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Unit 1: Nursing Management
Z-Chapter 10 & 11
ONLINE CONTENT (1.5 H)

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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.
Silent or veteran generation - oldest generation, retired nurses. rely on tried, true, and tested methods.
Baby boomers - retiring or are retired, largest group of working nurses. Majority are nursing managers. Multitude of family responsibility and very ambitious.
Generation X- energetic and innovative. No loyalty or confidence in leaders or institutions.
Generation Y- children of boomers. Believes education is the key to success.
Generation Z- Generation Now, never been without internet and forms of rapid communication.
Generation alpha - most educated generation. personalized learning.
2. Compare and contrast the different characteristics of the various generations.
Veteran generation believes that loyalty, discipline, teamwork, and respect for authority are key principles for a work enviornment. Baby boomers along with Veterans follow an autocratic leadership style, but would like some elements of hierarchial theory added in. Generation X does not have this same loyalty and respect for leadership and focuses on what the job has to offer hence why there is a lot of transitioning. Generation Y follows this same trend and moves from one job to another based on what they can gain from it. this group likes to push their capabilities and wants to be treated as equals by leadership. Generation Z see themselves as leaders vs followers, they have a new way of completing work flow. Generation alpha will want to work for companies that align with them. As with gen Y and Z.
3. What management strategies can be utilized to help manage these generations?
Management will need to find a way to adapt to type of generation they are dealing with. This means being flexible and being open to what problems arise. There can not be one certain way of thinking because the manager will loose respect from its employers.
4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
I belong to Gen Y or millenials. I do not think that I belong to this generation due to my work ethic. I also think that while education is imporant it is not the key to success.
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?
team strategies and tools to enhance performance and patient safety.
2. What are the key skills of TeamSTEPPS? Briefly explain each.
Communication, team leadership, situation monitoring, mutual support. comunnication is

verbal and nonverbal ways of trans,itting information. Team leadership maximizes effectiveness of memebers by ensuring that actions are understood, changes are shared, and necessary resources are available. Situation monitoring is the process of actively assessing situations and their elements to gain insight to support team functioning. Mutual support anticipates members needs through knowledge.

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 teams performance / provide formative feedback and critique when needed, manage and allocate resources, facillitate information sharing, Encourage team members to assist one another, foster a learning and psychologically safe enviornment, keep conflict healthy through use of tools such as DESC, reinforce patient - centeredness of all team members actions, 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.