

PEACE: A GUIDE TO WIN-WIN CONFLICT RESOLUTION

The PEACE process is a way to approach a conflict so that the outcome is a win-win situation, one that ensures that the good of both parties is considered and given priority. PEACE stands for **p**roblem and **p**urpose, **e**mpathy, **a**ccountability, **c**hoices, and **e**ngagement and **e**xpression.

P: Define the problem and decide your purpose.

- Ask yourself, What is the problem, and is it really 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: Use empathy.

- Try to put yourself in the other person's shoes.
- Listen, with an open mind, to what the other person is saying.
- Respect the other person's feelings. When people believe that their feelings are respected, they may be more open to working toward a peaceful resolution of a conflict.

A: Practice accountability.

- Take responsibility for any contribution you may have made to the conflict.
- Ask yourself whether you are tired or stressed. If so, is that making your feelings more intense than they might otherwise be?

C: Take time to think about your choices.

- Ask yourself, Can I find different ways to solve this problem?

E: Decide whether to engage the other person and express your anger and the reasons for it.

- Ask yourself, Can I calmly express how I feel?
- Ask yourself, Can I state my position and not attack the other person? One way to achieve this is to begin by expressing how you feel when the other person does something, and then explain why you feel that way. This allows you to acknowledge and accept responsibility for your feelings of anger.

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