

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 actively in the workforce right now are baby boomer generation (1945-1960) which make up 27% of the workforce and many are retiring daily. There is also generation X (1960-1980) which make up 35%, millennial generation (1980-200) which make up 37%, and generation z (2000+) which are the fewest individuals to be practicing in today's world due to may not completing nursing school yet.

2. Compare and contrast the different characteristics of the various generations.
The baby boomers are in a ear of retiring or are retired from practice. Though in the past they were the largest group of nurses working and filled the majority of the nursing positions. They are known as ambitious, strong sense of idealism, value what others think, and this group has embraced technology as a method to increase productivity in the nursing profession. Generation X are known as energetic, and innovative due to growing up in the information age. They are hardworking, though have little loyalty and confidence in leaders and institutions. They tend to stay in a position/job only when it is good for them and saw the workers from 1990 not be treated with loyalty or protected from loss of jobs. Therefore, they have little aspiration for retirement. Generation Y was the largest group to have an impact on the working force. This generation represents many of the children of the baby boomers, this generation is seen as smart and believes education is the lead to success. They are not seen as team players and know that there are jobs for them. They change jobs frequently too see growth within themselves and need instant gratification. Lastly, generation z is a group that has never lived without internet, rapid communication, and social media. They have never known a world without immediacy.

3. What management strategies can be utilized to help manage these generations?
Some of the management strategies are going to be problem solving, evidenced based management protocols, decision making, leadership roles, and organizing. All of these are going to help each generation work together and learn off one another to provide the best care for patients.

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

I belong to generation z due to being born in 2005. Some of my values and personal characteristics fit into this generation because I have never lived without internet, never have known a world without immediacy, or rapid forms of communication. Though I grew up in this generation I think it has helped me be a better worker and have better characteristics. Due to all the immediacy, I have learned how to multitask better, use many resources to their full extent, and it has even helped with my personal education. Though by being in generation z and having all this immediate information, it has affected communication, leadership skills, and even problem solving without any resources.

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?

TeamSTEPPS is an evidence-based framework to optimize team performance across the healthcare delivery system. Requiring clear, defined, and appropriate team structure and the use of four teachable-learnable skills.

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

The key skills are communication, team leadership, situation monitoring, and mutual support. Communication is explained as a verbal and nonverbal process by which information can be clearly and accurately exchanged among team members. Team leadership is the ability to lead teams to maximize the effectiveness of the team members by ensuring that team actions are understood. Situation monitoring is the process of actively scanning and assessing situational elements to gain information or understanding. And finally, mutual support is the ability to support team members through their knowledges and actions.

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

Some responsibilities are to organize the team, identify and articulate clear goals, assign tasks and responsibilities, review the teams performance, manage resources,

encourage team members to assist one another, keep conflict healthy, keep a safe environment, model effective teamwork.

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.