

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 boomers, Gen X, Gen Y, and Gen Z. The Baby boomers are those who are currently retiring. Nurses in this group are very ambitious, putting in long hours. They value what others think and find it important for others to recognize their achievements. Gen X are energetic and innovative. They are hard workers and have loyalty to leaders and institutions. They also tend to change jobs frequently. Gen Y is the biggest generation. They are smart and believe education is the key to success. They can multitask, think fast, and be creative. Gen Z relies heavily on technology. They believe in rapid communication.
2. Compare and contrast the different characteristics of the various generations.
Many of the generations seem very similar. We all have our own way of doing things. The younger generation relies on technology whereas the older generation likes things the old-fashioned way, and there isn't a problem with either of these things. One major difference is Gen Z does not have to worry as much about taking care of the children and the house like baby boomers because it is now a family effort.
3. What management strategies can be utilized to help manage these generations?
I think management needs to learn what works best for each person. What works well for Gen Z might not work well for the baby boomers, and that is okay. We all do things differently and we all have a different way of thinking, and we need to be adaptable to these situations. A democratic management leader would work best to fairly take everyone's different ideas into consideration.
4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
I belong to the Gen Z generation. I believe I somewhat fit into their beliefs. I do use the internet a lot for research. I do not think I solely depend on it, but I definitely reach for it first when needing an answer to a question. The book seems to look down on Gen Z's. I believe I am hard working and creative just as much as the other generations, just in a different way.
5. Post a meme that you feel best describes your generation.



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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?
 - a. TeamSTEPPS is a system that improves teamwork and communication. It uses a multitude of different healthcare professionals to provide the best clinical outcome for patients. Also, it resolves conflict and improves information sharing. Also, it eliminates barriers to quality and safety. Lastly, it increases team awareness and responsibility.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
 - a. The key skills are communication, team leadership, situation monitoring, and mutual support. Communication is the verbal or nonverbal process by which information is clearly exchanged amongst people or team members. Team leadership is the ability to lead a team to its full potential and maximize the effectiveness by ensuring resources are there and actions are understood by all members. Situation monitoring is actively assessing a situation to gain information and maintain awareness to and for a team. Mutual support is ability to support a team and understand their responsibilities and workload.

3. What are the responsibilities of an effective team leader?
 - a. Organize the team
 - b. Identify clear goals
 - c. Assign tasks
 - d. Monitor the plan
 - e. Communicate changes
 - f. Review the teams performance
 - g. Manage resources
 - h. Encourage members to assist each other
 - i. Safe learning environment
 - j. Healthy conflict
 - k. 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.