

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 generation (1928-1945)– these individuals tend to rely on true and tested methods. They also value loyalty, discipline, and teamwork.

Baby Boomers (1946-1964) – accustomed to autocratic leaders but are able to recognize elements of behavioral theory. Tend to work long hours, and are loyal to their organization.

Gen X (1965-1980) – tend to have little loyalty to their organization, and they change jobs often, and stay if the position is good for them.

Gen Y (Millennials) (1981-1996) – largest group, lots of diversity, enjoy instant gratification, short attention span, and technology comes very easy to them.

Gen Z (1997-2012) – social media plays a large role in this generation. Live in a world where they want the everything right now, employers tend to have to compromise to attract this generation to come and work for them.

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

The Silent generation and baby boomers both grew up without modern technology, however they were both able to adapt to it later in life. Silent generation values loyalty to employers, and tend to work the traditional 9-5 work day. Where as Millennials and Gen Z like to prioritize flexible work schedules and a work-life balance. Baby boomers like to focus on individual success and Gen Z emphasizes diversity, inclusion, and mental health. Millennials are very tech savvy and are socially conscious with what they post on the media. Similar to Millennials, but a little more technologically advanced is Gen Z, since they were both with modern technology at a peak. Gen X are very independent and resourceful people. Gen X compares to other generations in the fact that they prefer a life-work balance and value flexibility.

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

The management strategy really depends on the type of generation you are dealing with. To start off, regarding the silent generation, some of the ways you can help manage these individuals would be to assign mentorship roles to help share their knowledge, respect traditions, and offer clear structures and predictable processes. In relation to baby boomers, some techniques could include, recognizing their achievements, providing leadership opportunities, and valuing stability in the workforce. For Gen X, you can allow them to have independence, encourage a work-life balance, and build trust with them. Regarding Millennials, you want to make sure to emphasize their purpose, provide opportunities for growth, as well as encouraging teamwork. Finally, when managing Gen Z, prioritize

flexibility, support mental health, use social media, encourage creativity, and be open with company goals.

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

I am apart of Gen Z, and I would say I partially fit in with the values and personal characteristics that go into the generation. I enjoy things like a work-life balance and flexibility; however, I would say my work ethic fits in more with some of the older generations. I am very loyal to who I work for and love to be a team player. I would definitely be technologically inclined, but not as much as others in my generation. I do feel like I embrace diversity, and mental health, which are two big things in Gen Z.

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 stands for Team Strategies and Tools to Enhance Performance and Patient Safety. It is an evidence-based framework that helps to improve team performance across the healthcare delivery system.

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

- Communication – can be either verbal or nonverbal ways to share information clearly and accurately between team members.
- Team Leadership – holding teammates accountable to making sure plans are understood, as well as changes, and making sure everyone has the appropriate resources they need to complete their task.
- Situation monitoring – constantly observing the situation to look for any ways to gain information, understanding, or identify changes that need to be made.
- Mutual support – helping teammates through the situation and anticipating their needs, which helps decrease the workload.

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

- Organizing 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.