

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 are:

Baby Boomers- born more or less between 1945 & 1960, makes up about 27% of the workforce and members are retiring daily.

Generation X: born between 1960 and 1980 make up between 35% and 37% of workforce, like their independence and direct communication with leaders

Millennial Generation (Generation Y)- born between 1980 and 2000, make up between 35% and 37% of workforce, like their independence and direct communication with leaders

Generation Z (Generation NOW) – has fewest individuals practicing in nursing, born as early as 1995. May not have completed nursing school, but could be working as STNA's or techs, likes technology and best communications via email and text messaging

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

Silent or Veteran Generation- Oldest generation of nurses, place high value on loyalty, discipline, teamwork, respect for authority. These nurses have always worked within the hierarchy of management and diversity of leadership and are accustomed to the autocratic style of leaders and managers.

Baby Boomers- born more or less between 1945 & 1960, makes up about 27% of the workforce and members are retiring daily.

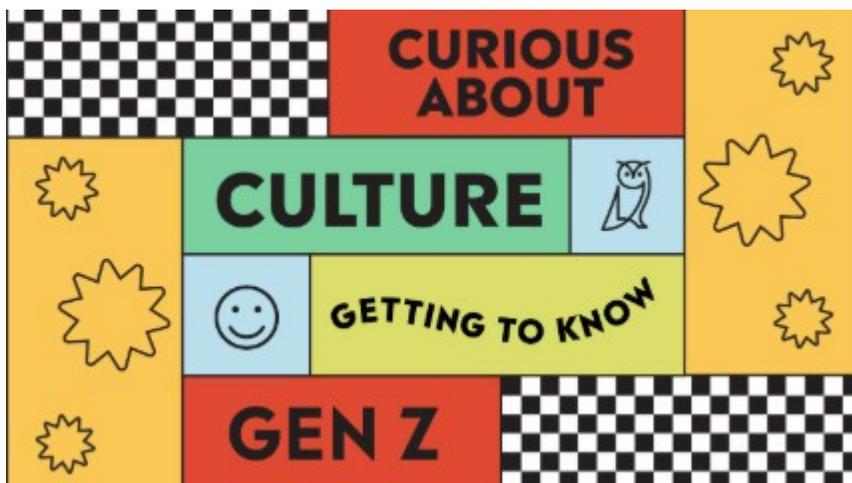
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Generation Alpha- Comes after Gen Z. These children have grown up with technology and have been completely immersed in it since birth. They have grown up with smart devices.

3. What management strategies can be utilized to help manage these generations?
Silent or Veteran Generation – autocratic manager_
The Baby Boomers – democratic manager
Gen X -Autocratic leaders
Gen Y – develop their own leadership in which they are doing
Gen X – wants to work under motivational leadership with democratic manager
Gen Alpha – laissez- faire
Gen Z- managers and leaders can “foster a work environment that embrace diversity and promotes productivity.”
4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
Gen Z – I like to find new ways to accomplish a task that is different than everyone. What works for me, may not work for you. I like to lead rather than be a follower.
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?

It is an evidence-based framework that is widely used across the healthcare system. Its framework reflects connections and how they are used to provide safe and effective care for every patient.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
 - a. Communication – “A verbal and nonverbal process by which informational 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 understood, changes in information are shared, and team members have the necessary resources.”
 - c. Situational 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?

Responsibilities include decision making, setting a vision, and collaborating with peers. Other responsibilities would be listening to your peers.

 - a. Provide directions with clear expectations of how the task is to be performed
 - b. Verify that the task is being performed according to standards of practice
 - c. Monitor the task being performed; intervene if necessary
 - d. Evaluate the status of the patient
 - e. Evaluate the performance of the task
 - f. Provide feedback as necessary
 - g. Reassess the POC and modify as needed

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.