**Unit 1: Nursing Management**
**Z-Chapter 10 & 11**
<span style="color:red">**ONLINE CONTENT (1.5 H)**</span>
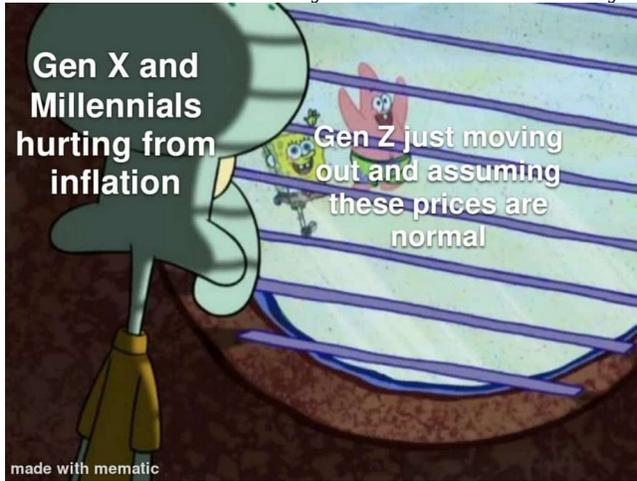
**Unit Objectives:**
- Identify characteristics of today's workforce. (1,2,3,6,7)*
- Apply problem-solving strategies to clinical management situations. (1,2,6)*
- Analyze effective communication as it relates to patient safety. (1,2,5,6)*

*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 generation** (1928-1945) – oldest generation of nurse, retires from practice
   b. **Baby Boomers** (1946-1964) – now retiring or are retired form practice, comprised of ambitious nurses, frequently challenged by nurses of younger generations
   c. **Generation X** (1965-1980) – grew up in the information age and are energetic and innovative. Hard workers with little loyalty or confidence in leadership or insitiutions
   d. **Generation Y/Millennials** (1981-1996) – The largest group, influences how organizations are managed. Impact of this generation is still being defined.
   e. **Generation Now/Gen Z** (1997-2012) – The newest generation which has never lived without rapid forms of communication or the internet.

2. Compare and contrast the different characteristics of the various generations.
   a. The biggest differences across the generations is that the loyalty and confidence of management and institutions decreases throughout the generations while the usage of technology increases. The silent generation followed autocratic leadership while the subsequent generations do not follow it as closely.

3. What management strategies can be utilized to help manage these generations?
   a. Gen X/Y: Let them know what they do matters, tell the truth, look for reward opportunities, make the workplace fun, model behavior, and give tools to do the job
   b. Gen Z: Look at where they are going for information, make your message relevant

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
   a. I belong to Gen Z. I feel that I am always looking for more opportunities to learn new things and that I easily get bored with monotonous jobs or tasks. I prefer work that is actively engaging and requires critical thinking. I also consider my time valuable and want to cut out distractions that waste my time or prevent me from reaching my goals.

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. TeamSTEPPS is an evidenced-based tool that works to optimize the performance of a team within the healthcare system.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
   a. *Communication:* transmission of information verbally or nonverbally between team members
   b. *Team Leadership:* Maximizing effectiveness by ensuing actions are understood, changes in information are shared, and necessary resources are provided
   c. *Situation Monitoring:* Scanning and assessing situational elements to gain understanding of team functioning
   d. *Mutual Support:* Anticipating and supporting the team's needs through knowledge of their responsibilities and workload

3. What are the responsibilities of an effective team leader?
    a. Organizing the team, identifying clear goals, assigning responsibilities, monitoring and modifying the plan, managing and allocating resources, encouraging teammates to assist one another, model effective teamwork, and facilitate information sharing.