

**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 or Veteran Generation: oldest generation of nurses; taught to rely on tried, true and tested ways of doing things; place high value on loyalty, discipline, teamwork, and respect for authority.

Baby Boomers: put in long hours and have a strong sense of idealism; value what others think and it is important that their achievements are recognized; frequently challenged by nurses of the younger generations

Generation X: value the portability of their careers and tend to change jobs frequently; stay in a position as long as it is good for them; expectation of instant response and satisfaction; want immediate answers from a variety of sources; work for outcomes

Generation Y: the largest group; influence how organizations are managed; represents a large number of the children of baby boomers; can multitask, think fast, and are extremely creative

Gen Z: the newest generation in the workplace; communicates through social media

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

Silent or Veteran Generation: place high value on loyalty, discipline, teamwork, and respect for authority.

Baby Boomers: focused on building careers and are invested in organizational loyalty

Generation X: grew up in the informational age; are energetic and innovative; have little loyalty to or confidence in leaders and institutions; technology shaped their learning style; value their free time

Generation Y: believes education is the key to success; diversity is a given; social responsibility is a business imperative; optimistic and interactive; value individuality and uniqueness; can multitask, think fast, and are extremely creative; are not team players; tend to change jobs frequently because they seek growth and expansion

Gen Z: have never lived without the internet and other forms of rapid communication; have never known the world without immediacy; perceive themselves to be leaders versus followers

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

Letting everyone know that what they do matters. Explaining why they are being asked to do something. Praising them. Modeling behavior. Making things fun. Giving them the resources they need to do the job.

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

I am part of Gen Z. I don't think my values regarding work and my personal characteristics fit the generation. I am not really engulfed in social media like most of the generation and I do not always immediately go to the internet when I need information on something. I don't really use my phone much outside of when I am not home or for communication about my child and family safety. I value loyalty, teamwork, and respect for authority when it comes to work somewhat like the silent generation but I also value having my free time like generation X.

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?

An evidence-based framework to optimize team performance across the healthcare delivery system.

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

Communication: the verbal and nonverbal process of how information can be clearly exchanged among team members

Team Leadership: the ability to lead teams to increase the effectiveness of team members by making sure that the team actions are understood, changes are communicated, and team members have the necessary resources

Situation Monitoring: the process of actively assessing elements of a situation to gain information or understanding, or to maintain awareness to support team functioning

Mutual Support: the ability to anticipate and support team members' needs through knowledge about their responsibilities and workload

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

Organize the team

Identify and articulate clear goals

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.***