Nikki Papenfuss   **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.
   Veteran Generation individuals born from the 1920's – 1940's makes up less than 1% of the workforce. Retiring, hard workers and built families.
   Baby Boomer generation individuals born between 1945 - 1960 make up about 27% of the workforce. Dedicated worker values management.
   Gen X (1960-1980) and Millennial (1980-1996) generations make up 35%-37% of the workforce.
   Gen Z (1997-2012) Has the least number of workers in the workforce.

2. Compare and contrast the different characteristics of the various generations.
   Veteran generation strong loyal work ethic respects management trust management.
   Baby boomers strong dedicated work ethic, career builders. Value what management thinks. Perfers face to face interaction.
   Gen X adaptable, losing loyalty and confidence in management.
   Millennials growing with the digital world largest work group of multitaskers and quick thinkers, not exactly a team player. This generation seeks change and often changes jobs frequently.
   Gen Z has never lived a day without technology utilizing all social media platforms as forms of communication. They have the mind frame they are leaders not followers.
   Gen Alpha is all technology.

3. What management strategies can be utilized to help manage these generations?
   Respect and adaptive communications. Autocratic leadership to keep the hierarchical leadership to keep the clear lines of authority. You see more and more in leadership wanting to be friends with the workers and this just stirs trouble.

4. Which generation do you belong to? How do your values regarding work and your personal characteristics fit that generation? **I belong to the millennial generation. But honestly, I feel like I fit more into the Gen X era. I didn't know much about these generation "titles" at all. My values regarding work and my personal characteristics are I go to work to work and make a paycheck to support my family. I don't go to make**

friends, if a friendship happens it happens but the friendship rarely leaves work. Personally, I do not need a reward for doing my job it is what you pay me to do it is part of my job. Just ensure that my wages reflect my years of loyalty and quality performance. If you respect me and do not micro manage you will get the best work from me.

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. It uses the four learnable skills communication team leadership, situation monitoring, and mutual support. it uses all four of these skills to build connections**.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
  Communication: a process of communication exchanged between team members
  Team Leadership: Leadership that maximizes effectiveness of the team ensuring that actions are understood, changes in info shared and necessary resources
  Situation Monitoring: assessing and scanning situations to gain info and or understating to maintain awareness for the team to function effectively.
  Mutual Support: Using knowledge of the teams responsibilities and workload to support team members.

3. What are the responsibilities of an effective team leader? **Organize the team, identify and articulate clear goals, assign tasks and responsibilities, monitor and modify the plan; communication, review the team 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 health through use of tools such as DESC, reinforce patient centeredness of all team members and actions, 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.