

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.
 - Silent or Veteran Generation: the oldest group of nurses; were raised to rely on tried-and-true methods and highlight loyalty, discipline, teamwork, and respect for authority.
 - Baby Boomers: work long hours, are very idealistic, respect other people's opinions, and feel that their accomplishments should be acknowledged; often challenged by younger generations of nurses.
 - Generation X: values job flexibility and frequently changes jobs; they stay in a position as long as it suits them; they expect quick responses and satisfaction; they look for answers from a range of sources; and they work for outcomes.
 - Generation Y: the largest group; they have an impact on how businesses are run; many of them are the children of baby boomers; they are highly creative, capable of multitasking and quick thinkers.
 - Gen Z: the most recent generation entering the workforce; uses social media to communicate.

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

Loyalty, discipline, collaboration, and deference to authority are highly valued by the silent or veteran generation.

Baby Boomers are committed to organizational loyalty and career advancement.

Generation X is vivacious and creative, has little faith in institutions and leaders, their learning method has been influenced by technology, and they cherish their free time.

Generation Y is optimistic and lively, values individuality and uniqueness, can multitask, think quickly, and are highly creative, yet not a team player, and frequently changes jobs in search of growth and expansion. They also believe that education is the key to success, diversity is a given, and social responsibility is a business necessity.

Gen Z believes they are leaders rather than followers; they have never known the world without urgency; they have never lived without the internet and other quick communication tools.

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

- Letting everyone to know that what they do is important.
- Explaining the reason for the request.
- Complimenting them. Modeling behavior.
- Making things appealing.
- Supplying them with the tools necessary to complete the task.

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

I fall into Generation Z. My personal traits and work-related values don't seem to fit the generation. I don't use social media as much as most of this generation, and I don't always turn to the internet right away when I need knowledge. Apart from communicating about my child's and family's safety when I'm not at home, I don't use my phone that often. Like the silent generation, I appreciate authority, loyalty, and teamwork at work, but I do also enjoy free time like Generation X does.

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?

An evidence-based framework to optimize team performance across the healthcare delivery system.

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

Communication is the method by which team members may clearly convey information both verbally and nonverbally.

Team leadership is the ability to guide groups to improve team members' effectiveness by ensuring that team members have the tools they need, that team actions are understood, and that changes are conveyed.

Situation monitoring is the process of actively evaluating aspects of a situation in order to obtain knowledge or comprehension, or to keep awareness in order to facilitate teamwork.

Mutual support is the ability to anticipate and support team members' needs by being aware of their duties and workload.

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

Organize the team

Identify and articulate clear goals

Assign tasks and responsibilities

Monitor and modify the plan; communicate changes

Review the team's performance; provide formative feedback and critique when needed

Manage and allocate resources

Facilitate information sharing

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.