

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.

Generations that currently exist in the workforce includes silent or veteran generation. This generation is the group of people who are retired from practicing nursing. These people were born between 1928-1945 and lived through the great depression with their families, they have a high value on loyalty and respect for authority. The next generation is the baby boomers who were born between 1946-1964. These people are now retiring or are currently retired from nursing. Nurses who are in this group are considered to be ambitious. Next is generation X, born between 1965-1980. This group is energetic and innovative but lacks loyalty and confidence in leaders and institutions. The next generation is generation Y or millennials, born between 1981-1996. They are optimistic and not considered team players. Lastly, is generation Z, born between 1997-2012. This is the newest generation in the workplace and have never lived without the internet.

2. Compare and contrast the different characteristics of the various generations. I would say the main difference between all the generations is the use of technology. Technology has become so important in nursing and helpful as well. For example, the silent or veteran generation didn't even have phones when becoming nurses, while gen Z has the newest forms of technology all throughout the hospital and at their fingertips. The book makes it seem that the hardest workers were the ones who grew up without all the technology and having more hardships such as the silent generation and the baby boomers.

3. What management strategies can be utilized to help manage these generations? Some management strategies that can be utilized include having good communication, letting everyone know what they do matters, telling the truth, look for rewarding opportunities for all generations, and making the workplace fun.

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 since I was born in 2004. I would say my values regarding work and personal characteristics fit with this generation mostly because I never knew a life without technology. I have always had access to technology and find that it can be extremely helpful, especially in healthcare.

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 is used to promote and optimize team performance in the health care system. It is used to help improve teamwork and communication amongst team members.**
2. What are the key skills of TeamSTEPPS? Briefly explain each. **Key skills include communication, team leadership, situation monitoring, and mutual support. Communication includes both verbal and nonverbal forms of communication being exchanged. Team leadership is the ability one has to lead other members and maximize the effectiveness of that team. Situation monitoring is the ability to assess situations and certain elements in order to maintain awareness. Lastly, mutual support is the ability one has to support other team members when needed.**
3. What are the responsibilities of an effective team leader? **Responsibilities of an effective team leader include, organization, assigning tasks to others, encouraging members to work together, identify goals, review the team's performances, manage resources, foster a safe learning environment, keeping conflict healthy, reinforcing patient centered care, and 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.