

**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 Generation (born between 1928-1964)
    - Less than 1% of workforce, most have retired
    - Place high value on loyalty, discipline, teamwork and authority
  - Baby Boomers (born between 1965-1980)
    - Starting to retire
      - In the past the largest group of nurses
    - Ambitious and idealistic, responsibilities spanning 3 generations.
    - Value hierarchy, accustomed to working with traditional autocratic leaders
    - Organizational loyalty
  - Gen X (born between 1965-1980)
    - Grew up in information age, value immediate education/response.
    - Energetic and innovative
    - Little loyalty and confidence to organizations (don't believe they will be able to retire)
    - Flexible scheduling and benefits are important- work under a democratic manager
  - Millennials (born between 1981-1996)
    - Believe education is the key to success
    - Optimistic and interactive, value diversity
    - Multitask, think fast, and are extremely creative
    - "not team players"
      - Tend to change jobs frequently- seek growth and expansion, will move on if they believe they are in a dead end job
  - Gen Z (born between 1997-2012)
    - Never lived without the internet
    - Communicates through social media
    - Never known a world without immediacy- will impact leadership.
2. Compare and contrast the different characteristics of the various generations.
  - Technology: Silent Gen and Baby Boomers grew up without major technologies, Gen X began to see the impact of mainstream technology, Millennials and Gen Z have been

- raised among computers. (Paper charting vs. Software, emergence of Pyxis, automated IV pumps, PAR charging changes)
- Leadership Style: Baby boomers value hierarchy and organizations- Gen X does not have confidence in organizational structure (don't believe they will actually be able to retire due to market fluctuations) Millennials require democratic leaders, don't have company loyalty
  - Education: Baby Boomers value education, but do not think it is required to be successful, Millennials were brought up believing a good education guarantees employment. Millennials are more likely to continue their nursing education (not satisfied with associates of nursing, obtain at least a BSN)

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

- Silent Gen and Boomers: more traditional autocratic/authoritative leadership, making clear decisions
- Gen X: receptive and active leadership, providing answers immediately, opportunity for growth (precepting, extensive learning)
- Millennials: democratic leadership that values the individual and treats others as colleagues. Benefits and recognition are essential in retention.

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

- I am a Millennial, my values regarding work are extremely similar to what was mentioned in the book. I would argue against the author in that I'm not a team player, but rather, I refuse to be taken advantage of by management and administration. I feel Millennials in general are extremely willing to help their teammates but refuse to be complacent in a structure that profits from their hard work while providing little compensation (monetarily and through recognition) to the individual. I would greatly align with this, as I have resigned from positions where I felt like my work was not being appreciated and went to different organizations that provided better opportunities for growth.

5. Post a meme that you feel best describes your generation.

## HOW TO ADULT



**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?
  - a. TeamSTEPPS is an evidence-based program that optimized team performance in the medical field. The ultimate goal is for safe, effective, and reliable care for patients.
  
2. What are the key skills of TeamSTEPPS? Briefly explain each.
  - a. Communication- verbal and non verbal, sends a message/information to others. Effective communication is clear and accurate.
  - b. Team Leadership- ability to lead effectively. Ensuring actions/goals are understood, changes are shared, and necessary resources are available.
  - c. Situation Monitoring- active and constant assessment of situation and needs to gain information, maintain awareness, and support the team.
  - d. Mutual Support- anticipate and support team members needs through accurate and timely understanding of needs, knowledge, and workload.
  
3. What are the responsibilities of an effective team leader?
  - a. Organize the team
  - b. Identify and explain goals in a clear manner
  - c. Assign responsibilities and provide support
  - d. Monitor, modify, and communicate the plan and any changes
  - e. Review performance and provide constructive feedback
  - f. Manage and allocate resources
  - g. Encourage teamwork and facilitate information sharing
  - h. Model teamwork
  - i. Reinforce pt centered care
  - j. Foster a safe learning environment

***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.***