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.
The Silent Generation is the generation born in 1928-1945 and are retired or about to retire. They currently make up less than 1% of the workforce. The Baby Boomer generation was born from 1946-1964 and make up 27% of the workforce. Generation X was born between 1965-1980 and make up 35% of the workforce. The Millennial Generation (Generation Y) was born between 1981-1996 and make up 37% of the workforce. The last generation is Generation Z or Generation Now. They are born between 1997-2012 and currently have the fewest number of individuals working in nursing.
2. Compare and contrast the different characteristics of the various generations.
The Silent Generation places high value on loyalty, discipline, teamwork, and respect for authority. The Baby Boomers have embraced technology as a method to increase productivity and were accustomed to working with autocratic leaders. Generation X are hard workers; however, they have little loyalty to leaders and institutions. They will change jobs frequently and only stay in a position for as long as it suits them. The Millennial Generation believes education is the key to success. They are optimistic and interactive and change jobs frequently to seek growth. Generation X and Y both like their independence and direct communication with leaders. Generation Z are known to like technology and communicate best via email and text messages. They have not lived in a world without internet or immediate access to what they need.
3. What management strategies can be utilized to help manage these generations?
Employees generally need to know that what they do matters. Hearing positive feedback from a patient about their stay will encourage their efforts. They need to know the truth about what is happening within their workplace and explain why you are asking them to do specific tasks.
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 would agree that I am used to a world of immediate response and action. In my current workplace, I have found myself to be impatient when waiting on orders for an agitated patient or new admission. I think healthcare will continue to adapt to make wait times decreased and everything overall more responsive.

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?
TeamSTEPPS are team strategies and tools to enhance performance and patient safety.
2. What are the key skills of TeamSTEPPS? Briefly explain each.
TeamSTEPPS creates a way to provide better and safer patient care. It produces medical teams who optimize the information, people and resources to achieve the best outcomes for patients. It increases team awareness and clarifies team roles and responsibilities. It resolves conflicts and improves information sharing and also eliminates barriers to quality and safety.
3. What are the responsibilities of an effective team leader?
It is the leader's responsibility to track team performance, facilitate team actions, communicate with team members, share information, and ensure team members are aware of all changes.

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.