

**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.

- Silent, Traditionalists, or Veteran Generation: born in the 1920s-1945; currently makes up less than 1% of working nurses; taught to rely on tried, true and tested ways; place high value on loyalty, discipline, teamwork, and respect for authority; work within the hierarchy of management, diversity of leadership, and autocratic style of leaders and managers
- Baby Boomers: born between 1946-1964; currently approximately 27% of working nurses with nurses retiring; nurses are ambitious and work long hours; sense of idealism; values others thoughts and important to be recognized for achievements; embrace technology as a method to increase productivity; autocratic leaders, hierarchical leadership and management; challenged by younger nurses who don't value hierarchical leadership; focus on building careers and loyalty to organizations
- Generation X: born between 1965-1980; makes up about 35 % of the workforce; likes their independence and direct communication; energetic, innovative, and hard workers; lack loyalty and confidence in leaders and institutions; change jobs frequently; little aspiration for retirement; learning style has been shaped by technology; want opportunities for self-building and responsibility for work outcomes, extensive learning and precepting, and questions answered immediately; value free time so flexible scheduling and benefits are important; motivated by work that matches their values and demands; wants motivational leadership with a democratic manager
- Generation Y, Millennials: born between 1981-1996; makes up about 37% of the workforce; likes their independence and direct communication; believes education is the key to success; optimistic, interactive, value individuality and uniqueness, multitask, think fast and creative; not team players; change jobs frequently seeking growth and expansion; don't typically seek hierarchy leadership and management because they will develop their own leadership position
- Generation Z or Generation Now: born between 1997-2012; fewest number in the workforce and some are currently in the healthcare field as aides while in nursing school; never lived without internet and socializes uses multiple social media

platforms; can show new ways to accomplish tasks; perceive themselves to be leaders rather than followers

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

The Veteran and Baby Boomer generations both value hierarchy in leadership and an autocratic style of management and are loyal to their organization. Starting with Generation X people are no longer loyal to their organization and they no longer seek hierarchy and an autocratic manager. Generation X wants a democratic manager. Generation Y and Z both seek to become their own leaders rather than being followers. Generation X and Y both prefer independence and direct communication.

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

For generations X and Y management should utilize the following strategies: let staff know what they do matters, be open and truthful upfront with staff, explain to staff why you are asking them to do a task, listen and learn from staff, reward staff with positive feedback and praise at the time a situation occurs, make the workforce fun, model behavior that is expected from staff, and make sure staff has the tools needed to carry out a task. For Generation Z management should utilize the strategies for Generations X and Y in addition to staying current with resources that staff are going to for information and making their message relevant, so staff don't feel like their time is being wasted.

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

I belong to Generation Y (Millennials). I multitask and am creative at work. I try to offer ideas to help with the workflow of our unit at work. I am a hard worker and when I come to work, I come in and get my work done as soon as possible.

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

When someone asks you what  
Limewire is



**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 used amongst healthcare providers to provide safe and efficient care for patients.

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

There are four key skills used in TeamSTEPPS: communication, team leadership, situation monitoring, and mutual support

- Communication – includes verbal and nonverbal communication between healthcare professionals to relay information in a clear and accurate manner
- Team Leadership – ensures that members of the healthcare team are understood, are made aware of any changes, and that team members have access to resources and equipment necessary to provide safe and effective care to the patients
- Situation Monitoring – continuously assess the situation with the patient to learn information or to remain aware of needs to support the team with delivering patient care safely in a timely manner
- Mutual Support – gain knowledge about the team members workload and responsibilities so that you are able to support them and are able to anticipate any needs they might have

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

An effective team leader will keep the team organized and assign tasks for each team member; identify and set clear goals for the team; monitor the plan making modifications as needed and ensure that any changes are communicated clearly to the team; provide feedback on the team's performance; manage resources; share information using tools such as briefing, huddle, and debriefing; promote teamwork by encouraging team members to assist each other; provide and promote a safe learning environment; use tools to decrease negative conflict; promote and ensure that patient-centered care is being used by team members by advocating the patient's wishes; and be a good role model for the team by modeling 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.***