Understanding the motivations, perspectives, and drivers of each generation can facilitate the nurse leader’s ability to better understand generational differences. As global immigration continues to impact Canada, there is a greater need to understand cultural differences and minimize conflict that is detrimental to building effective teams.

Capitalizing on the best each individual has to offer can create a powerful network of nurses and maximize their contributions to working collaboratively in providing safe, quality patient care. Over the next ten years, we will see a large number of Baby Boomers retire and Generations X and Y will continue to actively engage in the workforce and assume leadership roles. Our collective understandings of workplace diversity can leverage staff cooperation and collaboration in a high-intensity health care workplace.

After completing this chapter, you should now be able to:

1. Describe the concepts of culture, cultural competence, and cultural safety in leading and managing nursing.
2. Discuss cultural diversity and the ways in which people differ.
3. Apply theoretical models that facilitate culturally competent patient care.
4. Describe the generational differences among Veterans, Baby Boomers, Generation X, and Generation Y.
5. Identify and describe the issues of workplace diversity in health care organizations for nursing staff, nursing leaders, and patients and families.
6. Describe how the nurse leader can manage workplace diversity.
Exercises

1. Why is understanding cultural and generational differences important in clinical practice?
2. What can nurse leaders do to manage diversity in health care organizations?
3. How can a registered nurse be an effective follower in supporting diversity in the workplace?
4. Define cultural safety and cultural competency.
5. Differentiate cultural safety from cultural competence.

REFERENCES


