

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, they have or will be retiring, largest group of nurses, filling majority of nursing management positions, value hierarchy.

Generation X, innovative and energetic, hard working, change jobs frequently, motivated by work that agrees with their value and demands.

Generation y, largest group, bigger than generation X, Children of the baby boomers, not team players, The most educated generation ever. Job turnover is high, as this generation seeks growth.

Generation z, Never lived without the internet, have never known anything but immediacy. All want to be leaders, and not followers.

2. Compare and contrast the different characteristics of the various generations.

Generation Z, is a very much always looking for the new and best of everything, where the other generations may be ok with slower change.

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

Problem solving strategies can be used, the manager analyzes problems and decides, this process is similar to the nursing process. Another strategy is evidence-based management. Decisions are based on evidence-based protocols and interventions.

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

I belong to generation Y. I do not agree with changing jobs frequently or so this is not fitting for me. I have only held 4 different jobs over the course of 17 years as an LPN. 2 of those 4 jobs I still currently work for. I do believe education is a key to success, not necessarily college education, but trades or certificates. There just are not many entry level jobs that pay well these days.

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

A meme that suggests that if you are going to be offended by everything, maybe the internet isn't the place for you.

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?

It is an evidenced based work system that focuses on improving communication, and skills in the healthcare industry to improve patient outcomes.

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

Communication, clear accurate information is exchanged between team members.

Team leadership ability to lead teams to maximize effectiveness, by making sure team actions are understood.

Situation monitoring, assessing and scanning, to gain information to support the team.

Mutual support, anticipate teams needs.

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

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it is the responsibility of the team leader to give formative feedback and task assistance to staff.

Advocacy and assertion, two challenge rule, utilizing a constructive approach for resolving conflict.

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.