

## Welcome, Nurseketeers

July 28, 2021

# Nurseketeers Newsletter

### PREPARING FOR CONFLICT CAN FACILITATE GOOD OUTCOMES


Conflict is the natural outcome of differences in opinions, processes, and expectations among individuals. Every work group faces the potential for encountering conflict. Setting ground rules for conflict resolution early in the process of working together promotes negotiation, suppresses emotions that interfere with productive discussion, and facilitates positive outcomes.

**No productive discussion is possible among individuals who have already made up their minds.**

*Value of Presetting  
Conflict Management Strategy*

To argue with a person who has renounced the use of reason is like administering medicine to the dead.

• Thomas Paine



**NURSEKETEERS**  
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Weekly Quote

**"Unless both sides win, no agreement can be permanent."**

— JIMMY CARTER

*Baker & Goodman*  
Nurseketeers Series Authors

**The outcome of negotiation should be a resolution better than either side could craft alone.**



**JD and T Baker and Goodman**  
a book bubble about

**Silent Struggle**  
Literature & Fiction

synopsis | bio | website



Author Insight

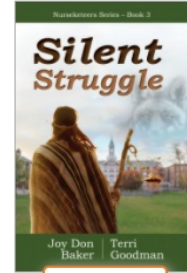
Value of Agreement

Before opinions can differ or interpretations clash, good friends, good neighbors, and good partners agree on how they will resolve conflict when it occurs... and, of course, it will occur eventually. The agreed-upon process for resolution elevates a potentially sticky situation from emotional to manageable.

Book Excerpt

Silent Struggle

"I think it is important to agree on a plan *before* it becomes a problem," Leslie stressed. "There are three ways to handle this." She ticked each one off on her fingers.



Joy Don Baker | Terri Goodman

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