

# The PEACE Process

## **P: Problem and Purpose**

- Ask yourself, “What is the problem, and is it important enough to make an issue of it?”
- Ask yourself, “What do I hope to accomplish by telling the other person how I feel?”

## **E: Empathy**

- Listen with an open mind to what the other person is saying, and try to put yourself in the other person’s shoes.
- Respect the other person’s feelings.

## **A: Accountability**

- Take responsibility for any contribution you may have made to the conflict.
- Reflect on the reasons why you reacted the way you did.

## **C: Choices**

- Think about all the possible ways to solve this problem.
- Ask yourself: “What solutions are best for this relationship? What solutions respect my need to be heard, respected, and valued?”

## **E: Engage and Express**

- Calmly express how you feel. Tell the person what he or she did and explain why you feel the way you do.
- State your position without attacking the other person.
- Express your willingness to come to a positive solution.