Unit 1: Nursing Management   **Jess Bower**
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.
   Some generations that currently exist in the workforce are Baby Boomers, Generation X, Generation Y, Millennials, and Generation Z 9 (Now). Some other generations that are retiring are known as The Silent or Veteran Generation as well as some Baby Boomers.
2. Compare and contrast the different characteristics of the various generations.
   The Silent or Veteran Generation are the oldest generation, this generation while the oldest has lived through a great deal of events such as the Great Depression. Baby Boomers are the largest group of nurses working. This group shows dedication and loyalty. Generation X grew up in the information age and are also hard workers. They are energetic and innovative. Generation Y, also known as Millennials, is the largest group and perhaps 3x the size of Gen Z. Generation Z or Generation Now, they are never lived without the internet and are very young and relay on other sources of information.
3. What management strategies can be utilized to help manage these generations?
   Let them know what they do matter, tell them the truth, explain why you are asking them to do it. Learn their language, look for rewarding opportunities, praise them in front of their peers and other stuff. Model behavior and give them the tools to do the job.
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). Some of my values regarding work and personal characteristics because I have exceptional work ethic and know the importance of being dependable and hard working. I also can multitask and use common sense to figure out problems. I do also believe that education is the key to success.
5. Post a meme that you feel best describes your generation.

Uber of my generation

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 an evidence based work system in 2007 that focused on improving communication and team work skills in the health care industry to improve patient outcomes. (Team **S**trategies and **T**ools to **E**nhance **P**erformance and **P**atient Safety).

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

   Leadership- Organizes the team, sets goals, assigns roles, and keeps the team focused on priorities and the plan of care. **Communication:** Shares information clearly, accurately, and promptly using tools like SBAR, callouts, and hand-offs. **Situation Monitoring:** Continuously observes the patient, environment, and team to identify changes or safety risks early. **Mutual Support:** Team members assist each other, give feedback, and speak up about safety concerns in a supportive environment.

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

   Establish clear goals and expectations, encourage team members to speak up, resolve conflicts quickly and professionally. Adjust the plan of care as patient conditions change. It is important to promote accountability and collaboration. It is also important to assign roles and responsibilities appropriately.

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.