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.
   The Silent or Veteran Generation-These are the oldest generation of nurses. This generation is retired now yet throughout their careers taught to rely on EBP to perform their nursing duties. They were stringent in their practice due to economic hardships, and they placed high value on the hierarchy of management.
   The Baby Boomers- This generation is retired or retiring as well. They are very ambitious, value what others think, and embraced technology. This generation has spent their life focused on building career and are loyal. They are also frequently challenged by the younger generation who do not value hierarchy leadership.
   Generation X- This generation is energetic and Innovative. They are hardworking yet have little loyalty to leaders and institutions. Their focus is on what is good for them. They value their free time and prefer extensive learning. If democratic leadership is not present this generation will see no reason to maintain employment.
   Generation Y- The largest group influencing how management is defined. This generation is smart, optimistic, and interactive. They are not team players, pushing their limits will enable their highest producing self. They tend to change jobs frequently and require immediate gratification. Hierarchy of management is not something that this generation prefers as they will develop their own leadership position.
   Generation Z or NOW- This generation has never lived without rapid communication. The way that this generation utilizes information makes theories of leadership and management obsolete. This group brings forth the need to learn compromise within the generations to maintain continuity in the work environment. They perceive themselves as leaders vs. followers thereby management will need to be creative.
   Generation Alpha- A technologic heavy generation even though they have not entered the work force to date. They will be the most educated generation in history and social media will be their main source of communication. Life-skills are significantly less than their older generations and will prefer to only work for companies that meet their values and offer diversity.

2. Compare and contrast the different characteristics of the various generations. When you combine five generations into a work environment characteristic will vary amongst them. For example, the oldest generation of nurses believe in a rigid hierarchical structure and Gen X prefer a more motivational democratic manager. While Boomers and Gen X's are closer their

characteristics still differ greatly in the fact that Boomers value what others think of them, and Gen X's focus is more on what is good for them personally. Gen Z has never lived without the internet so when the organizations system goes down, they may have a harder time adjusting to paper than say a Boomer or the Silent or Veteran generation.

3. What management strategies can be utilized to help manage these generations? Mentorship and recruitment by the experienced generation to the younger generation is invaluable. Communicating effectively and showing a willingness to give and receive feedback while enhancing positive communication. Recognize and identify a breakdown in structure and implement factually based outcomes. Ensure that a view of the big picture is involved in the decision-making process and individual values are left out. Recognize that change is inevitable. Positivity and solid leadership will help contribute to resolving some of the differences amongst the different generations.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation? According to the text, I belong with the Gen X's although I cannot say that I agree. I am a hard worker but am also extremely loyal and do not change employment frequently. Additionally, I prefer more of a structured environment, have high aspiration for retirement, and while I believe input is important from the staff, I am accustomed to an autocratic style of leadership.

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? Team Strategies & Tools to Enhance Performance & Patient Safety is framework that is evidence-based to optimize the entire team's performance across the healthcare delivery system.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
Communication- A process in which two or more team members exchange verbal or nonverbal information clearly and accurately.
Team Leadership- Sets of people (Team Leaders) that maximize the effectiveness of the team by ensuring actions are understood, changes in information are shared, and members receive the appropriate resources to provide optimal care.
Situation Monitoring- A three-part process in which maintaining awareness to support team function by performing the task of actively scanning and assessing situational elements to gain information or understanding.
Mutual Support- Also called "backup behavior." Support and anticipate the needs of team members through accurate knowledge about their workload and responsibilities.
3. What are the responsibilities of an effective team leader? An effective team leader should be able to communicate effectively, delegate appropriately, promote strategies for time management, and verify that task is performed according to standards of practice. Also, effective team leaders provide direction, evaluation, and follow-up.

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.