

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 (Millennials), and generation Z or now. The silent or veteran generation is the oldest generation of nurses. They have lived through the Great Depression and economic hardship, making them have high values for loyalty, discipline, teamwork, and respect for others. The baby boomers are individuals who are now retiring or already retired from their careers. Nurses in this group are very ambitious, often working long hours and being productive. Members of generation X are in the information stage, often changing jobs frequently with little loyalty. They are also energetic and innovative. Millennials are the largest group of people and have a huge impact on the employment market. They put themselves in roles that push their limits, showing their potential. They find joy in climbing the corporate ladder. Lastly, generation Z or now is the newest group of individuals in the workplace. They have never lived without the internet and communicate with others through social media.

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

The silent, traditionalist, or veteran generation was born between 1928 and 1945. Baby boomers are born between 1946 and 1964. Generation X was born between 1965 and 1980. Generation Y, also known as millennials, were born between 1981 and 1996. Lastly, Generation Now or Gen Z was born between 1997 and 2012.

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

Management is a problem-oriented process, meaning that the individual analyzes problems and makes decisions throughout all the planning. The solving does not always go to plan. Feedback is sought out so reach the desired outcome. After the problem is identified, the group should brainstorm all possible solutions. Stand-up meetings have also been shown to be productive, rather than sit-down ones. This means that the conversation is short, usually 5-15 minutes, and often used for brief updates and problem

check-ins. Especially now, the use of technology improves communication and efficiency. Another strategy that helps is encouraging collaboration and respecting other people's different perspectives.

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 or Generation Now with being born in the year, 2005. I recognize that our group of people have never known life without the internet or social media, but I try my hardest to spend my time productively and off of devices. I value meaningful work and collaborating with others, while being open to change and taking opportunities to make a positive impact.

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

Gen Z as lawyers 🤔



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 to optimize team performance across the healthcare delivery system. As the resource states, the framework reflects on how they contribute to the knowledge, attitudes, and sustained high performance needed to achieve highly reliable, safe, and effective care for every patient.

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

The key skills of the TeamSTEPPS are communication, team leadership, situation monitoring, and mutual support. Communication is a verbal and nonverbal process by which information can be clearly and accurately exchanged among team members. Team leadership is the ability to lead teams to maximize the effectiveness of team members by ensuring that team actions are understood, changes in information are shared, and team

members have the necessary resources. Situation monitoring is the process of scanning and assessing situational elements to gain information or understanding, or to maintain awareness to support team functioning. Lastly, mutual support is the ability to anticipate and support team members' needs through accurate knowledge about their responsibilities and workload.

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

The responsibilities of an effective team member include organizing the team, identifying and articulating clear goals (the plan), assigning tasks and responsibilities, monitoring and modifying the plan and communicating changes, reviewing the team's performance and providing feedback as needed, managing and allocating resources, encouraging team members to assist one another, fostering a learning and safe environment, and keeping conflict healthy through the use of tools, such as DESC.

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.