**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 drop box by 0800 on 1/6/2026.**

1.  What generations currently exist in the workforce? Briefly describe each generation.

    The current generations in the workforce are The Silent or Veteran, The Baby Boomers, Generation X, Generation Y, Generation Z, and Generation Alpha. The Silent or Veteran generation was born between 1928 and 1945; this group is retired from practicing nursing. They place high value on loyalty, discipline, teamwork, and respect for authority. The Baby Boomers were born between 1946 and 1964; they are retired or now retiring. Nurses in this group are very ambitious; they put in long hours and have a strong sense of idealism. This group is focused on building careers and are invested in organizational loyalty. Generation X was born between 1965 and 1980. This group is energetic, innovative, and hard workers, but they have little loyalty to leaders and institutions. They tend to change jobs frequently and they value their free time, making flexible scheduling and benefits important. Generation Y were born between 1981 and 1996. They are not team players; they like to be "in the driver's seat." They tend to change jobs frequently because they seek growth and expansion within the organization. Generation Z were born between 1997 and 2012; they are the newest generation in the workforce. They have never lived without the internet and rapid communication which is creating an impact in all aspects of society. The way they think, act, negotiate, find information, and make decisions may make our present theories on leadership obsolete. The newest generation is Generation Alpha; they were born from 2010 to 2024. They have not entered the workforce yet but a notable thing about them is that they have grown up completely immersed in technology since birth. Some characteristics about them is that they will be the most educated generation in history, social media will be the predominate mode of interaction, and they will more than likely work for companies that align with their principles and embrace diverse work environments.

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

    The Silent or Veteran generation and the Baby Boomers both value loyalty, disciple, teamwork, and respect authority. The difference is Baby Boomers strive to build their careers by putting in long hours both at work and at home. Generation X has little loyalty for their leaders as compared to the previous two generations. They also don't strive to build their careers like Baby Boomers but instead greatly value their free time. Generation Y are not team players; they prefer to be the ones making the decisions. But they are similar to Baby

Boomers in the sense that they are seeking to further their careers inside their organizations. Gen Z is completely different; they are creating new workspace that are more diverse and are changing the way nurses think. Gen Alpha is most like Gen Z; they both grew up with rapid communication. But Gen Alpha will create major changes to the work industries once they enter the workforce due to them being the most education generation in history.

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

In order to help manage these generations the art of compromise must be learned. Manager and leaders will need to understand the generational differences in order to create a work environment that promotes diversity and productivity. There needs to be focus on recruiting the younger generations into nursing while also placing emphasis on retention of experienced nurses. Experienced nurses are necessary to teach the younger generations because their experience is invaluable.

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

I belong to Generation X, I'm not sure I completely agree with the values listed in the book about this generation. It states, "the way … Gen Z think, act, find information, negotiate, and make decisions may make our present theories of leadership and management obsolete." I think change is a good thing, but I also think we need those older theories in order to form new ones. Mistakes would inevitably be made if the older generations were not leading the newer generations of nurses.

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 drop box by 0800 on 1/6/2026.**

1. What is TeamSTEPPS?

    TeamSTEPPS is an evidence-based formula that is used to optimize team performance in healthcare. It stands for Team Strategies and Tools to Enhance Performance and Patient Safety.

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

The key skills of TeamSTEPPS are communication, leading teams, mutual support, and situation monitoring. Communication is information that is both verbal and nonverbal that is clearly and accurately exchanged amongst the team. Leading teams is maximizing the effectiveness of team members by making sure team actions are understood and the changes in information are shared along with necessary resources. Mutual support is the ability to anticipate and support team members' needs with accurate knowledge about their responsibilities and workload. Situation monitoring is the process of actively assessing situations to gain information or understanding, or to maintain awareness to support the functioning of the team.

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

The responsibilities of an effective team leader include: ensuring the patient's needs and preferences are understood and prioritized; define, assign, share, monitor, and modify a plan; review the team's performance; establish rules of engagement; manage and allocate resources effectively; provide feedback regarding assigned responsibilities and progress toward the goal; facilitate information sharing; encourage team members to assist one another; facilitate conflict resolution; and 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.***