**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.
   There is the silent or veteran Generation and this Generation of nurses is the oldest generation of nurses and would be retired. This generation of nurses are used to working within the hierarchy of management and diversity of leadership and are accustomed to the autocratic of leaders and managers. We have the Baby boomers that would be next and this generation would now be retiring or may already be retired. This generation of nurses are looked at as ambitious that would put in the long hours and have a strong sense of idealism and not just at work but at home as well. It is important to know that baby boomers have embraced technology as a method to increase productivity and have more free time. Following after the baby boomer generation follows the Generation X and this generation is more energetic and innovative. This generation doesn't stay in one job frequently and is found to hop from different jobs from time to time. This generation has little aspiration for retirement and technology has been an aide in shaping the way that they learn. In Generation X Free time is something that is important to them so they want a job that is going to be flexible with them as well. The work style for this generation would be in a motivational leadership with a democratic manager. After Gen X would be generation Y and this would be the largest group. A large amount of this generation comes from the baby boomers. Generation Y believes that education is the key to success and these people are optimistic and interactive but also value individuality as well as uniqueness. This generation is not the type to be a team player they want to be in the driver seat and it is said in the text that they like to climb up the ladder and if they feel like they are not able to do that they will leave to seek employment else where. The most newest generation in the workplace would be Generation Z or Generation Now. They have never lived without the internet. This Generation has not known a world without immediacy and this is because of social media. It is thought that Gen Z represents the emergence of a new leadership theory. Generation X can show a new way to accomplish the work that is different from task orientation of the older generation and this era seems to look at themselves as leaders rather than followers.

2. Compare and contrast the different characteristics of the various generations.
   I would say that each generation has it's own differences simply based on how each grew up. As for the Silent or Veteran generation they solely based their nursing practice on things that were tried and tested meaning that if something has been set in stone and this

has been the way of doing things then they will not switch up their practice because they have not known any other ways of doing things compared to the new generations down the line where evidence based practice came out and we have seen where their could be more effective ways of doing things. The Silent generation relied a lot on management rather than taking initiative such as generation Z. I feel that a long with every generation having a higher up is used amongst all generations when needed but isn't primarily seen as having to stay loyal to them. In the baby boomer generation seemed like they way were over worked individuals and had a lot to manage such as putting the importance of their job but also taking care of their families which could cause higher stress levels. Compared to the new generation they look for more work life balance and do not tend to revolve their live around work such as generation X. In the baby boomer generation they also care about work recognition and want to be seen in the workplace which is different from Generation Z where they don't look for validation in the work place. Due to how Generation X grew up they do not give loyalty to their job and seek more opportunities outside of their current job but they do still work as hard as the previous generations but want more opportunities for self growth such as Generation Z and want to be more in a leadership roles. In generation X they strive for more time with their family and a better work life balance and not like the baby boomer generation that tried to manage both at the same time. In Generation Y they could be influenced by some of the baby boomer generation since they grew up with them because that generation would have been their parents. In generation Y a long with Generation Now they have technology they can rely on and a difference that I could see from this generation is their view on education being the key to success. Just like the last 3 generations they want to be in control and look for opportunities for growth and if they aren't seeing this then will look for employment else where. In Generation Z or Now they have technology and unlike the past generations they do not need to go out and seek employment they can just find it from social networking. This generation does want to bend leadership and hierarchy as well like some of the previous generations but this generation is doing it in a new way that is still being looked at.

3. What management strategies can be utilized to help manage these generations?
I believe that that the management strategy that can be used to help manage these generations can be the use of the Nursing Process. I think that something that each generation of nurses can come in agreement with is the nursing process and how one uses that regardless of what generation they were born in. In the book it is called problem solving but the root comes from the nursing process and it looks at how everyone can pitch in their idea on how they would go about a situation. Each idea is looked at and is seen for how realistic it is with their situation in the work place for example it mentioned about staffing, available resources and institutional policies. One can come up with the best possible decision with the choices being presented rather than ignoring ones idea it is put into consideration.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
The generation that I belong with would be Generation Z or generation Now. I believe that a lot of my values and personal characteristics match up with what the book stated such as using social media as a form of communication even when applying for job it is not as hard where one has to physically go to a job site and pick up a application because in my past

experience my job interviews have been over the phone and where I have applied was online on their website. I do agree that generation Z we do try to find more new ways on how to do a certain jobs and look for more jobs that accommodate our outlook of being more diverse and allowing for us to be heard and feel equal to the staff around us. I do feel like personally I like to be a leader rather than a follower even if that means that I may be the only one that does something a certain way it does not change who I am and I am not easily influenced by what is around me.

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 in healthcare. This requires clearly defined and appropriate team structure and using the four teachable-learnable skills such as communication, team leadership, situation monitoring and mutual support. In this framework it reflects the connections between these four skills and how they contribute to the knowledge, attitude, and sustained high performance needed to achieve safe and effective patient care.

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

The key skills of TeamSTEPPS starts off with communication which can be a verbal and nonverbal process in which information can be clearly and accurately exchanged among team members. After communication Is team leadership and this is the ability to lead teams to maximize the effectiveness of team members by ensuring that team actions are understood, changes in information can be shared and team members have what they need to succeed. Following after would be situation monitoring and this is to assess awareness of what can be done differently or gain knowledge from certain scenarios so that it can support team

functioning. The last one would be Mutual Support and this is to help members of the team with knowledge one has about about their resonsibilites and workload.

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

The responsibilities of an effective team leader would be to organize the team, identify and articulate clear goals, assign tasks and responsibilities, monitor and modify the plan; communicate changes, review the team's performance as well as provide feedback and some opinion 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, 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.***