

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 1/6/2026.

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

The generations that currently exist in the workforce include silent or veteran generation, baby boomer generation, generation x, millennial generation, and generation z or now. The veteran generation are the nurses that have already retired from nursing practice. The baby boomers are the current, active nurses within the field that are soon or already retiring. Generation x and the millennial generation are known to thrive with concrete communication and independence. Generation now are the newest graduates and have the fewest population makeup with the influence of social media. There is a generation that comes after z/now and it will be generation alpha.

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

The characteristics of each generation include:

Veteran generation: born between 1928-1945, have the earliest experiences and practices but are retired. Have always known the autocratic leadership style.

Baby boomer generation: born between 1946-1964, in the past they made up the largest percentage within the nursing population, many are retiring or have already retired. Hard workers that remain the hierarchy.

Generation X: born between 1965-1980, hard workers but known to have little confidence in institutions. Have consistent values and demands.

Millennial generation: born between 1981-1996, currently the largest group within nursing practice. Has a significant influence on management however, influence on the career field has yet to be defined.

Generation Z: born between 1997-2012, has the influence and access to social media. This influences decision making, acquiring information, communication styles, and patience.

Generation alpha: upcoming generation of nurses born 2010-2024. Heavily influenced by technology and societal advancements.

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

Management strategies that can be utilized to help manage the different working generations include respectful communication, recognition of values, flexibility, and support. It is important that the different generations of nurses can effectively work together as a team. These strategies help maintain an effective workplace environment to promote quality patient care.

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

I belong to generation Z or generation now. I feel that I fit this generation due to recognizing the impact of social media and technology. Along with preferred feedback, proper workplace balance, and adaptability. I do believe that I am an extremely hard worker and take great pride in my job. This isn't necessarily a major characteristic associated with my generation.

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

A meme that I feel describes my generation is the reality vs expectation meme. Along with how it started vs how its going.

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 a tool that was developed for healthcare to overall improve the care team environment. It stands for team strategies and tools to enhance performance and patient safety. This tool aids to improve collaboration, communication, and patient safety.

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

Communication: clear, understandable, and timely exchange of information among the care teams.

Team Leaders: ability to support and guide the care team with role assignments and encouragement.

Situation Monitoring: assessing the condition of patients, the environment, and resources.

Mutual Support: advocating for team members while providing support. This goes for patients as well.

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

The responsibilities of an effective team leader include setting expectations, clear communication, providing support, encouragement, monitoring performance, promoting patient care, having respect, collaborating, and coordinating.

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.