

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 generations that currently exist in the workforce are as follows:
-Baby Boomers-They value hard work, dedication, loyalty and respect authority. They have been in the workforce for a while so a lot of them possess extensive clinical experience and knowledge.
-Generation X- They are very adaptable and help bridge the gap between the older and younger nurses. They value work-life balance and are known for being independent.
-Millennials (Generation Y)- This generation is generally comfortable with technology and EBP. They value collaboration, feedback and flexibility.
-Generation Z- They are the newest members to the workforce and are highly skilled when it comes to technology. They value diversity and inclusion, frequent communication and clear expectations.
2. Compare and contrast the different characteristics of the various generations.
Contrast- The above-mentioned generations differ in communication style, work values, and expectations. Boomers prefer face to face communication and structured leadership. Generation X likes autonomy and efficiency. Millennials and Generation Z tend to favor working in teams, technology-based communication and ongoing feedback.
Compare- They all share a commitment to patient safety and quality care.
3. What management strategies can be utilized to help manage these generations?
-Some strategies to improve job satisfaction, retention, and patient outcomes for all the generations must be inclusive. Adapting communication methods to meet generational preferences, encouraging older generations to mentor the newer nurses, recognizing individual strengths and not focusing on age differences, and promoting mutual respect.
4. Which generation do you belong to? How do your values regarding work and your personal characteristics fit that generation?
-Technically I would be considered a millennial but feel that I fall more into the category of a Xennial (people born between 1977 and 1985.) I reflect traits from both Generation X and Millennials. I value independence and personal responsibility but also appreciate teamwork and collaboration. I am adaptable and comfortable with technology. I place a

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high value on a work/life balance but also have a very high work ethic. I do feel that I serve as a bridge between the older and younger generations.

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

what is a xennial?

- a micro generation born during the cusp years of Gen Xers and Millennials
- i.e. between 1977 - 1983 (or when the original Star Wars trilogy was released)
- Xennials experienced an analogue childhood and a digital adulthood
- Possess both Gen X cynicism and Millennial optimism and drive



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 teamwork framework used in healthcare to improve communication, teamwork, and patient safety by helping healthcare workers work together more effectively.
2. What are the key skills of TeamSTEPPS? Briefly explain each.
The key skills of TeamSTEPPS are communication, team leadership, situation monitoring, and mutual support. Communication is the sharing of information in a clear, accurate and on time manner to reduce errors and misunderstandings. Team leadership is using goal setting, assigning roles, and making sure everyone understands their role in when guiding the team. Situation monitoring is continuously watching the patient, team

members, and environment to stay aware of changes. Mutual support is helping others when needed and speaking up for patient safety.

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

The responsibilities of a team leader are ongoing. They organize the team, set clear goals, assign tasks, monitor progress and adjust as needed. They also need to encourage communication, support other team members, manage resources, and promote a safe, patient-centered environment.

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.