

PEACE Problem-Solving Template

PEACE Problem-Solving Example		
What do I do?	What do I say?	My Plan
<p>P: Plan a conference. Sit down face to face with your teacher and validate their thoughts, feelings, and emotions.</p>	<p>Ask:</p> <ul style="list-style-type: none"> • “Can we talk about the _____ (name the issue)?” 	
<p>E: Empathize with the teacher. Go into the conference with the goal of truly listening to the other person.</p>	<p>If you broke the trust, say:</p> <ul style="list-style-type: none"> • “I’d like to explain why I . . .” • “You are probably curious why I . . .” • “You may be puzzled as to why I . . .” <p>If the other person broke the trust, say:</p> <ul style="list-style-type: none"> • “Help me understand the reason you . . .” • “I am curious as to why you . . .” • “I am puzzled as to why you . . .” 	
<p>A: Attack the problem, not the person. Eliminate the need for blaming, keeping the focus on what the conversation truly needs to be about.</p>	<p>Say:</p> <ul style="list-style-type: none"> • “Let’s look at how we can solve this together.” 	
<p>C: Cooperate by identifying areas of agreement and disagreement and taking ownership in your part. Build a bridge and identify possible solutions.</p>	<p>Say:</p> <ul style="list-style-type: none"> • “This is how I contributed to the problem . . .” • “Where do we agree and disagree?” 	
<p>E: Re-establish the relationship and emphasize reconciliation and not winning.</p>	<p>Say:</p> <ul style="list-style-type: none"> • “Thank you for working <i>with</i> me. We will find a way to make this work together.” 	