

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.
 - a. Silent or Veteran generation: Born between 1928 and 1945
 - b. Baby Boomers: Born between 1946 and 1964
 - c. Generation X: Born between 1965 and 1980
 - d. Generation Y or Millennials: Born between 1981 and 1996
 - e. Generation Now or Gen Z: Born between 1997 and 2012

2. Compare and contrast the different characteristics of the various generations.
 - a. Silent or Veteran Generation: Taught to rely on tried, true, and tested ways of doing things. Place high value on loyalty, discipline, teamwork, and respect for authority.
 - b. Baby Boomers: Have a multitude of family responsibilities, frequently spanning three generations. Nurses from this group are very ambitious. They put in long hours and have a strong sense of idealism, both at home and work. They value what others think, and it is important that their achievements are recognized. They are focused on building careers and are invested in organizational loyalty.
 - c. Generation X: Grew up in the information age; they are energetic and innovative. They are hard workers, but unlike baby boomers, they have little loyalty to or confidence in, leaders and institutions. They value the portability of their careers and tend to change jobs frequently; they stay in a position as long as it is good for them. They tend to have aspiration for retirement. Technology as initiated and expectation of immediate response and satisfaction; they want immediate answers from a variety of sources. They want different employment standards, like opportunities for self-building and responsibility for work outcomes. They want extensive learning and precepting, and they want their questions answered immediately. They value their free time; therefore, flexible scheduling and benefits are important.
 - d. Generation Y or Millennials: Those in their 30s and 40s are influencing how organizations are managed. They are smart and believe education is they key to success. For this group, diversity is a given, technology is as transparent as air, and social responsibility is a business imperative. They are optimistic and interactive, yet they value individuality and uniqueness. They can multitask, think fast, and are extremely creative. Generation Y nurses are not team players. This is

the most educated generation ever. And they tend to change jobs frequently because they seek growth and expansion within the organization. They will develop their own leadership position in whatever they are doing.

- e. Generation Now or Gen Z: They have never lived without the internet and other forms of rapid communication. This means they have never known a world without immediacy.
3. What management strategies can be utilized to help manage these generations?
 - a. The key is to learn the art of compromise as these generations continue to learn to work together, and by understanding these generational differences, managers and leaders can “foster a work environment that embraces diversity and promotes productivity.”
 4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
 - a. Generation Z. My values do and do not align with the book’s version of Gen Z, and neither do my personal characteristics. Teamwork makes the dream work. TEAM= Together Everyone Accomplishes More.
 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?
 - a. Team Strategies and Tools to Enhance Performance and Patient Safety.
2. What are the key skills of TeamSTEPPS? Briefly explain each.
 - a. Communication: A verbal and nonverbal process by which information can be clearly and accurately exchanged among team members.
 - b. Team Leadership: Ability to lead teams to maximize the effectiveness of team members by ensuring that team actions are information are shared, understood, changes in and team members have the necessary resources.
 - c. Situation Monitoring: Process of actively scanning and assessing situational elements to gain information or understanding, or to maintain awareness to support team functioning.

- d. Mutual Support: Ability to anticipate and support team members' needs through accurate knowledge about their responsibilities and workload.
3. What are the responsibilities of an effective team leader?
 - a. Organize the team.
 - b. Identify and articulate clear goals (i.e., the plan).
 - c. Assign tasks and responsibilities.
 - d. Monitor changes and modify the plan; communicate changes.
 - e. Review the team's performance; provide formative feedback and critique when needed.
 - f. Manage and allocate resources.
 - g. Facilitate information sharing.
 - h. Encourage team members to assist one another.
 - i. Foster a learning and psychologically safe environment.
 - j. Keep conflict healthy through use of tools such as DESC.
 - k. Reinforce patient-centeredness of all team members and actions.
 - l. Model effective teamwork.

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.