

**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.

There are five generations that currently exist in the workforce today. The Silent or Veteran generation, which is the oldest generation some are retired from practicing nursing. This generation was taught to rely on tried, true, and tested ways of doing things they have worked within the hierarchy of management and diversity of leadership and are accustomed to the autocratic style of leaders and managers. The second generation is Baby Boomers, they are starting to retire from practice. Nurses in the Baby Boomer generation are very ambitious. They put long hours in and have a strong sense of idealism, both at home and at work. This group embraced technology as a method to increase productivity and to have more free time. The third generation is Generation X, this group grew up in the information age, they are energetic and innovative. Gen X are hard workers but have little loyalty to or confidence in leaders and institutions. They value their careers and tend to change jobs; they also stay in positions as long as it is good for them. Gen X want learning and want their questions answered immediately. The fourth generation in the workforce is Generation Y, this group diversity is a given, technology is as transparent as air, and social responsibility is a business imperative. They can multitask, think fast, and are extremely creative. The last generation in the workforce is Generation Z or Generation Now, this is the newest generation in the workplace they are continuing to learn to work together and understanding managers and leaders.

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

Reading about the various generations they have different characteristics that make them different. The Silent Generation are accustomed to leaders and managers. Baby Boomers are focused on building careers and are invested in organizational loyalty, while Generation X are also hard workers, but they lack loyalty or confident in leaders and institutions. Generation Y have also grown with technology. They also have similarities with diversity, teamwork fostered, along with care expectations are constant with all five generations.

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

Management strategies that can be utilized to help manage these generations is to learn to compromise as the generations continue to learn to work together, and understanding there are generational differences, managers and leaders “foster a work environment that embraces diversity and promote productivity”. Generation Z employees can show new ways to accomplish the work that is different from the older generations.

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. My values of work are I work where help is needed, I am flexible and I can navigate through technology, my personal characteristics are that I am responsible, and compassionate to others. These all fit in my generation of technology, prioritizing mental health, and that work should fit life.

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

GenZ dying out of laughter after reading a comment that starts with "bro" and ends with "🤔"



**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 a framework to optimize team performance across the healthcare system. It requires team structure with communication, team leadership, situation monitoring, and mutual support. The framework of TeamSTEPPS reflects the knowledge, attitudes, performance, and sustainability to help create an work team that provides safe efficient and patient centered care to each patient.

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. Each one of these skills helps provide patient centered care as a team of healthcare professionals. Nonverbal and verbal communication of information can be accurately exchanged among team members. Having a leader in the team can maximize the effectiveness of team members by ensuring the teams actions are understood, changes in

information are shared, and team members have resources. The process of assessing and monitoring the patient to gain information and or understanding, to maintain awareness to support team functioning. The ability to support team members needs through accurate knowledge about their responsibilities and workload.

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

Responsibilities of an effective team leader are keeping the team organized, having clear goals and a plan. Assigning tasks and responsibilities to each team member. Monitoring and modify in the plan of care as needed and making sure to communicate any changes to the team. As a team leader they should encourage and assist team members as well as fostering a learning and safe environment for the team members.

***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.***