

**Unit 1: Nursing Management**  
**Z-Chapter 10 & 11**  
**ONLINE CONTENT (1.5 H)**

**Yasmin Perez**

1. What generations currently exist in the workforce? Briefly describe each generation.
  - The silent or veteran generations nurses is the oldest group that retired from practicing nursing and were taught to rely on tried, true, and tested ways of doing things. Work within the hierarchy of management and diversity of leadership using autocratic style of leaders and managers.
  - The baby Boomers are now retiring or are and largest group of nurses working and filled majority of nursing positions. They value what others think and importantly that their achievements are recognized. They are focused on building careers and investing in organizations loyalty. They put in long hours.
  - Generations X information age. They are more hard workers also but have little loyalty to or confidence in leaders and institutions. Value their careers and tend to change jobs frequently. They stay in position as long as it's good for them. Little aspiration for retirement. Technology has shaped their learning style. Self-building and want extensive learning and perception. Value their free time. More flexible in schedules and benefits. Motivated by work that agrees with their values and demands. Motivational leadership with democracy.
  - Generations Y millennials. Largest group. Uses more technology, for example a kindergarten playing with a computer. Generations are smart and believe education is the key to success. They multitask, think fast, and are extremely creative. They are not team players and believe they are the most educated, changing jobs frequently because they seek growth and expansion.
  - Generation Z or Generation Now Have never lived without the internet and other forms of rapid communication. Use social media such as Facebook, twitter, snapchat, and insta. They perceive themselves to be leaders versus followers.
  
2. Compare and compare the different characteristics of the various generations.
  - Silent generations have strong work ethics and loyalty, respect for authority, value job security, and teamwork. They prefer traditional communication face to face.
  - Baby boomers described as workaholics value meaningful work and personal interaction team collaboration. Boomers bring experience, strong interpersonal skills and commitment. They are ambitious.
  - Generations X Independent, adaptable, and resourceful. They are energetic and innovative.
  - Generation Y are millennials flexible. Balance work and life. Seek opportunities for scheduling and purpose in their work.
  - Generation X is more comfortable with technology and multitasking. Priorities job, benefits, career advancement and work-life balance. Value meaningful work and friendships at work
  
3. What management strategies can be utilized to help manage these generations?
  - By analyzing problems and decision throughout all the planning, organizing, directing, and controlling functions of management. By understanding and

making compromises to understand everyone's generation and there are differences.

4. Which generation do you belong to? How do your values regarding work and your personal characteristics fit that generation?
  - I belong to the Generation Y Millennials. I feel like this fits me perfectly. I am always flexible when it comes to scheduling. I can balance work and life. I think education is a key to success and that you always want to grow within your job and get higher job opportunities.
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?
  - It is an evidence-based framework to optimize team performance across the healthcare delivery system. It requires clearly defined and appropriate team structure and the use of four teachable-learnable skills: Communication, Team Leadership, Situation Monitoring, and Mutual Support.
2. What are the key skills of TeamSTEPPS? Briefly explain each.
  - The key skills are Communication which is a verbal and nonverbal process by which info can be understood and communicated among teams, 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 Process of actively scanning and assessing situational elements to gain information or understanding, or to maintain awareness to support team functioning. Mutual Support 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 are organizing the team, identifying the plan and goal, they assign tasks and responsibilities, monitor and modify the plan if needed, review teams performance and give feedback, manage resources, facilitate information , encourage team members help each other, foster learning and psychological safe environment, use tools DESC for conflict, reinforce patient centeredness to all teams members, and model effective teamwork