

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.
 - Most if not all of the Baby Boomers are retired or plan to retire soon. The work force is most consistent of Generation X, Y and Z.
 - Generation X workers tend to have less loyalty to a job and only stay when it benefits them, they tend to move jobs frequently.
 - Generation Y has had a massive impact on the work force, they are very smart and believe education is the key to success. They tend to change jobs frequently due to seeking growth and expansion within the organization.
 - Generation Z think act, find information, negotiate and make decisions which may make our current thoughts on leadership irrelevant or outdated. They can easily embrace diversity and promote productivity along with being able to compromise.

2. Compare and contrast the different characteristics of the various generations.
 - Gen X and Gen Y both tend to change jobs frequently to find employment that better fills their ideal benefits.
 - Gen Z and Gen Y both have a major impact on the work force by greatly adapting to diversity and both are great at thinking fast and being extremely creative.
 - Gen Y likes to promote more individuality where Gen Z is more aimed at bonding with others and teamwork.

3. What management strategies can be utilized to help manage these generations?
 - For Gen Z they tend to mostly take on a leader role and perspective and so management will need to be able to equalize the perception of leader and follower.
 - For Gen Y tend to not be team players and usually see themselves as in the driver seat. Managers should focus on understanding their capabilities, treating them as colleagues and putting them in roles/positions to test their limits and push them higher.
 - For Gen X wants to work under a motivational leadership and a democratic manager and if they don't have those available then they have little reason to maintain employment

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
- I belong to Gen Z, I feel that I can easily compromise in situations so both parties can benefit within a situation along with being easily able to work as a team. I feel like in times of need I can take a temporary leader position to keep things moving till someone arrives to take rightful charge and I know when I need to relinquish my position and begin assisting.
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 delivery system”.
2. What are the key skills of TeamSTEPPS? Briefly explain each.
 - A. **Communication** – A verbal or nonverbal way to clearly and accurately provide information to team members
 - B. **Team Leadership** – Ability to lead team to ensure the maximization of effectiveness and efficiency. Also to ensure effective communication between team members and all necessary equipment is provided.
 - C. **Situation Monitoring** – Process of actively assessing the current situation to gain information and understanding to maintain and support team function.
 - D. **Mutual Support** – The ability to anticipate and support the team members needs through accurate information and about responsibilities along with workload.
3. What are the responsibilities of an effective team leader?
-Organize the team, Assign tasks and responsibilities, Monitor and modify plans, Manage and allocate resources, Facilitate information sharing, Encourage team members to assist each other, Model effective teamwork and Identify and articulate clear goals.

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.