home and work. This generation, as well as the silent generation worked under a hierarchical management style.  
Generation X is part of the information age. They work hard and are also innovative, but they don't place the same value in leaders and institutions as the baby boomer generation. They tend to shift jobs for their own personal being. Because they are from a technological generation, they are used to getting an immediate response to questions. They embrace free time and look for jobs that fulfill that.  
Generation Y is three times the size of gen X, so they are a huge portion of the workforce, and they have a big say in how businesses are managed. They value education and diversity, they grew up with technology so they are tech savvy, and with that, they can multitask easily.  
Generation Z social media has totally influenced their life and they have always grown up with the internet. Because this generation gets immediate results, they expect a different kind of leadership style that has been historically found in nursing. Since this generation is so unique from the other generations, they bring fresh ideas to the table, but also challenges of seeing themselves as leaders with little nursing experience.  
Generation Alpha has not yet entered the workforce but will soon be seen. They are comfortable with phones, laptops, and virtual schooling. They will be the most educated but less proficient in social interaction, which may be difficult in the nursing profession.
2. Compare and contrast the different characteristics of the various generations.  
The silent and the baby boomers follow authoritarian leadership styles. They are not afraid to put extra hours in to get the job done, while generation X is more focused on a balanced schedule and they are the start of being exposed to technology; as is apparent in generations Y and Z, these three generations also are more likely to be receptive to a shared governance in nursing as opposed to an authoritarian nurse leader role.

3. What management strategies can be utilized to help manage these generations?  
As I previously mentioned, the silent and baby boomer generations spent their nursing career under authoritarian leadership. While they probably managed to work with this leadership, they would have more than likely benefited from having a voice in process change. Generation X,Y,Z benefits from a manager that is transparent, reaches out for ideas from the staff, and then implements change from those ideas. Because this generation perceives themselves as leaders as opposed to followers, management needs to find a way to keep a professional balance in the work environment.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?  
I belong with generation Z. Although I have been exposed to internet and social media, I feel as if my values regarding work and personal characteristics do not really fit this category. As me being the younger one of my siblings, I have been exposed to how they function in their professions and I feel that I am more old school. I had a job in high school and was taught at a young age to be responsible, reliable, and knew the expectations that were set for me. With generation Z, I do think that I am more willing to try new things/take new approaches.

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?  
It is a type of framework that helps to optimize nurses performance as a team by using evidence-based practice. This system was developed to focus on improving communication and teamwork to improve patient outcomes.
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 can be verbal or nonverbal to be able to exchange information with other team members. Some of the forms of communication used in the healthcare setting are SBAR, closed-loop communication, check-back, teach-back, handoff, and I-PASS. Team leadership is a group of people who communicate and collaborate to provide the best care for the patient. Patients and family caregivers are also

part of the team. Using a multi-team approach is helpful in covering all aspects in the patient's care. To have effective teamwork it is important to assign roles, make goals, share information, encourage everyone to help one another, and reinforce patient-centeredness. In addition, effective teamwork can be accomplished using brief, huddle, and debrief to be able to establish expectations, awareness and improve performance. Situation Monitoring is a three-part process that consists of situation monitoring, situation awareness and shared mental models. Situation monitoring is an individual skill that causes one to process and understand what is going on around them. Situation awareness is knowing what is going on around oneself, such as the patient, other team members, process toward goals, and the environment. Shared mental models uses situational awareness from each team member to communicate that all members are on the same page. Mutual support has team members assist one another by providing and receiving feedback on performance to help advocate for patient safety. Mutual support is gained when members of the healthcare team use task assistance to build strong trusting teams, formative feedback to improve team performance, and advocacy and assertion to help advocate for the patient.

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

Some of the responsibilities are organizing a team, formulating a plan with goals, assigning tasks and responsibilities, monitor and modify the plan as well as communicate any changes, review performance and provide members with constructive feedback, manage and allocate all resources, share information, assist one another, foster learning in a safe environment, and reinforce patient-centeredness.

***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.***