

**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 Boomers: (1946-1964) In the past, this generation was the largest group of nurses in the workforce; many of them are now retiring.  
Generation X: (1965-1980) This generation values the portability of their careers and stay in a position only as long as it is good for them. The use of technology has initiated an expectation of instant response and satisfaction.  
Generation Y (Millennials): (1981-1996) This generation is the new largest in the workforce. Considered smart and believes the key to success is education. Tend to change jobs frequently because they seek growth and expansion.  
Generation Z: (1997-2012) The newest generation to the workforce. Have never know the world without immediacy due to the internet being available their entire lives.
2. Compare and contrast the different characteristics of the various generations.  
Baby Boomers: They are very ambitious, put in long hours, and have a strong sense of idealism.  
Generation X: They are energetic and innovative. They are hard workers byt have little loyalty to leaders and institutions.  
Generation Y (Millennials): Value individuality and uniqueness. They multitask and are creative. They are highly educated.  
Generation Z: They are tech savvy. Engage with like-minded people.
3. What management strategies can be utilized to help manage these generations?  
Baby Boomers: This generation is accustomed to autocratic leader and a hierarchy.  
Generation X: This generation wants to work under motivational leadership with a democratic manager. They will want extensive learning and precepting.  
Generation Y (Millennials): Managers should place this generation in positions that push their limits as they are highly educated.  
Generation Z: Managers should foster a work environment that embraces diversity and promotes productivity. In addition, management should attempt to equalize the perception of leaders and followers.
4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?  
I belong to the Millennial generation as I was born in 1995. I relate to the characteristics of multitasking, creative, and individualistic. I grew up learning technology as it was being developed. In addition, I enjoy learning and gaining new education.

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 an evidence based framework to optimize team performance across the healthcare system by defining team structure.

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

Communication: Includes verbal and nonverbal information that is exchanged between members of the team.

Team Leadership: Describes the ability to lead a team to maximize the effectiveness of members.

Situation Monitoring: The process of assessing situational elements to gain information and maintain awareness.

Mutual Support: The ability to support team members through knowledge about their responsibilities and workload.

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

The responsibilities of an effective team leader include organizing the team, identifying clear goal, assign tasks, modify the plan if needed, and review the team's performance.

The leader also allocates resources, facilitates information sharing, foster a safe learning environment, encourage members to assist one another, 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.***