

**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 currently in the workforce include Baby Boomers, Generation X, Millennial Generation, and Generation Z. Baby Boomers are people born in the years 1945-1960, with many members retiring daily. Generation X and the Millennial Generation make up about 70% of the workforce, and both enjoy independence and straightforward communication. Generation Z, comprised of people born after 2000, is a growing presence in the workforce.

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

Older generations tend to prefer a personal and straightforward approach to communication and leadership, while newer generations may have less loyalty to their organizations. From Generation X onward, most generations were exposed to the information age and technology, with Millennials being the most familiar.

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

Strategies for the older generations includes letting the worker know what they do matters, giving direct praise, show model behavior, and being sure to explain why something is being asked of them truthfully. Strategies effective for newer generations are largely the same, but newer generations have additional needs, primarily accommodating use of technology/information.

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

I belong to Gen Z, and I do align with most values expressed including exposure to technology leading to a better natural understanding and preference of that medium.

5. Post a meme that you feel best describes your generation.

A meme that I feel would best describe our generation would be one that describes the unique situation of our generation growing up with social media, or one about college life being hard and getting no sleep during school.

**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 that helps optimize team based performance in healthcare setting, it utilizes teachable skills and requires a clear leadership setup.

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

The key skills are:

Communication – The process by which information is exchanged between any team member

Team Leadership – Strong leadership maximizes the efficiency of a team by explaining roles, setting clear lines of communication, and ensuring members have the right resources.

Situation Monitoring – The effort of assessing team functioning or external factors to maintain good team functioning.

Mutual Support – The support of team members' needs and questions about their work.

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

The responsibilities of a team leader include: organize the team, identify clear goals, assign tasks and responsibilities, monitor the plan of action, manage resources, facilitate communication, model teamwork, and reinforce patient centered-ness

***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.***