

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.

Technically the silent generation is not apart of the workforce since they are retired, but they are still with us and laid the foundations for nursing today. Actively in the field of nursing are baby boomers (1945-1959), generation x (1960-1979), the millennial generation (1980-1996), and lastly generation Z (1997-2012). The boomer generation has a large tie to family and putting family first while working hard to support them. They only see technology as a way to increase productivity, and respect hierarchical management. Generation X has seen the downfall of what large leadership can do to individuals therefore they do not like over powered leaders or groups. Generation X likes an instant response or solution from multiple sources. Generation Y believes that education is the key to success yet they value maintaining individuality and uniqueness, often times they may be known for multitasking and quick thinking. Generation Z is the youngest in the nursing force, they need instant gratification since they have never lived in a world where they had to wait a long time on something. Generation Z primarily communicates through social media and connect with people of a like minded nature.

Boomer: - hierarchical management with autocratic leader - were a majority of nursing management - had family responsibilities, many gens - strong sense idealism - Value other thoughts????? - Need acknowledge	Gen X – democratic management - energy, innovative - little confidence in leaders/institutions - instant response and satisfaction, from many sources - no retire=d/t no trust - like work that agrees	Gen Y - Edu is key to succ. - Optimistic and interactive - Value individuality and uniqueness - Multitask and think fast - Not team player – leader - Work a lot - Want instant grat. - Need constant changing	Gen Z - Communicate through social media - Need immediacy - Connect w/like minded people - Everyone is a leader - Stray from many leadership theories → new theory?
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nt - tech=inc. productivity. - acus. To autocratic leaders and hierarcheal, don't like how it's shifting	w/their sched.	- No hierarchy of health	
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2. Compare and contrast the different characteristics of the various generations.

The Boomer generation stands out from other groups due to their loyalty and respect to the hierarchical management and familiarity with autocratic leaders. They usually have a harder time grasping the concept of democratic leadership and become offended when a person of lower status questions them. Generation X was the first generation to prefer democratic leadership where everyone gets a say. They enjoy providing for their families if needed but prefer to work to satisfying their own mental, occupational and physical needs. Even though Generation Y are hard workers like previous generations, they believe that education is the key to success and advertise the need for uniqueness. With their desire to be unique and in leader positions they find it hard to be confined to someone else's rules and prefer to govern themselves. Set apart from all other groups is Generation Z, they are set on instant gratification and immediate information. They have changed the world of communication through social media and they do not conform to one single form of leadership which may mean a new theory could be in the new future.

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

The Boomer Generation will need management to acknowledge the hierarchy of power and provide them with praise when their job is done well. Management can expect for boomer's to gravitate towards a seniority leadership and prefer a strict power dynamic. When managing Generation X managers should always include their opinions put the worker before the work since they prefer a democratic leadership. There should be a dynamic of trust and communication in this generation to keep them at their most productive selves. Generation Y management should include acknowledging how that worker is unique, and be given roles that push their limits to encourage growth and productivity. Generation Y would be great in a management position due to their motivation from growth and fast acceleration in any given field. When managing Generation Z management should focus on putting workers that have a like mindset together, they have great communication with people that think similarly to them and will be very productive. There is not one management system that they prefer but any supervisor or manager working with Generation Z should try focusing on teamwork oriented tasks.

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

I was born in 2004 and fit into Generation Z. I have strong values in communication through multiple media and working with people of a similar mindset. Other characteristics I believe fit to this generation would be resilience, creativity, communicative, and confident although these were not mentioned in the reading. Personally I am not a large fan of teamwork but that is because I do not like when group members create unfair situation due to work load or participation. That being said, I enjoy when groups work well together, remain organized, and have thorough communication; I find groups with this foundation ideal and extremely productive.

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 a framework for efficient teamwork based on research and evidence. It's goal is to teach people effective communication, team leadership, situation monitoring, and mutual support to provide optimal patient care.

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

The key skills of the TeamSTEPPS framework consist of Communication, Team leadership, situation monitoring, and mutual support. Communication is the quality of how information is exchanged between team members. Team leadership is the ability to influence the team and ensure that actions are understood, ensuring everyone has the means to do their job, and sharing changes in the process in a timely manner. Situation

monitoring is constantly assessing the event to get a better understanding of what is going on and what needs to happen to get the team to function efficiently. Mutual support is the leaders and team members ability to meet and anticipate needs through experience and knowledge gained over time about the work that needs done.

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

The team leaders responsibility is to listen to the team, provide guidance through hardships, keeping the team updated on plan changes, resolve discrepancies in communication, provide the team with a safe place,

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.