

**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 1/08/2025.**

1. What generations currently exist in the workforce? Briefly describe each generation.  
**Baby boomers** – very ambitious, strong sense of idealism, value what others think, important that their achievements are recognized.  
**Generation X** – grew up in information age, energetic, innovative, hard workers, little loyalty to leaders and institutions.  
**Generation Y** – smart, believes education is the key to success, multitask, think fast, extremely creative, and not team players.  
**Generation Z** – communicates through social media and have never known a world without immediacy  
The silent generation are all retired and Gen Alpha are not in the workforce yet.
2. Compare and contrast the different characteristics of the various generations.  
Baby boomers are typically loyal to leaders and institutions while the generations after them are not. Gen X have little aspiration for retirement, while generations after them are wanting to retire younger and younger. Every generation before Gen Z have lived in a world without technology meaning there was likely a time that they had to do paper charting in nursing.
3. What management strategies can be utilized to help manage these generations?  
A strategy would be the problem-oriented process that is similar to the nursing process. This when a manager analyzes problems throughout all the planning, organizing, directing, and controlling functions of management. There will also be the option for feedback from everyone while deciding how to handle a problem.
4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?  
I belong with Gen Z. I think my values regarding work definitely fits in with my generation because we don't put work above everything else. We have learned that we can and will be replaced if we can't do the job, so we tend to worry more about family and friends.
5. Post a meme that you feel best describes your generation.

Cashier: The receipt is in the bag  
Me: You too



**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 1/08/2025.**

1. What is TeamSTEPPS?  
It is an evidence-based framework to optimize team performance across the healthcare delivery system.
2. What are the key skills of TeamSTEPPS? Briefly explain each.  
**Communication** – verbal/nonverbal information exchanged  
**Team Leadership** – ability to lead teams to maximize effectiveness of team members  
**Situation Monitoring** – actively scanning and assessing to gain information  
**Mutual Support** – ability to anticipate and support team members needs
3. What are the responsibilities of an effective team leader?  
The ability to communicate clearly, delegating tasks, conflict resolution, fast and effective decision-making, motivating team members, and keeping a safe, positive 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.***