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.

There are currently 5 generations that exist in the workplace. The oldest generation, the Silent Generation, is a group of individuals born between 1928-1945. These individuals have either retired or are preparing to. They hold high values for discipline, respect for authority, loyalty, and teamwork. The next generation are Baby Boomers. Baby Boomers are also either retiring or are preparing to and are born between the years 1946 and 1964. They hold high value for what others think and enjoy having their achievements commended by others. The next generation are Gen X, born between 1965 and 1890. These individuals were raised in the information age, using vast resources for sources of information, and they value free-time and flexible scheduling. The generation that follows are Millennials, or Gen Y. This generation was born between the years 1981-1996. This group is a large group, having a large impact on our workplace today. Considered our most educated generation, diversity and change are key in this generation. The last generation in the workplace is Gen Z, born between 1997-2012. This generation thrives on the internet and has become accustomed to having anything they need at their fingertips, evolving the workplace as we know it.

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

I found it quite intriguing that with each generation, their style and needs start to change based on when technology and the internet became available to them. In the older generations such as the Silent Generation or Baby Boomers, they do well under levels of leadership, needing hierarchy and formation in their workplace. They are accustomed to the autocratic style of leadership. In Gen X, this starts to shift as technology in the workplace is starting to become more advanced. They have a deep need for free-time and prefer democratic leadership. Similar to the previous generations, however, they strive to be hard workers in any workplace under leadership. Shifting again, Millennials share the same drive for new information from technology as Gen X, but they do not seek any hierarchy or leadership in healthcare, choosing to become their own leaders in each job they may find themselves in. Sharing that same love for new information as the 2 generations before them but tenfold is Gen Z. This generation brings back love for leadership in the workplace however, diversity and independence is important to them, so being able to work together under management with compromise is how this generation strives in the workplace best.

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

    For the Silent Generation and Baby Boomers, they are accustomed to be under autocratic styles of leadership. These managers typically make their decisions without input from others, mainly making decisions based off of what they feel is best. These two generations have been raised under this style, knowing that what is important are the tasks that need to be completed. Generation X and Y are different, and prefer different approaches. This includes letting them know they are important, not just the task at hand. Being honest, keeping open communication, praise and rewarding go far in boosting morale and increasing productivity for these generations. For Gen Z, a manger should always be up to date with current information and sources as this generation is always evolving with new information. They should also make sure you're able to get your point across in a timely manner, as this generation values their time.

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

 Since I was born in 2005, I belong to Gen Z. I value having independence, strong team of work, fair management, and a position that allows me to constantly expand my knowledge. I feel as if this ties into my generation as we have the world at our fingertips, in a constantly evolving society. Having stable work teams, while also being encouraged to grow and be independent, reflects my generation's wish to be diverse and productive in the workplace.

5. Post a meme that you feel best describes your generation.
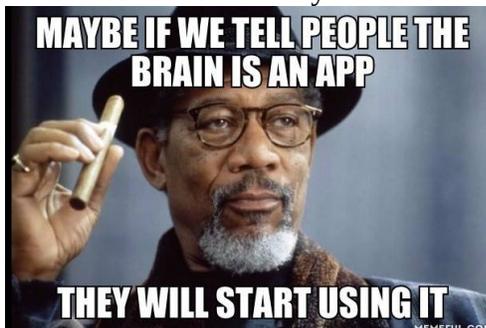
This definitely describes my generation as we are always online or using new apps.

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 STEPPS is a framework designed to optimize team performance based off of EBP. It consists of 4 key skills and structures, allowing for effective, safe care for patients. It also allows for proper communication and good flow of the workplace, holding each other accountable for patient care.

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

The first skill is Communication. Communication between coworkers and leadership is important and can be done verbally or nonverbally between team members. Team Leadership is next, which describes how when you ensure that team actions are understood, members have correct resources, and information is shared, it allows the team to maximize effectiveness in the workplace. The next skill is Situation Monitoring. This skill requires maintaining awareness of situations, as well as actively assessing and scanning these situations to support team function. The last skill is Mutual Support. This skill entails the ability to support each other's needs with accurate information and knowledge about their responsibilities in the workplace.

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

There are many responsibilities of an effective team leader. Firstly, knowing how to communicate effectively and appropriately is key in being a team leader, as miscommunication can have a serious impact in the workplace. Communication is needed for hand-offs, shift assignments, orders, and discharge planning. Besides communication, delegation is also important. Sometimes being a team leader isn't always patient based, as sometimes stock rooms may need to be restocked, cleaning, and running errands. This plays a big role in how actual patient care can be provided in a timely manner. It is also important to delegate tasks appropriately and encourage your teammates, as this will boost efficiency and morale in the workplace. Supervising and evaluating care provided to the patients by others is also a responsibility of a team leader, as this follows delegation. Supervise and give feedback to your teammates if needed, make sure to actively listen to their thoughts about the situation, and support the individual. Doing these things while being a team leader not only makes you an effective team leader but it also makes the workplace efficient and safe.

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.