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.
   - Baby boomer generation they were born between 1946 and 1964. Makes up about 27% of the workforce and its members are retiring daily.
   - Generation X (born between 1965 and 1980) and Millennial Generation (generation y born between 1981 and 1996), both like their independence and direct communication with leaders.
   - Generation Z, born after 2000 has the fewest individuals practicing in nursing. Born between 1997 and 2012.

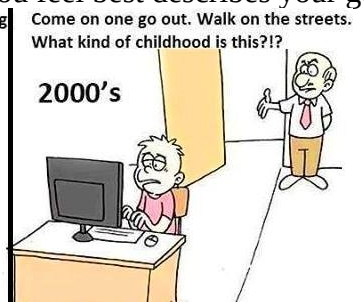
2. Compare and contrast the different characteristics of the various generations.
   - Baby boomer generation, these were the largest group of nurses working and filled majority of nursing management positions. This group was very ambitious and embraced technology as a method to increase productivity. They are focused on building careers and are invested in organizational loyalty.
   - Generation X, these members are energetic and innovative. Have little loyalty to or confidence in leaders and institutions. Tend to change jobs frequently. Technology has shaped their learning style; they want immediate answers from a variety of resources. They want questions answered immediately. They value their free time and are motivated by work that agrees with their values and demands.
   - Millennial Generation (generation y), this generation represents a large number of the children of the baby boomers. They are not team players, most educated generation ever, tend to change jobs frequently because they seek growth and expansions within the generation. Function in a role of a follower.
   - Generation Z is the newest generation, has the fewest individuals participating in nursing. This generation likes technology and best communicates via emails and test messages.

3. What management strategies can be utilized to help manage these generations?
   - Engage with baby boomers in person or over the phone and provide clear structured communication. Use a mix of communication with Generation x and appreciate autonomy. Use technology to keep communication flowing, provide quick feedback, provide opportunities for development and advancement for Gen y. Keep

communication fast, clear and visually appealing to help engagement, offer flexible work arrangements, encourage creativity t for Gen z.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
   - I belong in Generation Z, I grew up with smartphones, social media and instant access to information, so we are highly comfortable with technology. So, while we are learning and working, we can use technology very well for these. We value a work-life balance so I will find a job that allows flexibility and promote the importance of my mental health. I may prefer to work for companies that engage in social responsibility and ethical practices because our generation is known for social, political and environmental issues. My values I would say are half and half with this generation, I would prefer not to be on social media and technology. I do want a job that will be good for me mentally and have a good balance between work and at home life.

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? Is an evidenced based structure to enhance team performance across the healthcare system.

2. What are the key skills of TeamSTEPPS? Briefly explain each. It includes Communication where nonverbal/verbal communication can be clearly and accurately exchanged between team members. Team Leadership is to ensure team actions are understand, information is shared, and team members have the appropriate resources. Situation Monitoring to assess situations, gain information/understanding and maintain awareness. Mutual support is the ability to support the team members needs.

3. What are the responsibilities of an effective team leader?
Organizing the team, identify clear goals, assign tasks/responsibilities, provide formative feedback and critique, encourage team members to assist one another, create a learning and safe environment, 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.