

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.
 - Baby Boomer- Currently in the process of retiring. They are very ambitious and have a strong sense of idealism. They value what others think and believe it is important that their achievements are recognized. They have embraced technology to increase productivity. Strongly believe in hierarchical theory of leadership and management but are also beginning to realize that elements of the behavioral theory is beneficial. Invested in organizational loyalty.
 - Gen X- Energetic and innovative. They have little loyalty or confidence in leaders and institutions. Will seek a different job when their current job no longer benefits them. They have little aspiration for retirement. Technology has shaped their style of learning. They want extensive learning and precepting and their questions answered immediately. They value their free time and require flexible scheduling and benefits. They are motivated by work that agrees with their values and demands. They want to work under motivational leadership with a democratic manager.
 - Gen Y- The largest group of nurse (3x the size of gen x). Those in their 30s and 40s are influencing how organizations are managed. This generation is smart and believe that education is the key to success. Technology comes easy and social responsibility is believed to be a business imperative. They are optimistic and interactive, yet they value individuality and uniqueness. Not known as team players but are the most educated generation ever. They tend to change jobs frequently because they seek growth and expansion within the organization.
 - Gen Z- This generation has never lived without the internet and other forms of rapid communication. They have never known a world without immediacy due to access to social media. The impact of this generation is already being felt and they influence is already taking hold, such as the way they think, act, negotiate, and make decisions. Beginning to show a new way to accomplish the work that is different than the task orientation of the generations before them
2. Compare and contrast the different characteristics of the various generations.
 - Baby boomers believe that work should be a priority and be right behind family but Gen Y does not believe that they should give up their free time for work. As the book states "Baby boomers "live to work" while Gen Y "works to live".

- Gen Z are more emotionally motivated and do not accept conditions in which they feel they do not deserve. This is similar to Gen X in their “little loyalty to or confidence in ,leaders and institutions”.

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

- I believe all of these generations would benefit from a democratic manager. These managers are people oriented and emphasizes effective group functioning. They encourage participation in decision making but is still able to take charge when this is not appropriate. They are willing to take responsibility for a decision when necessary.

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

- I am a gen Z but I feel like my values are a combination of Gen Y and Gen Z. While yes, I am use to the immediacy of response when I am communicating, I recognize that there are more important things at play. I value my free time but also believe that work is important and willing to give up my free time for work. I value professionalism and am learning where I sit in the hierarchy of power.

5. Post a meme that you feel best describes your generation.

When I'm looking around
for a grown up nurse, but
then I realize I am the
grown up nurse there...



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 & Tools to Enhance Performance and Patient Safety

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

- Communication- A verbal and nonverbal process by which information can be clearly and accurately exchanged among team members
- Team Leadership- Ability team to maximizes the effectiveness of team members by ensuring that team actions are understood, changes in information are shared, and team members have the necessary resources.
- Situation monitoring- Process of actively scanning and assessing situation elements to gain information or understanding or to maintain awareness to support team functioning

- Mutual support- Ability to anticipate and support team members' need through accurate knowledge about their responsibilities and workload.
- 3. What are the responsibilities of an effective team leader?
 - Organize 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 environment and psychologically safe environment
 - Keep conflict healthy through use of tools such as DESC.
 - Reinforce patient-centeredness of all team member 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.