

**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 current generations that exist in the workforce are the Veteran Generation, the Baby Boomers, Generation X, Generation Y and Generation Z. The Veteran Generation is nearly gone only taking up 1% of the workforce. This generation relies on tried, true and tested ways. The nurses of this generation work within the hierarchy of management. The Baby Boomers take up 27% of the work force and more are retiring daily. This generation is used to working with autocratic leaders but are the beginning of recognizing and asking for some elements of behavioral therapy. Generation X and Y make up 37% of the workforce. Generation X are hard workers, but have little loyalty to or confidence in leaders and institutions. Generation Y influenced how organizations are managed. Generation Z is the generation that never lived without internet and communications through social media. The way this generation thinks, acts, finds information, makes decisions and negotiates has made presents leadership and management obsolete.

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

The Veteran Generation is stuck in their ways and don't sway from what they know works. The Generation Z is flexible and is always looking for new ways to do things. The Baby Boomers are hard workers looking to retire while the Generation X are hard workers but likely will work forever. These are true while Generation Z has been seen to be lazy.

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

For generations like the Veteran Generation and the Baby Boomers works better with the autocratic style of leadership. As for generation X, work better under motivational leadership with a democratic manager. Generation Y do not value management styles because they seek to find their own ways of leadership and rise to power. Finally, Generation z is more likely to work better under transformational leadership.

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. I believe that my values regarding work and personal characteristics do not fit this generation. I am willing to work hard, and I do well under common management.

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

Explaining a meme to older generations be like

Generation Z:



Older generations:



**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 the framework and competencies that optimize team performance across the healthcare delivery system.

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 verbal and nonverbal by which information can be exchanged. Team leadership is someone to maximize the effectiveness of each team member to make sure the team understands and accomplishes the goals. Situation monitoring is a process of actively assessing the situation to gain information and support the team when necessary. Finally, mutual support is the ability to anticipate and support other team members in need through accurate knowledge of the situation.

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

The responsibilities of an effective team leader are clear communication, organized coordination and thorough collaboration to provide optimal care to patients. In addition, the ability to identify and articulate clear goals, assign tasks and responsibilities, and review team performance are important also.

***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.***