

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 boomers are either now retiring or retired. They are focused on building careers and invested in organizational loyalty. Generation X grew up in the information age. They change jobs frequently and want to work under a democratic manager with motivational leadership. Generation Y are the millennials. They are the largest group, most educated, and believe education is the key to success. They will change jobs if the opportunity to climb the corporate ladder is slow or not possible. Generation Z is the newest. They communicate through social media. They consider themselves to be leaders versus follower and slowly shaping a new leadership theory.

2. Compare and contrast the different characteristics of the various generations. Silent generation and baby boomers are similar in the way they are accustomed to the autocratic style or leadership. Generation X is different from baby boomer because they don't value loyalty to the institution, and just like the millennials they will change jobs if it does not agree with their values and demands, for example, opportunities for growth and expansion within the organization. Gen Y and Gen Z both have had technology their whole lives, which has initiated the expectation of instant response and satisfaction. Generation Alpha is born from 2010-2024 and will have less life skills development compared to their predecessors and they will never know a world without internet, smart technology, AI, virtual reality, unlike all the others.

2. What management strategies can be utilized to help manage these generations? Some management strategies that align with the democratic management are clear communication. Gen Y and Gen X are proficient with emails and texts. Giving recognition and feedback to increase motivation, show that they are valued, seen, and heard. Offer flexibility and autonomy, this comes with understanding your employees; What are their family responsibilities, cultural considerations, interpersonal dynamics with colleagues, strengths, and weaknesses? Truly knowing your employees allows for strategic workforce planning.

3. Which generation do you belong to? How do your values regarding work and your personal characteristics fit that generation?
I belong to the Gen Z. My values regarding work and personal characteristics align with what the text says. If I don't know the answer to something, I must find out. I use resources such as google or even TikTok to gain clarity and eliminate uncertainty. I do see myself as a leader. I

seem to carry myself with some confidence and sense of responsibility which may naturally draw one to seek information/help from me. I once wanted to quit my summer job because I had been there six years and they offered a leadership role to another employee whom I had trained when they were new. It's not about seniority, I just felt overlooked despite being consistently recognized as a knowledgeable and dependable team member.

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

Team Steps is the framework focused on improving communication and teamwork skills in the healthcare industry to improve patient outcomes is stands for strategies and tools to enhance performance and patient safety.

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

The key skills are

- communication: the nonverbal and verbal information exchanged among team members
- team leadership: the ability to lead teams to maximize effectiveness of team members
- situation monitoring: assessing situation to gain understanding to support team functioning
- mutual support: the ability to support team member's needs.

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

The responsibilities of effective team leaders are assigning tasks, providing formative feedback or critiques, allocating resources, encouraging and modeling teamwork, fostering a learning environment, identifying goals, and reinforcing patient centeredness of all team members and actions.