

**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 are currently active in the nursing profession include Baby boomers, Generation X, Millennial Generation (Generation Y), and Generation Z (Generation Now). Generations that have retired or will retire soon are the Silent Generation born between the 1920s-1940s making up less than 1% of the workforce. The Baby Boomer generation is born between 1945-1960 making up 27% of the workforce and members are retiring daily. Generation X is born between 1960 and 1980 followed by the Millennial Generation born between 1980-2000 and they make up between 35-37% of the workforce; both of these generations like independence and direct communication with leaders. Generation Z has the fewest individuals in practicing in nursing beginning as early as 1995.

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

The Silent or Veteran Generation is the oldest generation of nurses/ retirees that were taught to rely on the tested ways of doing things with early experiences of economic hardship and the survival through the Great Depression. These nurses have high value loyalty, discipline, teamwork, and respect for authority. They work with the hierarchy of management and diverse leadership as well as being accustomed to the autocratic style of leaders and managers.

The Baby Boomers are retired/retiring as in the past were the largest group of nurses working and filled the majority of nursing management positions. Nurses in this group are ambitious and put in long hours with a strong sense of idealism. Values what others think and feel it is important that their achievements are recognized. Embrace technology as a method to increase productivity and to have more free time. Frequently challenged by younger generations – focused on building careers and invested in organizational loyalty.

Generation X grew up in the information age and are energetic and innovative as well as hard workers but have little loyalty to or confidence in their leaders and institutions. They value the portability of their careers and tend to change jobs frequently; they stay in a position as long as it suits them. Tend to have little aspiration for retirement – the use of technology has initiated an expectation of instant response and satisfaction. Technology shaped their learning style with immediate answers available. They want extensive learning and precepting as well as questions answered immediately. Nurses value free time and flexible scheduling as well as working from home. If they do not find motivational leadership with a democratic manager in their work environment, they will have little reason to maintain employment.

Generation Y are the largest group and represent a large number of the children of baby boomers. They are smart and believe education is the key to success, diversity is a given, technology is as transparent as air, and social responsibility is a business imperative. Able to multitask, think fast, and are extremely creative. These nurses are not team players as they focus on understanding their capabilities, treating them as colleagues and putting them in roles that push their limits will help managers recognize the potential of group to become the highest producing workforces in history. The most educated generation, but tend to change jobs frequently because they seek growth and expansion within organization. Generation Z have never lived without internet and forms of rapid communication. The challenge to nursing will be to develop a workplace that will be attractive to all these generations, particularly those who represent the mainstream of workforce.

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

Management strategies that can be used to help manage these generations include making the workplace fun by allowing for humor and other laughter to happen within the workplace. Another option is to understand the dynamics of the management positions or team leader of a shift (charge nurse) as their behavior and attitude ends up reflecting on the workers and the behavior, they have following rules and moving forward in their work environment of abiding by confidentiality and the correct practice. For newer generations help to identify where they are going for information and make sure that information they are receiving is relevant. Learning the language of the way the staff works and the best ways to communicate them can be helpful as well as looking for rewarding opportunities to allow time for acknowledgement of a nurse.

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 Z and I do understand the points that are made about the generation Z population with the advancements in technology and other factors, but I do think that I have beliefs that are ideal with previous generations as well with work ethic and other aspects of my standpoints on the scale of leadership.

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

Introverted people on social media      Introverted people in real life



**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 that was developed in 2007 that focuses on improving communication and teamwork skills within the healthcare industry to improve patient outcomes. It stands for Team Strategies and Tools to Enhance Performance and Patient Safety. It works by producing medical teams who optimize the use of information, people and resources to achieve the best clinical outcomes. It also increases team awareness, clarifies team roles, resolves conflicts, improves information sharing, and eliminates barriers to quality and safety.

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. Referring to communication their goal is to create a verbal and nonverbal process for information to be clearly and accurately exchanged among team members. Team leadership allows for the ability of teams to maximize the effectiveness of team members by determining roles and ensuring resources. Situation monitoring helps to scan and assess a situation and elements to aid in gaining information or understanding as well as making awareness to support team function. Mutual support helps to anticipate and support the team with knowledge of the responsibilities and workload.

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

Responsibilities of an effective team leader include organizing the team, identifying and articulating clear goals, assign tasks and responsibilities, monitor and modify the plan; communicate changes, review the teams performance; provide formative feedback and critique when needed, manage and allocate resources, facilitate information sharing, encourage team members to assist one another, foster a learning and psychologically safe environment, keep conflict healthy through use of tools such as DESC, reinforce patient-centeredness of all team members and actions, and model effective team work.

***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.***