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.
   - Baby boomers (1946-1964): At one point were the largest population of nurses holding management positions and many are currently retiring. They put in long hours, have a desire for their achievements to be recognized, value others' opinions, organizational loyalty, building long careers, family and the responsibilities of family are very important to them.
   - Generation X (1965-1980): This group has little loyalty to institutions and leaders, they work hard and are innovative and energetic. They value free time and flexibility, often will leave positions that no longer suit them and their needs. They prefer democratic managers with motivational leadership. Desire answers to questions quickly.
   - Generation y/ millennials (1981-1996): believes education is the key to success, diversity, technology, optimistic, multitaskers, tend to be leaders, not team players, seek growth and expansion, and most educated generation.
   - Generation now/ gen z (1997-2012): the generation with the world at their fingertips, communication, social media, answers to questions easily accessible. There seems to be a new leadership theory developing for gen z in the workforce.

2. Compare and contrast the different characteristics of the various generations.
   - Baby boomers prefer autocratic leaders and hierarchal theory of leadership. Gen x prefer motivational leadership with a democratic manager. Millennials prefer their own leadership positions and prefer to avoid hierarchical leadership forms. Gen z seems to not really follow a leadership theory currently, there is one forming to describe their style.

3. What management strategies can be utilized to help manage these generations?
   - Baby boomers: Recognizing achievement.
   - Gen X: Work that agrees with their values and demands.
   - Millennials: Treat them as colleagues and push their limits while understanding their capabilities
   - Gen Z: The strategies of gen z are emerging currently and management strategies are not listed.

4. Which generation do you belong to? How do your values regarding work and your personal characteristics fit that generation?
   - I am in gen Z. I agree that we have had access to everything at our fingertips, such as communication, knowledge, and opportunities that many other generations did not have. A value that I agree with is being wary of following the hierarchical nature of previous generations and loyalty to one organization. There have been many times we see loyalty does not mean anything to companies, so why waste our time and constantly make sacrifices to a place not meeting our needs when we know they're not loyal to us as an employee. We are quite different compared to other generations, for us the nursing profession has changed so much it makes sense that the group of new nurses coming in don't follow a pattern.

5. Post a meme that you feel best describes your generation.
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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 an evidence based framework tool to help optimize team performance throughout the healthcare system. Communication, leadership, situation monitoring, and mutual support. Leads to effective, safe, reliable, care for every patient.

2. What are the key skills of TeamSTEPPS? Briefly explain each.
   - Communication: verbal/nonverbal process that passes information from one person to another clearly and can be exchanged among other team members.

- Team leadership: ensuring team actions are understood, changes in information are shared, and team members have the proper resources.
- Situation monitoring: being able to accurately scan and assess situational elements to gain info or understanding, or to maintain awareness among team members, to support team functioning
- Mutual support: ability to anticipate and support team members needs through accurate knowledge of their workload/ responsibilities

3. What are the responsibilities of an effective team leader?
   - Organize the team, articulate clear goals, assign tasks, monitor and change plan/ responsibilities as needed, review performance and give feedback, manage resources, share information and allow for proper communication amongst team members, encourage team work, learning, maintain a safe environment, model effective teamwork, keep tasks patient centered and ensure team members are patient oriented.

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.