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 include the Silent or Veteran Generation, the Baby Boomers, Generation X, Generation Y, Generation Z, and soon to be Generation Alpha. The Silent or Veteran Generation are individuals who were born between 1928 and 1945, they make up less than 1% of the workforce and favor a command-and-control style leadership. Individuals born between 1946 and 1964 are considered Baby Boomers, although many are retiring, this generation is about 27% of the workforce. Generation X consists of individuals born between 1965 and 1980 while Generation Y or Millennials are born between 1981 and 1996. Both make up about 35% - 37% of the workforce favoring independence and direct communication. Gen Z or Generation Now includes individuals born after 2000 or more specifically 1997-2012 and has the fewest amount of people practicing in the workforce currently although majority are in nursing school and/or working as a nurse aide. Although not in the workforce yet, Generation Alpha are individuals born between 2010-2024 and may be the most transformative generation due to being completely immersed in the growing technology.

2. **Compare and contrast the different characteristics of the various generations.**
    The Silent or Veteran generation is retired from practice, but they experienced nursing during great hardship. They were taught a specific way of doing things and to always rely on that specific way. Learning this way caused them to be comfortable in a hierarchy and favored an autocratic style of leadership and management. The nurses in this generation value discipline, teamwork, loyalty, and respect for authority.
    The Baby Boomers are either retired or now retiring, this generation is ambitious and many held management positions. Their optimism allows them to value other ideas, build careers, and invest in organizational loyalty. Similarly to the Silent Generation, Baby Boomers were surrounded by autocratic leaders and the hierarchical theory but started to adopt elements of the behavioral theory.
    Growing up in the information age, Generation X were hard workers, creative, but had everchanging jobs. Frequently changing jobs was a result of not trusting or having confidence in leaders, the job not benefitting them, and the influence of technology giving them immediate answers. This generation wants different employment standards that

involves flexible hours and benefits which motivates their values and demands. Motivational leadership with democratic management is favored by this generation.

Generation Y or Millennials are the children of Baby Boomers and have been completely immersed in technology. Education is thought to be the key to success in this generation. Individuals of this generation are hopeful, value individuality, think quickly, can multitask, and are very creative. Their independence makes them not be team players because they know what they want and will do what it takes to get it, for example developing their own leadership position.

Generation Z has never lived without technology or social media which creates a major influence on their generation. Their way of thinking can be beneficial to develop a new way to work rather than the older generations task-oriented ways even though both are good for the workplace. This generation perceive themselves to be leaders versus followers.

Generation Alpha are the children of Millennials and since technology has been integrated in their life since birth, they grow to learn how to use is very quickly making it come easy to them.

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

Understanding generational differences will help managers create a positive work environment promoting productivity and embracing diversity. It is important to know the characteristics of these different generations to know how to adequately manage each one while also conjoining them to work cohesively as one team. When managing these generations, it is important give them adequate reassurance that they are doing the right thing by using their language, making the workplace fun, reward and praise in front of peers, give tools, model behavior, assess where and how they get their information, ask questions, and make the message relevant. One of the management theories in the book I believe portrays what is needed to help manage the generations which is the contingency theory or motivational theory. This theory involves the previous theories that have been developed, the theory shows light on how the manager is able to use elements from previous theories that motivates to make the right choices to accomplish the goal or work at hand. Basically, this theory identifies how each generation works, what work environment they thrive in, and uses each generations strengths to all come together and complete the task at hand.

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 and sometimes I feel as though there is a negative stigma around the generation but being an earlier Gen Z individual, I can say that the younger Gen Z population is far worse. I believe that social media has influenced my life all together but is paving a way for nurses both positively and negatively. My parents are in Generation X, and I am grateful to have learned from them and their experiences especially regarding their work ethic. When it comes to work, I am a hardworking, I go in to do my job as directed and follow all guidelines. Already working in healthcare, I can see the different generations and how they work in the hospital and I can compare them to my work ethic as well. I would say I view myself as more of a follower compared to a leader, but doing my job right each time I work portrays what is to be expected regarding my position for others to take from. But I correlate with my generation when it comes to new ideas because I believe there are multiple ways the same task or goal can be accomplished and showing the older generations our new ways or how we do things can be positive especially if we learn and take from each other.

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

 I believe this meme accurately shows how different generations have their own slang or language and sometimes I still do not understand the different sayings that circulate with my 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 known as Team Strategies and Tools to Enhance Performance and Patient Safety. It is an evidence-based work system that was developed to improve communication and teamwork skills to optimize team performance in the health care industry to improve patient outcomes. This is accomplished by eliminating barriers to quality and safety, improving information sharing, resolving conflicts, determine team roles and responsibilities, and increasing team awareness.

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

 The key skills of TeamSTEPPS includes communication, team leadership, situation monitoring, and mutual support. Communication includes a nonverbal and verbal messaging between team members where information can be shared clearly and accurately. Some of the communication techniques we use include SBAR, closed-loop communication, and teach-back. Team leadership is one's ability to effectively lead other team members by making sure actions of the team are understood, changes are communicated promptly, and everyone has the resources needed. Situation monitoring involves an individual actively assessing situations to understand and gain information to support team functioning. Some tools for situation monitoring include STEP and STAR. Lastly, mutual support is one's ability to support and assist other team members as needed, providing and receiving feedback, and advocate for patient safety. Some tools for mutual support include CUS statements and DESC which is Describe, Express, Suggest, and Consequences.

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

 To be an effective team leader, you must understand that one leadership style may work for one situation and not for another. An effective team leader must balance job and employee centered behaviors to meet not only staff needs, but patient needs as well. The leader should be able to work toward set goals by having a plan, purpose, or direction to assist staff toward said goals. One's behavior, mood, and emotions impact everyone and

everything in the workplace. Being able to recognize that their ways affect not only themselves, but others as well is important when leading others and knowing how to control those factors. An effective team leader should use their personal qualities and the leadership styles best suited for the situation or group of people to organize activities and pull the staff toward the specific goal. Not every floor in a hospital will have the same leadership style because individuals have a certain way of running things and people have circumstances in which they want to be led by and it is all about balance.

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.