

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.

The generation in the workforce is comprised of Gen-x, millennials, and Gen-Z.

Gen X is old-school. They only want to work and are loyal to their jobs. They spend years at the same place, even if it's a lousy job. They didn't have technology when they were growing up, so they still have problems understanding the new changes in the world.

Millennials are very organized. They value individuals, meaning money isn't the only reason they are making a career. They do it to make a "difference" in the world. They need to have a good work-life balance.

There are two types of Gen Z. Some want to have fun; we sometimes go against rules and aren't professional. I graduated from school in 2020. I have people in my class who are in jail, overdosed, or have four kids still living with their moms. Then, I have a few in medical school, teachers, and nurses. At the core, we are not very professional; we can put on a show and fake it till we make it.

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

Gen X was born between 1965- 1980. They have a great work ethic; they will work day in and day out. They would stay at the worst job to stay faithful to the boss. They have limited mindsets and do not like change. A lot of them still struggle with technology.

Millennials are born between 1981- 1996. They have a good work ethic but want to make family and friends their primary purpose.

Gen Z was born in 1997-2012. Gen Z knows more about technology. We are still growing; some want to do more in their life besides working and having kids. We have a lousy work ethic. I will quit a job if I don't like it.

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

You must value and respect the workers' feelings for effective management strategies. Help when they are overwhelmed. Open communication is essential because the manager will learn how the employees feel and how plans work within the organization. Having a fun work environment can help relieve stress and make working there enjoyable.

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

I belong to Gen Z. My value for work is that it is just a job. Most nurses do it to "help people and change lives." Yes, I want to help people, but money plays a part. I would not be doing this for 12.50 an hour.

5. Post a meme that you feel best describes your generation.
It is funny because my charge nurse is 23.



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 STEPPS is a tool that improves the quality of communication and teamwork skills in the healthcare setting.

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

Communication is when two or more people share information. There are different types: call-outs, check-backs, and teach-backs. A call-out involves talking to the person and using their name. A check-back consists of making sure the person understood you. For example, "I confirmed that I will pass this information on."

Team leadership: Teams are people who communicate, coordinate, and collaborate to provide care. They should always involve the patient, family, and caregivers.

Situation monitoring- 3 parts process, situation monitoring, situation awareness, and shared mental models. Situation monitoring is assessing the situation and gaining an understanding. Situation awareness is knowing what is happening to the patient and other team members. The team uses shared mental models to ensure everyone understands their role in the situation.

Mutual support, also called backup behavior, involves the team helping each other and providing feedback on performance.

3. What are the responsibilities of an effective team leader? A team leader should identify a clear goal, assign responsibilities within the person's scope of practice, monitor and modify the plan as needed, encourage the team, and assist.

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.