

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 are currently the oldest generation currently in the workforce. They value what others think of them and it is important that their achievements are recognized.

Generation X grew up in the information age. They are energetic and innovative. They are hard workers such as the baby boomers but have little loyalty to or confidence in their leadership. They value the portability of their careers and tend to change jobs frequently. Gen X nurses value their free time and are motivated with work that agrees to their values and demands.

Generation Y is currently the largest group right now. This generation is still being defined. Gen Y is smart and believes that education is the key to success. They are optimistic and interactive, yet they value individuality and uniqueness. They can multitask, think fast, and are extremely creative.

Generation Z or Generation Now is the newest generation in the workplace. They have never lived without the internet and other forms of rapid communication. This generation communicates through social media such as Twitter, Facebook, Snapchat, and Instagram. The way those in Gen Z think, act, find information, negotiate, and make decisions may make our present theories of leadership and management obsolete.

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

The major difference between each generation is the tools they used. Such as the Baby boomers that didn't grow up on the same technology the other generations have, especially Generation Z. The values between Gen Y and Z seem to be the most together. Both believe in education and will put it before anything else. Also, they both tend to have little loyalty to the workplace. Frequently changing jobs with little regard to past employers. They put themselves first which is different from the baby boomers which focus on leadership and working their way to the top spot on the hierarchy.

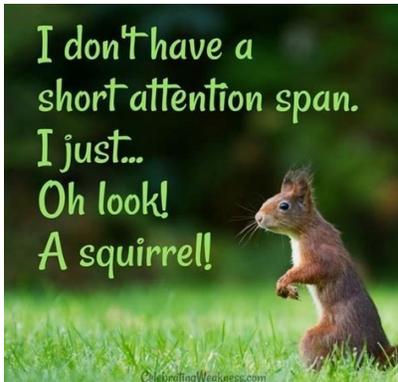
3. What management strategies can be utilized to help manage these generations?

Each generation has different strategies that can be used to manage them. Baby Boomers will follow any leader that is above them and believe that is the correct way to get the job done. Gen X, Y, and Z typically enjoy working together and resolving issues as a team with help from management when needed. They tried to resolves problems first between themselves rather than running straight to whoever is above them on the ladder.

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

I belong to generation Z. I have always have technology throughout my life as a kid and in school to use. I communicate through social media and connect with others through there. I can adapt to new situations quickly and think on my feet. Education is a top priority, and it comes before work at this point in my life.

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 are team strategies and tools to enhance performance and patient Safety. TeamSTEPPS focus on communication, a team approach to leadership, situation monitoring for all and support for all.

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

The key skills for Team STEPPS are effective communication. Using verbal communication feedback ensures that messages are correctly understood by recipients using methods including call outs, check backs, and teach backs. The next is team leadership. Effective team leadership involves organizing the team, identify clear goals, assign task/responsibilities, information sharing, and modelling effective teamwork. Next is situation monitoring. This involves STAR (Stop, Think, Act, and Review) which includes all team members to pause and focus, think methodically, perform the act, and confirm anticipated result has occurred. Mutual Support is the last topic. This tool is used for every member of the team to feel confident in their ability to do their job effectively and feel valued while doing so.

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

Responsibilities of an effective team leader include encouraging team members to assist one another, keeping conflict healthy through use of tools such as DESC, and reinforcing patient centered care of all team members and actions.