

**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 Baby Boomer generation is currently the generation active in the workforce. This generation is retiring daily and are born between 1946 & 1964. This generation has a lot of family responsibilities. Nurses in this group tend to be more ambitious and they put in long hours and have a strong sense of idealism at home and work. They value what others think, and it's important to them that their achievements are recognized. They are most accustomed to working with autocratic leaders**
  
  - Silent Generation or the Veteran Generation is the generation that has retired or soon will retire. They lead with more of a command-and-control style. This generation was born between 1928 and 1945. They were taught to rely on tired, true, and tested ways of doing things. They place high loyalty, discipline, teamwork, and respect for authority. They are accustomed to the autocratic style of leaders and managers.**
  
  - Generation X are born between 1965 & 1980. This generation grew up in the information age. They are energetic and innovative. They are hard workers and have little loyalty to, or confidence in leaders and institutions. They value portability of their careers and tend to change jobs frequently (they stay in a position as long as it is good for them). They have little aspiration for retirement due to witnessing the downsizing of the 1990's when organizational loyalty did not protect workers from loss of jobs or retirement. Technology has shaped their learning style, and they tend to want immediate answers from a variety of sources or want answers immediately. This group wants to work under motivational leadership with a democratic manager.**
  
  - Generation Y, Millennials are born between 1981 & 1996. This generation is three times the size of Generation X. This generation has an impact on the employment market, and this generation represents a large number of children of the Baby Boomers. Generation Y is smart and believes education is the**

**key to success. They are optimistic and interactive but also value individuality and uniqueness. They can multitask, think fast, and are very creative. These nurses are typically not team players and like to be in the “driver’s seat”. They may change jobs frequently because they seek growth and expansion. This is the most educated generation.**

Generation Z and Generation Now are born between 1997 & 2012. This generation has never lived without the internet and other forms of ‘rapid’ communication. This generation communicates through social media, Facebook, etc. They can show a new way to accomplish the work that is different from the task orientation of the older generations. They perceive themselves to be leader’s vs followers, which means management will need to do what can be done to “equalize” the perception of leaders and followers.

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

**Silent/Veteran generation** demand high respect, loyalty, and stability

**Baby Boomers** respect hierarchy, challenged by the younger generation who see little value in hierarchical leadership, ambitious and put in a lot of long hours

**Generation X** also hard workers like baby boomers, question authority, value free time

**Generation Y** is motivated by meaningful work, growth opportunities, work-life balance

**Generation Z or Generation Now** see themselves as leaders, generational differences could help enhance or improve patient care, can show different generations “new” things

3. What management strategies can be utilized to help manage these generations?  
Some management strategies that can be utilized to help manage Generations X and Y could be letting them know what they do matter, explain why you are asking them to do something, tell them the truth, and learning their language. For Gen Z and Gen Now staying current with them because they are always on the lookout for something new and help make your message relevant (they use their time wisely). For Baby Boomers recognizing their achievements because it is something that they value. For the Silent or Veteran Generation, I think providing clear direction and expectations and being consistent and predictable in decision making will help this generation.

- 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” and I thought that everything that was explained in the book was spot on. I worked at an eye center for 10 years and “climbed” my way up, because I made sure that they knew I wanted to keep growing and the book explained that exactly. It’s actually so crazy how accurate the book was with this generation. The book didn’t mention anxiety, which I feel like this generation has a lot of. I like to do things the “right way” when it comes to work, and I strive to be great or better at whatever I do. I believe in going to work even on hard days or sick days because that’s life and while nobody loves getting up for work every day, we all have to do it in order to make a living. It’s just a “part of life”. I also like to work on my own like the book explained. I would rather try to figure something out first, before asking for help because I like to keep my brain thinking and believe that I am capable of hard things.
- Post a meme that you feel best describes your generation.

### SO GLAD I GREW UP



**DOING THIS      NOT THIS**

**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.**

- What is TeamSTEPPS?  
TeamSTEPPS is an evidence-based framework to optimize team performance across the healthcare delivery system.
- What are the key skills of TeamSTEPPS? Briefly explain each.  
Communication where information can be clearly and accurately exchanged between team members, team leadership which allows lead teams to enhance the effectiveness of the team members by ensuring that the team actions are understood, situation monitoring which is a process of scanning and assessing situational elements to gain information or understanding to support the team, and mutual support which helps 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, identifying clear goals, assigning tasks and responsibilities, reviewing the team's performance, encouraging team members to assist one another, fostering a learning and psychologically safe environment, resolving conflicts and improving information sharing, and eliminating barriers to quality and safety.

***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.***