Unit 1: Nursing Management
Z-Chapter 10 & 11
ONLINE CONTENT (1.5 H)

Mallory Jamison

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 1/6/2026.

1. What generations currently exist in the workforce? Briefly describe each generation. **The generations that currently exist in the workforce include the baby boomers, generation X, generation Y/millennials, and generation now or gen z. There was also the silent, traditionalists, or veteran generation, but that generation is retired from nursing. The baby boomer generation describes individuals born between 1946 and 1964, which are beginning to retire from practice and are very ambitious nurses. They work long hours with a strong sense of idealism and follow hierarchical theories. Generation X individuals are born between 1965 and 1980 and have little confidence or loyalty in institutions or leaders. Individuals of this generation are innovative, energetic, and tend to have little aspiration for retirement. Gen x nurses also place high value in their free time, meaning they find benefits and flexible scheduling to be important. Generation Y/millennials are born between 1981 and 1996 and believe that education is the key to success. This generation is smart, interactive, and optimistic, but they also value uniqueness. Gen Y members can think fast and multitask. Generation Z or Now describes individuals born between 1997 and 2012 which have never lived without social media platforms or the internet. Because of this, this generation has never known a world without immediacy. The generation that is retired from nursing, or the silent/veteran generation, follows the tested ways of doing things and tends to value discipline, respect, teamwork, etc.**
2. Compare and contrast the different characteristics of the various generations. **Baby boomers focus their careers on being loyal to the organization for which they work. This is likely the same for the silent or veteran generation, because they place high value on loyalty. In contrast, generation X has less loyalty than these other generations, in which they tend to change jobs frequently. This makes generation X and generation Y similar, because generation Y also changes jobs frequently through seeking expansion or growth. Generation Z or Generation Now tend to be leaders rather than followers, meaning that they will place less loyalty on remaining in the organization and instead move to leadership positions.**
3. What management strategies can be utilized to help manage these generations? **Individuals in the silent or veteran generation can be managed with an autocratic style of management, in which they have always worked within a hierarchy. Individuals in the baby boomer generation can be managed in the same way, because they tend to get**

challenged by younger generations who place less value on this hierarchal leadership. On the other hand, Generation X individuals thrive under a democratic manager with motivational leadership. Generation Y, in contrast to the silent generation and baby boomers, does not seek hierarchy. Instead, these individuals tend to develop their own leadership. Lastly, individuals in generation Z or Now are transforming present theories of management through the ways they make decisions, find information, etc. It is important for management to equalize this generation with other generations.

4. Which generation do you belong to? How do your values regarding work and your personal characteristics fit that generation? **I belong to generation now or generation Z. A personal characteristic I have that I believe fits this generation is my sense of immediacy through my exposure to social media. I heavily use social media and enjoy the immediacy of communicating with others through these platforms. As for my work values, I tend to value being a leader which follows what is true of this generation. Through my work as a nurse aide, I like to take initiative in getting my tasks done in a timely manner and ensuring that necessary tasks are done before someone has to ask me to do them, thus leading.**

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 1/6/2026.

1. What is TeamSTEPPS? **TeamSTEPPS is an evidence-based system that focuses on improving teamwork skills and communication within healthcare to improve patient outcomes.**

2. What are the key skills of TeamSTEPPS? Briefly explain each. **The key skills of TeamSTEPPS are communication, team leadership, situation monitoring, and mutual support. Communication refers to nonverbal and verbal means to exchange information accurately. Team leadership is the maximization of team member effectiveness through the ability to lead those teams, in which necessary resources are available, information changes are shared, and team actions are understood. Situation moitoring is the active process of assessing and scanning the elements of a situation to maintain awareness, gain understanding or information, and support functioning of the team. Lastly, mutual support is the ability to support and anticipate the needs of team members through knowledge about workload and responsibilities.**

3. What are the responsibilities of an effective team leader? **The responsibilities of an effective team leader include modeling effective teamwork, reinforcing patient centeredness of all actions and team members, organizing the team, articulating clear goals, assigning tasks and responsibilities, keeping conflict healthy, monitoring and modifying plans, managing and allocating resources, facilitating information sharing, reviewing performance, fostering a learning/psychologically safe environment, and encouraging team members to assist one another.**

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.