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 silent or veteran generation is the oldest generation of nurses and that are retired from practicing nursing and rely on tried, true, and tested ways of doing things. The baby boomers are now retiring or are retired from practice, were the largest group of nurses working and filled most nursing management positions. Generation X grew up in the information age; they are energetic and innovative. Generation Y is the largest group in their 30s and 40s are influencing how organizations are managed. Generation Z or generation now has never lived without the internet and other forms of rapid communication. Generation alpha is the most transformative and have been immersed in technology since birth.

2. Compare and contrast the different characteristics of the various generations. The older generations are more conservative and may use practices that are older or even not even taught anymore. The middle generations are developing new ways of doing things in higher up roles in the healthcare centers. The youngest generations will learn and implement new techniques.

3. What management strategies can be utilized to help manage these generations? To manage the silent or veteran generation a autocratic style of leaders is used. To manage the baby boomers' elements of behavioral theory is used. Generation X likes flexible scheduling and benefits. Generation Y focuses on understanding their capabilities and treating them as colleagues. Generation Z or generation now fosters a work environment that embraces diversity and promotes productivity. Generation alpha will be managed by embracing diverse work environments.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation? I belong to generation Z or generation now and I relate to this generation because I recognize differences, and I strive to be a leader in the medical field to promote productivity and efficiency.

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 a tool used to provide higher-quality, safer patient care. It is an evidenced-based framework to optimize team performance across the healthcare delivery team.
2. What are the key skills of TeamSTEPPS? Briefly explain each. The key skills include communication, a verbal and nonverbal process by which information can be clearly and accurately exchanged. Team leadership which is the ability to lead teams to maximize the effectiveness of team members by ensuring that team actions are understood. Situation monitoring is the process of actively scanning and assessing situational elements to gain information or understanding. Mutual support which is the 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? The responsibilities of an effective team leader are organizing the team, identify and articulate clear goals, assign tasks and responsibilities, monitor and modify the plan, review the team's performance, manage and allocate resources, facilitate information sharing, encourage teamwork, foster and learning and psychologically safe environment, keep conflict healthy, reinforce patient-centeredness, 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.