

# PEACH – BFV

## Conflict Management Tool

### Overview

Navigating conflict in our complex work environment can be difficult at times. This tool allows you to slow down and think through your part of the conflict in a rational way. Self-reflecting on your part of the conflict helps reactivate the parts of your brain that experience empathy<sup>1</sup>. Empathy can assist to resolve conflict in a healthy way. The next time you are in conflict, take a moment to reflect on this list as it may help activate your ability to imagine a resolution to an issue you are facing.

**PEACH-BFV** can also be used as a coaching tool – if you are helping a colleague think through a conflict, consider using it as a guide for creating open-ended questions to help the person you are coaching reactivate the empathic part of the brain and consider mutual solutions.

- P** What are my **priorities**?
- E** What are my **expectations**?
- A** What are my **assumptions**?
- C** What are my **concerns**?
- H** What are my **hopes**?
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- B** What are my **beliefs**?
- F** What are my **fears**?
- V** What **values** might be undermined here?

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<sup>1</sup> Hamilton, D. (2015). Calming Your Brain During Conflict. Found at: <https://hbr.org/2015/12/calming-your-brain-during-conflict>

## Example

### Background:

Susan and Betty have regular 1:1 meetings scheduled to work on a large initiative – or at least they are *supposed* to be regular. Susan cancels them all the time. Betty is waiting to get input from Susan for a few important decisions and just spent a lot of time preparing for their meeting, but Betty receives another cancellation notice again from Susan. Betty is getting really frustrated and resentful, and she goes to pick up the phone to complain to a different colleague about how disrespectful Susan is. Instead of engaging in triangulation, Betty uses the PEACH-BFV tool to help resolve the conflict.

Item	Question	Reflection
P	What are my <b>priorities</b> ?	<ul style="list-style-type: none"> <li>Deliver high-quality project on time.</li> <li>Be successful at future projects.</li> </ul>
E	What are my <b>expectations</b> ?	<ul style="list-style-type: none"> <li>Everyone involved should feel as committed &amp; driven as I do.</li> </ul>
A	What are my <b>assumptions</b> ?	<ul style="list-style-type: none"> <li>Cancelling meetings indicates a lack of interest and support.</li> </ul>
C	What are my <b>concerns</b> ?	<ul style="list-style-type: none"> <li>My work will look bad.</li> </ul>
H	What are my <b>hopes</b> ?	<ul style="list-style-type: none"> <li>We can figure out a way to work better together, because I know what great work we can do.</li> </ul>

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B	What are my <b>beliefs</b> ?	<ul style="list-style-type: none"> <li>I need Susan's input to do this project properly.</li> </ul>
F	What are my <b>fears</b> ?	<ul style="list-style-type: none"> <li>If I talk about this, I will be seen as making a big deal out of nothing.</li> </ul>
V	What <b>values</b> might be undermined here?	<ul style="list-style-type: none"> <li>Respect.</li> <li>Equity.</li> </ul>

### Conclusion:

Armed with the introspection of my PEACH-BFV, Betty decides to invite Susan for a virtual coffee and a walk and talk to have a conversation about it. It turns out that Betty's assumptions on why Susan was cancelling the meetings – that she didn't care about her or the project – were incorrect. Susan was actually cancelling the meetings because she was feeling overwhelmed with what was on her plate and that she had such a good relationship with Betty, it was one of the few meetings she could afford to give up because she knew Betty would find some way to keep the work going. At the end of the day, Susan understood the impact this decision had on Betty and their relationship, and they discussed an action plan for future projects.

## Worksheet

Item	Question	Reflection
P	What are my <b>priorities</b> ?	
E	What are my <b>expectations</b> ?	
A	What are my <b>assumptions</b> ?	
C	What are my <b>concerns</b> ?	
H	What are my <b>hopes</b> ?	

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B	What are my <b>beliefs</b> ?	
F	What are my <b>fears</b> ?	
V	What <b>values</b> might be undermined here?	