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Unit 1: Nursing Management
Z-Chapter 10 & 11
ONLINE CONTENT (1.5 H)

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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.

Silent or Veteran Generation- This is the oldest generation and is mostly retired from nursing. They were shaped by the Great Depression and value loyalty, discipline, teamwork, and respect for authority. They are comfortable working within their hierarchies and autocratic leadership.

Baby Boomers- They have made up a large portion of nursing leadership. They're described as ambitious and hardworking, often putting in long hours and valuing recognition and achievement. They tend to be loyal to organizations and focused on career building.

Generation X- These nurses grew up during the information age. They value independence, flexibility, and free time. This generation prefers democratic leadership, wants questions answered promptly, and is motivated by work that aligns with their personal values.

Generation Y- This is the largest group in today's workforce. They are comparable with technology, value diversity, and are optimistic and creative. They often seek growth, frequent feedback, and may change jobs if advancement opportunities are limited.

Generation Z or Generation Now- This is the newest generation entering healthcare. They have never known life without the Internet and rely heavily on rapid communication and social media. Many are still in school or early in their nursing careers, with few currently practicing as nurses.

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

The generations in the workforce differ in how they view work and leadership. The Silent or Veteran Generation values structure, loyalty, and respect for authority. They are comfortable working within clear rules and established hierarchies. Baby boomers also value hard work and commitment to their organization and often take pride in long hours and dedication. Generation X finds more importance on independence and work life balance. They prefer leadership that is supportive rather than controlling. Generation Y are comfortable with technology and teamwork and expect regular feedback and chances to grow. Generation Z is

the newest group entering the workforce. They rely heavily on technology and fast communication and are still early in their careers. Overall, older generations tend to focus on loyalty and structure while younger generations value flexibility, technology, and personal growth.

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

Effective management strategies include recognizing staff for their work and letting them know their contributions matter. Being honest about workload and explaining why changes or requests are made helps build trust. Managers should take time to learn what motivates staff and acknowledge accomplishments in front of others. Creating a positive work environment by modeling expected behavior and allowing appropriate humor can improve morale. Leaders should also provide staff with the tools and training they need, as well as communication skills. For Generation Z, managers should keep information relevant and up to date with how they prefer to receive it.

4. Which generation do you belong to? How do your values regarding work and your personal characteristics fit that generation?

I am 28 years old, which puts me into Generation Z. This fits me because I am very comfortable with technology and rely on quick access to information, especially in school and clinical settings. I like clear communication and knowing expectations up front so I can stay organized and efficient. The book also describes this generation as being early in their careers, which I relate to as a student nurse who is still building experience. I value learning opportunities and practical feedback, which aligns with Generation Z.

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 Used in health care to improve team performance and patient safety. It focuses on helping healthcare teams provide safe, efficient, and patient centered care by improving how team members communicate, understand their roles, share information, and work together. TeamSTEPPS Is built around 4 key skills which are communication, team leadership, situation monitoring, and mutual support. This helps healthcare teams work more effectively together and improve their patient outcomes.

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

Communication: This is the process of clearly and accurately sharing information with other team members using verbal and nonverbal methods.

Team Leadership: This involves organizing the team, making sure goals are clear, sharing changes in information, and ensuring team members have the resources they need.

Situation Monitoring: This is the ongoing process of scanning and assessing the patient, the team, and the environment to make sure they are aware and support effective teamwork.

Mutual Support: this means anticipating and supporting the needs of team members by understanding their responsibilities and workload and stepping in to help when needed.

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

An effective team leader helps keep the team organized and make sure everyone understands the plan and their role. They assign tasks, keep track of how things are going, and communicate any changes that need to be made. Team leaders also make sure resources are used appropriately and encourage team members to support each other. They review how the team performed, give feedback when needed, help create a safe and supportive environment, manage conflict appropriately, and model good teamwork while keeping the focus on patient centered care.

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.