

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 were born between 1946 and 1964. They only make up 27% of the workforce and are often retiring. Generation X were born between 1965 and 1980, they have about the same rate in the workforce as Millennials which is between 35% and 37%. Millennials were born between 1981 and 1995. Lastly, Generation Z are the youngest in the work force being born between 1997 and 2012. They also have the lowest number of nurses. There is also the silent generation that was born between 1928 and 1945 but they only make up less than 1% of the nursing field now because they are mostly retired.

2. Compare and contrast the different characteristics of the various generations.

The silent generation and the baby boomers were both very dedicated to their work. Both worked best in a hierarchy incorporating system. The medical field is always changing but I feel these generations are both to thank for a lot of the core values in nursing. The baby boomers had a higher stress level with balancing home and work than the older generation. Generation x is unlike both already discussed generations as they don't work well with leaders or management because they don't trust them. They also don't stay at jobs for very long. They like instant gratification and answers. Generation Y also changes jobs often, but their motivation is for growth and expansion. They, like generation X, like to have their individuality. Another way these two are alike is they don't do well in a leadership system because they like to be the ones in charge. Generation Z likes to be leaders as well so the workforce will have to change in order to accommodate the changes that the youngest 2 generations will make. They are different however because they have never been without technology and mostly communicate through text or social media.

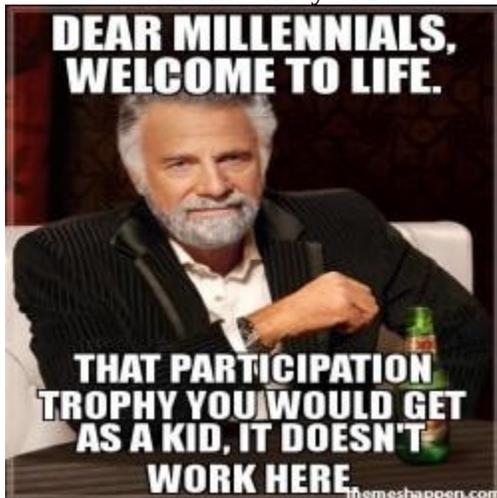
3. What management strategies can be utilized to help manage these generations?
Good communication, like when giving directions be clear on your expectations. Verify that all your staff is working under their scope and delegation is being used appropriately. They could use the sandwich method for communication when giving feedback. Feedback is an important strategy for a good management system to use to applaud the

good and provide constructive comments to promote growth. Using evidence-based team leadership resources such as teamstepps is another great tool that can be used.

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

I am a Millennial and I fit a lot of the values that were described in the book. I like to be unique, and I like a fast-paced work environment because I do get bored easily. I also think very fast and can be creative with my answers. I am a team player, but I do like to be in the driver's seat at the same time so that one is a little different than described.

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 an evidence-based tool that is full of strategies to enhance performance and pt safety.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
Communication: verbal and nonverbal process that happens between team members to accurately explain information.

Team leadership: to lead a team by making sure they have all supplies, understand their roles, and can communicate as a team.

Situation monitoring: to remain focused and observant of the situation at hand to gain the best outcome.

Mutal support: help support members of the team with responsibilities and knowledge about the field.

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

Organize the team, identify and articulate goals, assign tasks, monitor/modify the plan and communicate it, give team feedback and critique, allocate resources, facilitate information sharing, encourage team to help each other, foster a learning and safe environment, keep conflict healthy through use of tools, reinforce patient centered care, 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.