Elizabeth McCloy

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Unit 1: Nursing Management
Z-Chapter 10 & 11
ONLINE CONTENT (1.5 H)

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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.**
   a. Generation X those born between 1965 and 1980, Generation Y/Millennials those born between 1981 and 1996, and Generation Now or Gen Z are those born between 1997 and 2012.

2. **Compare and contrast the different characteristics of the various generations.**
   a. Gen X and Gen Y both like their independence and direct communication with their leaders. Gen X makes up roughly 35% of the workforce and, Gen Y makes up roughly 37% of the workforce. Gen Z loves technology and best communicates via email or text. This generation also has the fewest practicing nurses, some may not have completed nursing school yet and may still be seen in the healthcare field as aides or techs.

3. **What management strategies can be utilized to help manage these generations?**
   a. For Gen X motivational leadership with a democratic manner works best for them as they value their free time and enjoy flexible scheduling and benefits. Generation Y/Millennials have shorter attention spans so for them it is important to keep things constantly changing and evolving. For this group they generally develop their own leadership in what they are doing which makes managing this generation a little more complicated. For Gen Z their leader will need to do what they can to "equalize" the perception of leaders and followers.

4. **Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?**
   a. I am a Millennial or Gen Y. I do believe education is the key to success as mentioned as well as being able to multitask well. For myself personally, I don't agree with the changing jobs frequently to climb the corporate ladder is slow or nonexistent or that I need instant gratification. I believe you must work hard, like all other colleagues to reach success and if you don't attain that level or get a certain gratification you leave, that's not how life works. Although, I do not believe you should stay at a place of employment if you are mistreated or

unhappy but leaving jobs frequently doesn't do yourself or anyone else any justice.

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

It's fine. I'm fine.

Everything is fine.

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 approach to optimize team performance throughout the healthcare delivery system. This system requires clearly defined and appropriate team structure with the use of Communication, Team Leadership, Situation Monitoring, and Mutual Support.

2. **What are the key skills of TeamSTEPPS? Briefly explain each.**
    a. Communication using verbal and nonverbal approaches where information can be clearly exchanged among team members. Team Leadership is the skill in which they can lead their team effectively and ensure the team actions are understood, all changes are shared, and they have the necessary resources to do so. Situation Monitoring is the skill where information is gained and understood by actively scanning and assessing situational elements to support team functioning. Lastly, Mutual support is a skill in which they can anticipate and support team members' needs through accurate knowledge according to their responsibilities and workload.

3. **What are the responsibilities of an effective team leader?**
    a. To be an effective team leader you must organize the team, identify and articulate clear goals, 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, and model effective teamwork.

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