P.E.A.C.E. Tips for Community-based Professionals

Working in program and community spaces, there is a lot that is not in our control! Yet, we *can* reduce the likelihood of a conflict becoming a crisis, through effective de-escalation techniques.

These P.E.A.C.E. tips can help with real-world challenging situations.

Your notes here!

Prepear yourself	• Know your program protocols • Notice how your body is feeling • Know your personal triggers • If you can, take a grounding breath • Ask for support if needed	
Environment scan	• Assess nearby risks and supports • What's your relationship with the people involved? • Minimize use of threats or coercion • If you can, reduce and divert crowds	
Actively listen	• Don't say "calm down"! • Match the intensity of the person's tone of voice, and gradually bring it down • Use non-confrontational body language • Reflect the essence of what you're hearing. Ex: "No one wants to be disrespected!"	
Conflict connection	• Be aware of power dynamics and your impact on others • Consider your natural conflict style. How does it help or hinder in this situation? • Consider calling in a coworker who brings different assets	
Evaluate & learn	• When the conflict has passed, assess what went well and what didn't • Self-care • Check-in with impacted people • Report and document appropriately • Debrief: What learnings can be applied going forward?	

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