

**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 are the oldest generation, and they like to be recognized. They are extremely loyal to their workplace and management and were the first ones to take one technology in the workplace and focus on building their retirement. Gen X is the generation that likes to question everything and have little loyalty to the workplace and management. They tend to stay in a workplace as long as it benefits them and needs flexible scheduling. Millennials or Gen Y tend to focus on their education the most and learn and adapt quickly to new and changing practices, but just like Gen X they tend to stay at places that benefit them the most. Gen Z have grown up with technology and adapt the fastest to changes, view themselves as the leadership and tend to need things immediately. During their time in school, they have learned the newest practices. Gen alpha is the newest generation. This is the next upcoming generation, they could not imagine a world without technology, need rapid communication, make things personal, and they look for workplaces that have equality and diversity.

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

There tends to be some big differences between these generations. Baby boomers grew up without technology, did paper charting by hand, learned older techniques, have workplace loyalty and listen to management. Gen Z on the other hand grew up with technology everywhere around them and learned the newest techniques in school before going into the nursing field. They listen but tend to take on leadership roles. Gen X and Millennials have a lot in common, but Millennials put their education first and know it is the key to their success, they adapt super easy as well as take change well. Gen X likes to question most things and stay in places that benefit them, they need information and explanations before doing anything new. Gen alpha is the most different from all of them because they look for workplaces that are diverse and have equality for everyone not just themselves, they also use technology the most including social media for communication.

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

Each generation can utilize different managing strategies. Baby boomers are typically managed best with autocratic leadership because decisions are just told to them so that

they can get their job done in any situation especially a crisis. Gen X, Millennials and Gen Z are best managed by democratic leadership because the communication goes up and down the chain of command so when questions are asked, they will get answered from management as well as having input from everyone including themselves. Gen alpha in my opinion would be best managed by Laissez- faire because they like lenient atmospheres as well as little direction/control.

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

I belong with Generation Z. I grew up with technology all around me to use at any moment. I adapt to change quickly and efficiently and like to be a leader in some situations. I also have learned the newest techniques in school before getting into the actual nursing field.

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

The bank says I can't afford a  
\$1200 mortgage so I pay \$2000  
in rent instead



**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 are team strategies and tools to enhance performance and patient Safety.

TeamSTEPPS focus on communication, a team approach to leadership, situation monitoring for all and support for all.

**2. What are the key skills of TeamSTEPPS? Briefly explain each.**

The key skills first focus is on communication. Communication is exchanging updates, thoughts and feelings throughout the whole team on paper, verbally or electronically. Miscommunication is a preventable and crucial mistake that can happen within a team. Team leadership is for guiding individuals working together to achieve a goal of good patient care, healthy environments and efficiency with tasks. Situation monitoring is there to maintain awareness of

what is going on with the patient and staff as well as ensuring patient safety. Being alert and active is needed. Support is needed for the individuals on the team to feel valued and confident in their skills and patient care.

2. What are the responsibilities of an effective team leader?
  1. Time management
  2. Delegating
  3. Making effective decisions.

***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.***