

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 Silent/Veteran Generation which leads with a controlling style and only makes up less than 1% of the workforce. Individuals in the Baby Boomer Generation were born between 1945 and 1960 and are currently retrieving daily. Generation X and the Millennial Generation both like independence and direct communication with their leaders. Generation Z are individuals who were born after 2000 and has the fewest individuals in the nursing field. This generation likes technology and typically communicates via text or email.

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

The Silent/Veteran Generation are retired nurses who relied on methods that were tired and true and reluctant to change their methods this generation also places a high priority on loyalty, teamwork, and respect authority. This generation is also accustomed to hierarchical leadership. Baby Boomers are currently retiring or have already retired from the nursing field which they once made up the majority of. This generation is considered very ambitious and have learned to embrace technology to increase their productivity. Generation X by contrast sees little value in having loyalty or confidence in leaders an institutions. This generation will typically stay with a job only for as long as it is good for them (having a good work-life balance and flexibility) instead of staying with them long term to maintain loyalty to them. The Millennial generation is the first generation to be masters of technology while previous generations did not grow up with many of the technologies we have today. This generation also puts a high value on continuing education and diversity. Generation Z is the youngest generation of nurses and are freshly in the nursing field or are still in nursing school. This generation highly values equality in the workplace and believe in involving new methods and ideas into the workplace.

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

Management strategies such as recognizing their hard work and effort, especially in front of peer is an effective way to show individuals of Generation X and millennials that what they do is important and valued. This is import because these generations value what others think of them. It is also important to retain this generation in the nursing field

because as Baby Boomers are retiring from the workforce, the new generations of nurses will need mentors with experience to guide them. For generation Z it is important to stay up-to-date with the latest information because this generation seeks new ways to accomplish tasks effectively. It is also important to have direct and clear communication with this generation because they value their time greatly.

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

I am in Generation Z and I feel that my work ethic and personal characteristics fit this generation because I think there are always new and better ways to do things, instead of having the mindset of being confined to one way because it has worked in the past. Additionally I value my personal time away from work and having a good work-life balance.

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?
Team Strategies and Tool to Enhance Performance and Patient Safety is an evidence-based work system that utilizes teamwork and effective communication to avoid errors that could jeopardize patient safety.
2. What are the key skills of TeamSTEPPS? Briefly explain each.
Communication must be clear, direct, and detailed to ensure important patient information is handed off to the right person within a timely manner to maintain the safety of the patient. Leadership includes managing others by making team decisions, organizing tasks, and ensuring that these tasks are completed effectively. Situation monitoring is an ongoing task of continuously checking in with others to make sure everything is running smoothly and safely. Mutual support includes working as a team, helping others, and offering advice or assistance when needed to maintain a safe environment.

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

An effective team leader should be able to delegate tasks appropriately, have good time management skills, effective communication with other members of the team and continuously ensure that other members of the team are able to complete their tasks in a safe and timely manner.

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.