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 gnerations that currently exist in the work force include: The Silent Generation, the Baby Boomers, Generation X, Generation Y, and Generation Z. The silent generation are those born between ~1920-1940 and they make up fewer than 1% of the working class today. The baby boomers, born between ~1945 and 1960, makes up about 27% of the workforce and having members retiring every day. Generation X makes up about 35% of the work force with Generation Y making 37%. Generation Z, born after 2000 only makes up a small portion of those practicing the nursing profession.

2. Compare and contrast the different characteristics of the various generations.
    From what I have read about the various generations, the silent generation is loyal and disciplined, the baby boomers are ambitious, generation x is innovative, and generation y is considered smart leaders. All of these generations seem to have impacted the world in a positive manner, but as for what this book had to say about generation z, it is not as positive. For Generation Z, it seems the main focus was on technology and how they do not know anything other than immediacy from it, but I have to say that technology has influenced this world positively when it comes to health care.

3. What management strategies can be utilized to help manage these generations?
    Management strategies that can be used to help manage these generations is by being understanding. It can be very difficult for younger and older generations to see eye to eye because they may have been raised or taught something a different way. When it comes to the nursing aspect, best practice for things is always changing and it is vital that the older generations are willing to be educated when something does change and it is also important that the younger generations are willing to receive constructive criticism from those with more experience. In being open to the way that others behave and do things, it can actually help us to learn easier or more effective ways of doing things.

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 and I believe that majority of what was said in this book is to be true. I do rely a lot on technology for certain things such as homework or communication, but if I had to be completely honest this is not always my favorite way of doing things. I would much rather be in person with someone to talk rather than on the phone as it is easier to understand tone because a lot of miscommunication can happen via texting or calling. I also used to prefer paper and pencil for my homework until I started college because of how much

writing there was. I also felt as though some of my traits fell into the generations described, but I think that is because I have always been called an old soul by a few of my friends.
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 system that is used in order to have the absolute best way that a care team can function together. This system directly reflects how the care team is working together and where areas of improvement are needed to benefit the patient.

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

   The key skills of TeamSTEPPS are communication, team leadership, situation monitoring, and mutual support. Communication is simply just the way in which staff and coworkers are sharing information to one another. Team leadership means that we are making sure that everyone has a full understanding of what is going on and that we all have the resources and supplies available to do so. Situation monitoring is a act of continuously assessing the current situation and watching for any changes that may affect the care plan. Finally, mutual support is the sense that all staff is going to be there for each other and understand that everyone doing their part is equally as important and that we need to be there for each other.

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

   The responsibilities of an effective team leader include organizing the team, identify the teams goals, assign roles to the team members, be prepared to change the plan if needed, review the teams performances and be able to provide constructive feedback, encourage team support keep the environment safe both physically and mentally, ensure patient centered care, and be able to demonstrate the teamwork you would desire.

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.