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
   - Now retiring or retired from practice
   - In the past, were the largest group of nurses working
   - Have a multitude of family responsibilities frequently spanning three generations
   - Very ambitious putting in long hours and have a strong sense of idealism at home and at work
   - Value what others think, and it is important that their achievements are recognized
   - Have set an exhausting pace between their family and employment responsibilities
   - Has embraced technology as a method to increase productivity and have more free time
   - Were most accustomed to working with authoritarian leaders and remain products of the hierarchical theory of leadership and management
   - Frequently challenged by nurses of younger generations who see little value in hierarchical leadership in a system such as healthcare
   - Focused on building careers and are invested in organizational loyalty

   Generation X
   - Grew up in the information age
   - Energetic and innovative
   - Hard workers, but have little loyalty or confidence in leaders and institutions
   - Value the portability of their careers and tend to change jobs frequently; they stay in a position as long as it is good for them
   - Saw the downsizing of the 1990s when organizational loyalty did not protect workers from loss of jobs or retirement thus tend to have little aspiration for retirement
   - Technology has shaped their learning style; they want immediate answers from a variety of sources
   - Want different employment standards such as opportunities for self-building and responsibility for work outcomes
   - Want extensive learning and precepting and they want their questions answered immediately

- Value their free time; therefore, flexible scheduling and benefits (daycare centers, liberal vacations, working from home) are important
- Motivated by work that agrees with their values and demands
- Want to work under motivational leadership with a democratic manager
- If they do not find that kind of environment, they will have little reason to maintain employment in that institution

Millennial Generation or Generation Y
- The largest group, three times the size of Generation X
- Having an impact on the employment market
- Those in their 30s and 40s are influencing how organizations are managed
- Represents a large number of the children of the Baby Boomers
- These kids were playing with computers in kindergarten
- Impact of this generation is still being defined, but the speed of generational changes and the impact of Generation Y may soon be integrated with the newest generation
- Smart and believes education is the key to success
- Diversity is given, technology is evident, and social responsibility is imperative to a business
- Optimistic and interactive, but value individuality and uniqueness
- Can multitask, think fast, and are extremely creative
- Not team players
- In the driver's seat, the work is there for them if they want it
- The most educated generation ever
- Tend to change jobs frequently because they seek growth and expansion within the organization
- If the opportunity to be promoted is slow or nonexistent they will move on to another job or organization
- Live in an era that offers instant gratification and information at the touch of a button
- Have a short attention span so it's important to keep things constantly changing and evolving
- The hierarchy of health care leadership and management is not what they are seeking as part of their employment because they will develop their own leadership in whatever they are doing
- The role of follower is still being determined

Generation Z or Generation Now – has the fewest individuals practicing in nursing
- The newest generation in the workplace
- Have never lived without the internet and other forms of rapid communication
- Communicates through social media
- Have never known a world without immediacy
- Impact of this generation is already being felt in all aspects of society and the world
- The way they think, act, find information, negotiate, and make decisions will change present theories of leadership and management
- Can show a new way to accomplish the work that is different from the task orientation of the older generations
- Perceive themselves as leaders versus followers

2. Compare and contrast the different characteristics of the various generations.
   Baby boomers
   - Born between 1946 and 1964
   Generation X
   - Born between 1965 and 1980
   Millennial Generation or Generation Y
   - Born between 1981 and 199
   Generation Z or Generation Now
   - Born after 2000

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

Baby boomers
- Respect their experience and expertise
- Offer flexible work arrangements
- Consider their technology needs
- Cross-generational collaboration
- Recognize achievements
- Mentorship programs

Generation X
- Communication
- Independent work
- Time management
- Flexibility
- Work-life balance
- Recognition
- Cross-generational collaboration
- Synergistic culture

 Millennial Generation or Generation Y
- Let them know what they do matters
- Tell them the truth
- Explain why you are asking them to do it
- Learn their language
- Look for rewarding opportunities
- Praise them in front of their peers and other staff
- Make the workplace fun
- Model behavior
- Give them the tools to do the job

Generation Z or Generation Now
- Look at where they are going for information
- Make your message relevant

1. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?
I belong with Generation Z or Generation Now. This generation fits with my values regarding work and my personal characteristics because as mentioned above this generation perceives themselves as leaders versus followers and I would consider myself a leader.

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?
   Team Strategies & Tools to Enhance Performance & 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 to lead teams to maximize 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 situational elements to gain information or understanding, or to maintain awareness to support team functioning
   Mutual support – ability to anticipate and support team members' needs 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 (ex. the plan)

- 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 and psychologically safe environment
- Keep conflict healthy through use of tools such as DESC
- Reinforce patient-centeredness of all team members 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.