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 are the veteran generation, the baby boomers, generation X, the millennials, and the gen Z. For the veteran generation between 1928 and 1945, this group is retired from practice. They relied on tried, true and tested ways of doing things. The baby boomers (1946-1964) are the current retiring group from practice. This group embraced technology as a method to increase productivity and to have more free time. For the generation X (1965-1980) was known to change jobs frequently. They wanted to work with motivational leadership with a democratic manager. Millennials were there between 1981 and 1996, they believe education is the key to success. They also change jobs frequently because they seek growth and expansion within their organization. For Gen Z (1997-2012) never lived without the internet and other forms of rapid communication.

2. Compare and contrast the different characteristics of the various generations.
The difference between generations is that they have grown on different knowledge or skills of doing things to meet an end result. Example of Gen Z using more technology and the veteran generation uses true and tested way. A comparison for these groups is that they all find motivation out of their work to either move forward or onto something different.

3. What management strategies can be utilized to help manage these generations?
Some strategies that can be utilized is to provide them with opportunities for decision making in there role and provide them with greater influence. Another thing would be to demonstrate willingness to give but also receive feedback while having positive communication. Lastly, is identifying problems and finding resolutions to better the environment.

4. Which generation do you belong to? How do your values regarding work and your personal characteristics fit that generation?
The generation I belong to is Gen Z. I fit this generation because I have not lived without technology or internet. Personal and work I use technology mostly to communicate with others. As for me and other our way of problem solving and decision making is different than previous generations which makes it better in way when working with other generations so we can introduced new way of problem solving and decision making.

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 team strategtgies and tools to enhance performance and patient safety. It is based off evidence based framework to help connect skills to provide patient with adequate care.
2. What are the key skills of TeamSTEPPS? Briefly explain each.
The key skills are communication which is verbal and non verbal process in which information is accurately exchanged among team members. Another skill is team leadership which is to maximize the effectiveness of team members by making sure they have access to the correct resources, actions are understood, and changes in information are shared. Also includes situation monitoring which scanning and assessing situations to gain information and understanding to maintain awareness to support functioning of the team. Mutual support is the final skill, which helps the ability to 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 to organize the team, identify and articulate clear goals, assign task and responsibilities, monitor and modify the plan and communicate changes, provide feedback when needed, review team performance, manage and allocate resources, facilitate information sharing, encourage team to assist one another, foster a learning and psychologically safe environment, keep conflict healthy, model effective teamwork, and reinforce patient centeredness of all team members and actions.

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.