

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.
Generations that are currently active in the nursing profession:
 - Silent Generation or Veteran Generation makes up fewer than 1%. This generation was born during 1920s, 1930s and early 1940s. They lead with a command-and-control style.
 - Baby boomer generation, born between 1945 and 1960 and make up about 27% of the workforce. Members in this generation are retiring daily.
 - Generation X, born between 1960 and 1980 and Millennial Generation (generation Y), born between 1980 and 2000. These both make up 35-37% of the workforce. Both generations like their independence and direct communication with leaders.
 - The fifth generation, born after 2000 and is referred as Generation z or Generation Now. This generation has the fewest individuals practicing nursing. This generation likes technology and best communicates via email and text messages.
2. Compare and contrast the different characteristics of the various generations.
 - The silent generation have strong values of loyalty and discipline. They are more utilize more traditional methods and reflect their experiences with their work.
 - Baby bloomers value hard work and loyalty but are more achievement oriented and seek recognition for their efforts.
 - Generations X, Y and Z value independence, flexibility, work- life balance, and personal growth. Often changing jobs to meet personal and professional goals.
 - Older generations emphasize stability, hierarchy and organizational loyalty, whereas younger prioritize flexibility, shared leadership and rapid growth. These differences can create tension but also increase opportunities for teamwork and improved patient care.
3. What management strategies can be utilized to help manage these generations?
Different management strategies that can be utilized for each of these generations is nurse managers having flexible leadership approaches, adapting their leadership styles to meet the preferences of each generation. Having clear communication methods whether it be in person, emails, text, phone calls, etc. ensuring that each generation can effectively communicate. Building experience for newer nurses by pairing them with an experienced nurse. This will promote growth for both the new nurse and experienced. Providing

flexibility by offering flexible scheduling and opportunities for the nurses to have a healthy work-life balance. Continuing education requirements, this allows for each generation to expand on their knowledge and stay up to date on EBP and new care techniques.

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

The generation I belong to is Generation Z or Generation now. My values align with this generation as I am comfortable with technology but also value different learning environments not focusing solely on technology. I prioritize a work-life balance and strive to provide purpose driven work. I want to make a difference in others' lives which aligns strongly with nursing. I feel that my generation can have clear communication, which emphasizes strong teamwork, with collaboration and shared decision making to provide the best care to patients.

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

When you tell the Gen Z nursing student they have to talk to the patient



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?

An evidence-based framework to optimize team performance across the health care delivery system and improve patient safety. It promotes effective interprofessional collaboration, improves communication and reduces errors. It uses four teachable skills to achieve team performance and patient centered care.

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

The four key skills are communication, team leadership, situation monitoring and mutual support. **Communication** is a key in health care. It can be a verbal or nonverbal process where clear and accurate information is shared among team members. **Team leadership** is the ability to lead teams to maximize the effectiveness of members. Leaders should ensure

that goals are clear and understood. **Situation Monitoring** is a process of scanning and assessing situations to gain information or understanding of the patient, the team members, environment and progress. **Mutual support** is the ability to support each team members needs this includes assisting with tasks, giving feed back to the team members and advocating for each other.

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

A team leader has the responsibilities of organizing a team, creating and communicating goals and plans, assigning roles among the team members, monitor and modify any plans or goals, manage and provide resources, build mutual support and assistance with tasks, and prioritize patient centered care as a team.

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.