

**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 5 different generations including the silent generation or the veteran generation, baby boomer generation, generation x, millennial generation and lastly generation z. The silent or veteran generation makes up fewer than 1% (born in 1920-1930s) of the workforce and leads with a command-and-control style. Next, we have the baby boomer generation (1945-1960s) which makes up about 27% of the workforce and members are retiring daily. Next is the millennial generation (1980-2000s) make up 35% - 37% of the workforce and have independence and direct communication with leaders. Lastly the generation z has the fewest workers in the workforce as they are either in school right now or working as aids or technicians.

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

Each generation plays a distinct role in the workforce going from the veteran /silent generation all the way down to the generation z generation. The silent generation dealt with deep hardships and is mostly retired now a days but have high values in loyalty, discipline, and teamwork. The baby boomers are now retiring from practice or leaving practice and are majorly apart of the management positions in nursing. They are focused on building careers and are invested in organizational loyalty. Generation x grew up in the information age and are hard workers They want extensive learning and precepting and they want their questions answered immediately. Generation y or the millennial generation is one of the largest groups and even said to be 3 times the size of generation x. They function in the role of follower, and this will most likely be determined and redefined by this fast-moving generation. Lastly, we have generation z which have never lived without the use of social media and technology. They bring a unique and different approach to accomplishing tasks and are determined to become leaders.

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

The sorts of management strategies vary between each generation all the way from working with the veteran generation through respect and understanding and understanding the foundation they have laid. Then all the way down to the generation z by regards to advancement through social media and appealing workspace for the up and coming. They want to feel welcomed and accepted in a role that has responsibilities.

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

I belong to the Millennial generation and how I value my values comes down to what I want to accomplish in life. Whether that meaning becoming financially free while working as little to be at home to be with my family. I am willing to put in the hours right now to reach that goal one day. I think that my values align with this millennial's goals in general.

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 stands for team strategies & tools to enhance performance & patient safety. It is an evidence-based framework to optimize team performance across the healthcare delivery system.

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

Communication which is verbal or nonverbal process exchanged between team members.

Team leadership is the ability to lead team to maximize effectiveness in the group.

Situation monitoring which is the process of observing the situation to gain information.

Mutual support is the ability to support members of the team and explain roles and workload.

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

Organize the team, identify and articulate clear goals, assign tasks and responsibilities, monitor and modify the plan; communication changes, review the team's performance, manage and allocate resources, information sharing, foster a learning safe environment, keep conflict healthy through DESC, reinforce patient centered care, model effective teamwork.

***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.***