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 silent or veteran generation- retired nurses who always worked within the hierarchy of management and diversity of leadership
   The baby boomers- nurses who are now retiring or are retired. This group is very ambitious and were accustomed to working with autocratic leaders.
   Generation x- hard workers who have little loyalty to leaders. They tend to change jobs frequently and value their free time
   Generation y- believes education is the key to success and are not team players
   Generation z- do not know a world without technology, communicate through social media.

2. **Compare and contrast the different characteristics of the various generations.**
   The silent generation values formal communication and loyalty. Baby boomers are hardworking and committed to where they work. Generation x are independent and question their leaders. Generation y value education and like working as a team. Generation z are most comfortable with technology and think their personal growth is most important.

3. What management strategies can be utilized to help manage these generations?
Management could use various teaching methods that each generation understands best to teach the same information. Also including teamwork so that all generations interact would be an effective management strategy.

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 but I feel like I believe more that you work for what you want and that good things take hard work. I do not think that my characteristics fit my generation.

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

Millennials: Gen Z is so weird!

Millennials in the 90s:

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? Team Strategies & Tools to Enhance Performance and 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? Organizing the team, identify clear goals, assign tasks, monitor and modify the plan, review the team's performance, manage and allocate resources, facilitate information sharing, encourage teamwork, foster a learning and safe environment, keep conflict healthy, reinforce patient-centeredness.

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.