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 baby boomers, Generation X, Generation Y, and Generation Z. The baby boomers were born between 1946 and 1964. They are now starting to retire, but they once made up the largest group of nurses in the field. This group was very driven and put in a lot of hours on the job as nurses. They were very focused on their achievements and building a career for themselves. Now, baby boomers have around three generations behind them. Next is Generation X, who were born between 1965 and 1980. They are very energetic and innovative. They do not have a lot of confidence in leaders. This generation's learning style has been shaped by technology. Gen X ensures they have adequate time in their life for free time. Generation Y was born between 1981 and 1996. They are also called Millennials. This generation usually believes that education is the key to success. Millennials are very good at multitasking and being creative. They are found to change jobs frequently to keep growing and increasing their education. Wherever they go, they tend to develop a leadership position or role in their workplace. Lastly, Generation Z was born between 1997 and 2012. This is now the newest generation currently in the workplace. This is the only generation that fully grown up with technology at their fingertips at all times. They always need immediate answers. These names represent all the current generations in the workforce.

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

The baby boomers like to have authority and structure. They are very driven to be the best they can be and stay in their workplace. They are loyal to their leaders and employer. They did not grow up with technology and went through school "old-school". Generation X can also be very independent and driven, but some may have a different outlook on authority. They may have a difficult time with their leadership. Generation Y started to learn with more technology and are very good at multitasking. They can adapt quickly. Unlike baby boomers and Generation X, Gen Y tends to change employers more often to find their best fit and the most benefits. Lastly, the most diverse and newest generation of nurses is Gen Z. Gen Z is the only generation out of all that grew up with technology at all times. They use technology for many hours of the day and are very familiar and quick with the new hospital documentation. They can be very quick at learning new things. With technology as a big communication resource, they may have a difficult time in social situations and stressful environments.

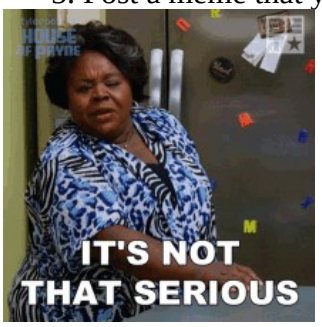
3. What management strategies can be utilized to help manage these generations?

Management strategies to utilize when managing all generations included in the workforce now can include changing communication styles depending on the situation and person. This may include both face-to-face contact and using the work phone if able to use that technology. Also, no matter how much experience a nurse may have, they should always continue education, be given feedback, and be checked in on during the shift. Everyone should be treated fairly with respect and given the chance to work in a team to gain experience.

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, as I was born in 2005. I value my job and my education. Many say our generation has grown up with technology as if it were a terrible thing. I think that as the world is evolving, everyone must know how to use technology quickly and effectively. In everything, including nursing, technology is advancing at a rapid rate. Being familiar with technology allows us to problem-solve and be more time-efficient in providing care. While taking less time to figure out the technological side of it, while still taking the time to be vigilant with documentation and such, it gives us more time with the patient. I value the knowledge I gain from my coworkers of the older generation tremendously. I feel I am loyal to my workplace, but I will always do what is best for myself physically, emotionally, and financially, along with the benefits of being with my family in the future. Nowadays, you have to look out for yourself before you get burnt out or consumed by a job.

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



I feel like this describes Gen Z because we are very go with the flow and don’t take things as seriously as some of the older generations in certain situations.

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?

Team STEPPS is named for Team Strategies and Tools to Enhance Performance and Patient Safety. The Department of Defense Patient Safety, along with AHRQ, developed Team STEPPS to help improve communication and patient outcomes. It helps create a better environment for patients that is safe.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
The four key skills of Team STEPPS include communication, team leadership, situation monitoring, and mutual support. Communication involves sharing information between two people, which can drastically improve patient care. SBAR and Handoff are used very commonly to share patient information within the hospital and HIPAA guidelines with the next nurse or doctors to reduce errors and improve patient care and safety. Next is Team Leadership, which is collaboration between a team that can include Huddles during a shift, including nurses, doctors, etc., to improve collaboration, information sharing, and patient care. Next is Situation Monitoring, one tool including STEP, which includes the status of the patient, team members, environment, and progress toward the goal to improve patient outcomes. Last is Mutual Support, which is team members supporting one another and giving professional feedback to improve performance and improve patient safety.

3. What are the responsibilities of an effective team leader?
A team leader is there to help organize care safely with nurse-patient ratios, communicate with the whole team, monitor care, and provide positive and constructive feedback. They ensure the nurses have someone to come with, communicate with, and help problem-solve. They monitor for patient safety during the whole shift and help with tough workloads or complicated patient situations. This supports a safe workplace for both the nurses and the patients.

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.