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)*
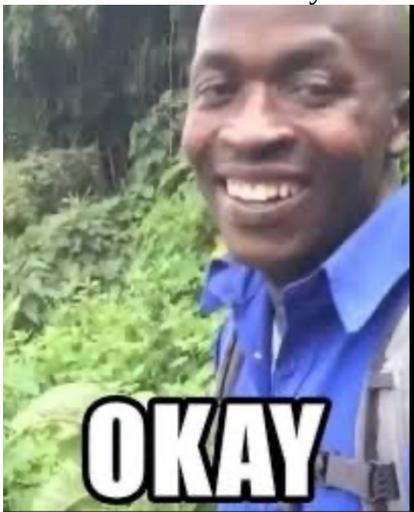
*Course objectives

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 oldest generation in the workforce is the silent or also called the veteran generation. This generation was born between 1928 to 1945. This group of nurses are retired from practicing nursing. They relied on the tested ways of doing things. Since they lived through the Great Depression, it is very important for these people to have loyalty, respect, discipline, and teamwork. They also heavily rely on the hierarchy of management within nursing.
   The baby boomers are next, and they are born within the years 1946 to 1964. This generation is nearing the retirement age, if not retired already. They used to be the majority of nursing positions. Their responsibilities to their families can span over 3 generations. They have a strong sense of idealism, and have a balanced life between work and home. They value hierarchy, and can be challenged by those nurses of younger generations. They are also focused on building careers.
   Generation X were born between 1965 and 1980. They are hard workers, but lack loyalty or confidence in their leaders and workplace. They stay in a position as long as it benefits them, and change jobs frequently. They can become more impatient with the development of technology, and want answers faster. They also have little aspiration for retirement since mass layoffs did not protect them. They want to opportunity to self-build, and would like extensive training before going off on their own. They value their free time so benefits that reflect this are important. They are motivated by work that aligns with their views and demands.
   Generation Y/ Millennials are born between 1981 and 1996. They are 3 times the size of generation X, and the largest generation. They are influencing how organizations are managed. Many are children of the baby boomers. Often generated with generation Z. They are smart and believe that education is the key to success. They can multitask, think fast, and are creative. They are not team players and are receptive to being treated as colleagues. They are the most educated generation, and change jobs frequently to better advantage themselves. They have a short attention span, and do not respond to hierarchy of management.
   Generation Z, or generation now is born between 1997 and 2012. They are the newest in the workforce. They have never lived without the internet, and communicate through social media. They have never known a world that did not have immediacy. It will be

challenging to find a workforce that this generation agrees and responds to. They are described as leaders and not followers.
Generation Alpha, is the youngest. They are the most transformative generation yet. They are completely immersed in technology. They will be the most educated in history.

2. Compare and contrast the different characteristics of the various generations.
   The older generations rely on hierarchy, and value very much loyalty to their jobs and businesses. The newer generations have changed this because they do not value loyalty as much, they simply want what is best for them and what will help them grow. The newer generations also value more benefits such as enjoying their free time off with family and friends. The older generations respond to an authoritative leadership, while younger ones respond to a democratic one as they want to be leaders and be heard.

3. What management strategies can be utilized to help manage these generations?
   Letting them know what they do matters. Also recognizing when they are doing a good job at something. Telling them they you want something done a certain way is also important. Learning about them on a personal level will give insight on how to make their work experience better, this can help with quick turn-around. Modeling the behavior that is asked of them is also very important. Not wasting their time is also important to show that you value their time.

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. My values and characteristics value this generation because I want to learn as much as I can before I pick where I want to work. I want the best fit. I like to look at the benefits and how the leadership is. I do not feel like someone should stay at a job that is not benefiting them to their fullest potential out of loyalty, I think they should do what is best for them.

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 a evidence based, and is organized to optimize each team performance across the entire healthcare system. It uses 4 teachable-learnable skills- communication, team leadership, situation monitoring, and mutual support. TeamSTEPPS reflects the connections between these skills, which contributes to knowledge, attitude, and high-performance rates. This leads to safe and effective patient care.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
   Communication- can be verbal or nonverbal, the information should be clear and accurate. It should be continuous.
   Team leadership- leading teams to maximize the effectiveness of said team. The leader should make sure all members understand, and changes are shared. They should also make sure that their team has the resources needed to deliver excellent care.
   Situation monitoring- actively scanning and assessing situations to gain information, as well as understanding. This is to maintain awareness that will help support the teams functioning.
   Mutual support- ability to anticipate and support team members needs through accurate knowledge. This is about their responsibilities and workload.

3. What are the responsibilities of an effective team leader?
   The team leader should be the person that strives to make the environment as healing as possible. For both the staff and patient. They need to give the accurate resources to their team, that way they can deliver exceptional care. They need to make sure that their members are understood, and to share changes as they come about.

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.