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.
- Silent/Veteran Generation: less than 1%, command-and-control style
- Baby Boomer Generation: 27%, retiring daily, very ambitious
- Generation X/ Millennials: 35-37%, like their independence and direct communication with leaders
- Generation Z/Now: usually likes technology such as email and messages

2. Compare and contrast the different characteristics of the various generations.
Although all generations have their strengths, there are differences. The older generations are more loyal and by the book, relying on tried-and-true practices, while the newer generations are less loyal but hard working.

3. What management strategies can be utilized to help manage these generations?
Problem solving management strategies and evidence-based management protocols are two strategies that can be used to manage the generations.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
I belong to Generation X because I was born in 2005. My beliefs fit into the characteristics of this generation because I like to think of myself as a leader rather than a follower, not saying that I do not have respect for those I work with, everyone is equal.

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?

Team Strategies and Tools to Enhance Performance and Patient Safety

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

- Communication: Verbal and nonverbal gestures that can be clearly and accurately exchanged among team members.

- Team Leadership: Ability to lead a team and make sure that team actions are understood, information is shared, and necessary resources are available.

- Situation Monitoring: Scanning and assessing situations to gain information or understanding

- Mutual Support: Anticipating and supporting team members' needs by knowing their responsibilities and workload

3. What are the responsibilities of an effective team leader?

- Organize the team

-Identify and articulate clear goals (i.e., the plan).

-Assign tasks and responsibilities

-Monitor and modify the plan; communicate changes

- Review the team's performance; provide formative feedback and critique when needed.

-Manage and allocate resources

-Facilitate information sharing

- Encourage team members to assist one another

- Foster a learning and psychologically safe environment

- Keep conflict healthy through use of tools such as DESC

- Reinforce patient-centeredness of all team members and actions

-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.