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.
Baby Boomers (born between 1946 and 1964): they are retiring or getting ready to retire. In the past, they were the largest group of nurses and filled the majority of nursing management positions.
Generation X (Born between 1965 and 1980): grew up in the information age. They are energetic and innovative. Hard workers, but change jobs frequently.
Generation Y/Millennials (Born between 1981 and 1996): The largest group having a formidable impact on the employment market. Tend to change jobs frequently because they seek growth and expansion within the organization.
Generation Z/Generation Now (Born between 1997 and 2012): Newest generation in the workplace. Have never lived without the internet and other forms of rapid communication. Communicate via social media.

2. Compare and contrast the different characteristics of the various generations.
The older generations are more loyal to the organizations they started working for whereas the younger generations tend to change jobs frequently to make better money or to take on a position higher than the one they were in previously in such as management positions.

3. What management strategies can be utilized to help manage these generations?
Incentives such as sign on bonuses and recruitment bonuses help recruit new nurses into the workplace but it also helps with retention of experienced nurses that are needed to mentor the younger generations.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
I belong to generation Z. I definitely use social media quite often to communicate with other people as well as I have always had immediate access to knowledge via the internet. Take nursing school for example, we carry our phones with us during clinical to have immediate access to resources that help us find out more about our patients medications whereas other generations may have had to search through tons of medications in a book to find the exact one they were looking for.

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

This is relatable because much of my generation revolves around social media and a popular topic on social media is memes. If you understand a meme or send a funny meme to someone, you're appreciated more by the other person. It's kind of sad, but also the reality of the world we live in nowadays.

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?
   An evidence-based wok system developed to focus on improving communication and team work skills in the health care industry to improve patient outcomes.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
   Communication: A process by which information can be clearly and accurately exchanged among team members.
   Team Leadership: Ability to lead teams to maximize the effectiveness of team members by ensuring that team actions are understood, changes in information are shared, and team members have the necessary resources.
   Situation Monitoring: Process of actively scanning and assessing situational elements to gain information or understanding, or to maintain awareness to support team functioning.

Mutual Support: Ability to anticipate and support team members' needs through accurate knowledge about their responsibilities and workload.

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

Organize the team, identify and articulate clear goals (i.e., the plan), assign tasks and responsibilities, monitor and modify the plan; communicate changes, review the team's performance; provide formative feedback and critique when needed, manage and allocate resources, facilitate information sharing, encourage team members to assist one another, foster a learning and psychologically safe environment, keep conflict healthy through use of tools such as DESC, reinforce patient-centeredness of all team members and actions, model effective teamwork.

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.