

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 the Silent or Veteran Generation, the Baby Boomers, Generation X, Generation Y, and Generation Z or Generation Now. The Silent or Veteran Generation is the oldest generation of nurses and faced economic hardships while living through the Great Depression of the 1920s and 1930s. They placed high value on loyalty, discipline, teamwork, and respect for authority. The Baby Boomers are retiring now and were born between 1946 and 1964. They value what others think and it is important to them that their achievements be recognized. People of the Generation X grew up in the information age and were born between 1965 and 1980. They have little loyalty to leaders and institutions and tend to change jobs frequently. People of the Generation Y is the largest group and were born between 1981 and 1996. The people of this population are smart and believe education is key to success. Finally, Generation Z is the newest generation born between 1997 and 2012. Individuals in this generation communicate through social media and have never lived without the internet.

2. Compare and contrast the different characteristics of the various generations.

The Silent Generation mainly worked within the hierarchy of management and diversity of leadership and were accustomed to the autocratic style of leaders. The Baby Boomers put in long hours and have a strong sense of idealism at home and at work. They are ambitious and focus on building careers and are invested in organizational loyalty. Individuals of the Generation X like to work under motivational leadership with a democratic manager. If they cannot find that type of environment, then they will maintain employment in a different institution. Members of the Generation Y will generally develop their own leadership position in whatever they are doing and not seek hierarchy of health care leadership and management as part of their employment. The people of Generation Z see themselves to be leaders instead of followers, so management is going to have to do whatever it takes to equalize the perception of leaders and followers. Tying all 5 of these generations together they all share the common theme of having the desire for purpose and for having a sense of belonging.

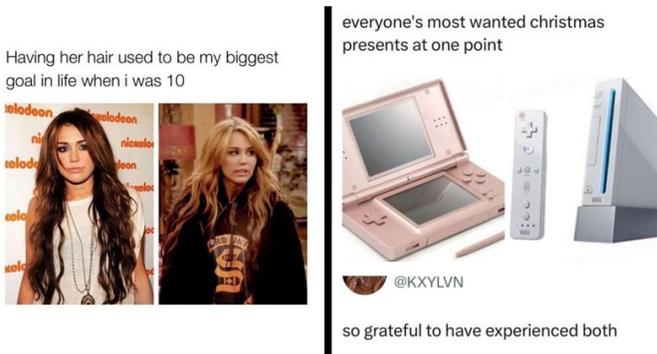
3. What management strategies can be utilized to help manage these generations?

You can utilize the nursing process as well as problem solving to help manage the generations. The first step of the nursing process, Assessment is closely related to the first step of problem solving, Data gathering. The next step of the nursing process is Analysis which reflects defining the problem when problem solving. Then you can use the strategy of developing a plan and identifying alternative solutions for the problem. Following this, you can now take action and actually implement the plan. Finally, comes evaluating and assessing the solution to the problem.

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

I belong to the Generation Now or Gen Z. I definitely do match the characteristics that meet this generation such as never having to live without the internet so utilizing social media as the main form of communication. My values regarding work does closely relate to this generation accomplishing work that is different from the older generation.

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.

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

Communication is 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 team members by ensuring that team actions are understood, changes in information are shared, and team members have the necessary resources. Situation Monitoring is the process of actively scanning and assessing situational elements to gain information or understanding, or to maintain awareness to

support team functioning. Mutual Support is the ability to anticipate and support team members' needs through accurate knowledge about their responsibilities.

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

The responsibilities of an effective leader are to organize the team, identify clear goals, assign tasks, communicate changes, review the team's performance, and encourage team members to assist one another.

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.