

Leadership & Management Content
Z - CH 10 & 11
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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.

The four generations in the current workforce are the Silents (1925-1946), the Baby Boomers (1946-1964), Generations Xers (1965-1980), and Generation Y's or Millennials (born after 1980).

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

-Silent Generation: Considered the most loyal workers and are highly dedicated which is likely due to being shaped by the Great Depression and World War 2.

-Baby Boomers: This generation is more optimistic and open to change, unlike the Silent generation. Also, they often distrust authority and large systems.

-Generation Xers: Referred to as the "slacker" generation. This generation places a low priority on work and because of this, the Baby Boomer generation perceives this generation as not dedicated.

-Generation Ys/Millennials: According to the blog post, Millennials are resilient in navigating change while deepening appreciation for diversity.

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

Management strategies to help manage these generations includes working together and being open to others, particularly other generations thoughts, ideas and beliefs.

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?

TeamSTEPPS is a principle that stands for “Team Strategies & Tools to Enhance Performance and Patient Safety”.

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

The key principles of TeamSTEPPS include Team Structure, Communication, Leadership, Situation Monitoring, and Mutual Support.

-Team Structure is used to identify components of a multi-team system in order to work together effectively and ensure patient safety.

-Communication is defined as information being exchanged accurately and clearly among team members.

-The ability to maximize activities of team members by ensuring actions are understood is leadership.

-Situation Monitoring involves actively assessing elements to gain information and understanding.

-Mutual Support is the ability to support members of the team.

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

The responsibilities of an effective team leader include the following:

-Organize the team

-Identify goals

-Assign tasks

-Monitor the plan and modify when needed

-Review the team’s performance

-Manage resources

-Share information

-Encourage the team to help one another

-Facilitate conflict resolution

-Demonstrate 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.