

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 1/08/2025.

1. What generations currently exist in the workforce? Briefly describe each generation.

Some veteran nurses are a retired group, the oldest generation; who rely on tried, true, and tested ways of doing things. They have an autocratic style of leaders and managers. Baby Boomers embraced technology as a method for being more productive, focused on building careers, and invested in organizational loyalty. Generation X are hard workers but have little loyalty or confidence in leaders and institutions. Generation Y believes that education is the key to success, they are optimistic, interactive, and learn quickly.

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

Generation X tend to change jobs frequently and they value their free time and flexible scheduling. Generation Y are likely to stay at their job but can also be difficult to work with due to them not usually being team players. Generation Y believes in education, whereas generation alpha believes in social media and technology. Veteran nurses have strong loyalty and like the autocratic style, while baby boomers are accustomed to working with them.

3. What management strategies can be utilized to help manage these generations?

The autocratic management style makes decisions alone, focuses on the task, and communicates down the chain of command. Democratic management style is people-oriented, includes the group, and communicates up and down the chain of command. A laissez-faire management style has little direction and is effective with employees who are highly motivated.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation? I fall into the Generation Z category, but most of my qualities come from Generation Y. During my time in school I have always utilized technology in some form, and I do view myself as a leader. My qualities from Generation Y are that I can multitask, be interactive, and am optimistic.

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 1/08/2025.

- 1. What is TeamSTEPPS?** TeamSTEPPS provides higher quality and safer patient care by producing medical teams, increasing awareness, resolving conflicts, and eliminating barriers to quality and safety.
- 2. What are the key skills of TeamSTEPPS? Briefly explain each.** Team Strategies and Tools to Enhance Performance and Patient Safety. One key skill is communication that is clear and accurate to minimize misunderstandings. Team leadership to provide guidance and achieve goals. Situation monitoring is used to ensure team members maintain awareness of their surroundings and mutual support so that team members can help each other and reduce workload.
- 3. What are the responsibilities of an effective team leader?** According to the TeamSTEPPS 3.0 Pocket Guide, a team leader is the “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”. A team leader should be able to communicate both verbally and written while having accurate legibility. They should monitor, help, and empower their team while promoting safety. They should also delegate tasks and have decision-making skills.

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.