

**Leadership & Management Content**  
**Z - CH 10 & 11**  
**Carmen Patterson, MSN, RN**

**ON-LINE CONTENT (1.5 H)**

**Learning Objectives**

- Identify characteristics of today's workforce.
- Analyze effective communication as it relates to patient safety.

**ASSIGNMENT INSTRUCTIONS:**

Read the blog post at <http://www.amanet.org/training/articles/Leading-the-four-generations-at-work.aspx> and place your answers to the questions below in the Z-CH 10 & 11 drop box by 0800 on 01/06/2021.

1. What generations currently exist in the workforce? Briefly describe each generation discussed in the blog post.
2. Compare and contrast the different characteristics of the various generations.
3. What management strategies can be utilized to help manage these generations?

Visit the following website:

<https://www.ahrq.gov/teamstepps/instructor/essentials/pocketguide.html#teamcomp> and answer the questions below. Place your answers to the questions below in the Z-CH 10 & 11 drop box by 0800 on 01/06/2021.

1. What is TeamSTEPPS?
2. What are the key principles of TeamSTEPPS? Briefly explain each.
3. What are the responsibilities of an effective team leader?

***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.***