What is conflict de-escalation and bystander training?
These trainings vary in their methods, but all have the aim of empowering individuals, including bystanders, to prevent the escalation of conflict.

More information on how to use this resource is below.

**NATIONWIDE OR VIRTUAL TRAININGS & RESOURCES**

**DC Peace Team (DCPT)**
DCPT provides training in nonviolent strategies and tactics including de-escalation and bystander intervention techniques. Additionally, they provide unarmed civilian protection and accompaniment in local communities including at public events such rallies, protests, and demonstrations.

- Request information about customized trainings
- Upcoming trainings
- Virtual offerings

**Training Active Bystanders (TAB)**
TAB is an innovative, evidence-based program that trains participants on active bystander competencies and leads discussions on response plans in their communities.

- Request information about customized trainings
- Upcoming bystander intervention trainings
- Virtual offerings
Right To Be

Right To Be is a movement-building social justice organization that focuses on turning care for each other into simple, creative, and effective action. Its mission is to train communities to build a world free of harassment and filled with humanity.

- Request information about customized trainings
- Upcoming bystander intervention trainings
- Upcoming de-escalation trainings
- Guide to the 5Ds of bystander intervention
- Virtual offerings

Defend Yourself

Defend Yourself empowers people, especially those targeted for gender-based violence, to protect themselves and create a world where they can be themselves. They focus on ensuring people have options and ways in which they can stand up for themselves and others, including using physical and verbal skills. Defend Yourself offers active bystander training, empowerment self-defense, and de-escalation training. All trainings are customizable to the needs of the group.

- Contact classes@defendyourself.org or Defend Yourself for customized trainings
- Upcoming trainings
- Virtual offerings
NATIONWIDE OR VIRTUAL TRAININGS & RESOURCES

**Cybersecurity & Infrastructure Security Agency (CISA)**

A U.S. federal agency that aims to understand, manage, and reduce risk to cyber and physical infrastructure including election infrastructure.

- **Election Security report** — provides information on physical security preparedness at voting locations and election facilities.
- **Personal Security Considerations fact sheet** — outlines basic security measures to mitigate threats to personal safety.
- **De-Escalation Series and the Power of Hello resource** — provides information for critical infrastructure staff to identify potentially escalating situations, safely disengage, and report.
- **Active Shooter Preparedness video** — demonstrates possible actions that individuals can take if confronted with an active shooter scenario.

**Community Relations Service (CRS)**

A component of the Department of Justice, CRS works with local groups to resolve community conflicts or prevent and respond to alleged hate crimes. CRS trains representatives from government, faith organizations, law enforcement, civil rights groups, and other community organizations.

- **Request information about customized trainings**
- **Learn more about CRS' training programs**
Beautiful Trouble
Beautiful Trouble is a global network of activists, artists, and trainers helping grassroots movements become more creative and effective. They offer a free online Toolbox (in eight languages), books, strategy card deck, and resources for trainers. Beautiful Trouble offers trainings that include de-escalation and assertive intervention workshops that help ensure tactical safety for people involved in activism or protests. The network developed these trainings to match client's needs, while also being based on experiential exercises and Popular Education principles. Beautiful Trouble offers trainings and resources in multiple languages and has the capacity to work with simultaneous interpretation.

Contact team@beautifultrouble.org, chelsea@beautifultrouble.org, or Beautiful Trouble for customized trainings

Virtual offerings

C3 De-Escalation
C3 De-escalation is an innovative, easily-learned technique/program designed for civic leaders, school administrators, and mental health professionals. Developed by author Andra Medea, C3 is based on Dr. Amy Arnsten’s research at Yale University. C3 De-escalation is practical and user-friendly, having trained over 4,500 individuals thus far. C3 programs are available virtually or in-person, with time allowed for real-life practice. Courses are generally a six-hour investment, where staff can gain tangible de-escalation skills.

Contact Andra Medea (info@c3d.co) for customized trainings

Virtual offerings
Crisis Prevention Institute Inc. (CPI)
Crisis Prevention Institute Inc. provides crisis prevention and de-escalation training to organizations whose staff may encounter distressed, disruptive, and aggressive behavior. Core to CPI’s training is helping professionals to identify, prevent, and de-escalate crises in the workplace. In addition to their standard offerings, CPI will partner with organizations to create custom solutions designed to meet the unique needs of an organization.

Contact the team at CPI (info@crisisprevention.com) to learn about customized trainings

Daryl Fort
Daryl Fort is a leadership and organizational development consultant, a gender violence prevention activist, speaker, and educator. Fort works with community-based groups, non-profit organizations, public sector institutions, and private sector groups around the world to help them develop healthy communities and organizational culture. He spent 14 years as a political and public policy advisor to a former U.S. Congressman and Governor of Maine. Since leaving the government, Daryl has consulted with many organizations, offering active bystander trainings and working to prevent political violence during demonstrations.

Contact darylfort@gmail.com for customized trainings

Upcoming trainings
Virtual offerings
NATIONWIDE OR VIRTUAL TRAININGS & RESOURCES

**Doug Noll**
Douglas E. Noll, JD, MA teaches de-escalation tools based on neuroscience. Noll has 22 years of experience in business, as a commercial trial lawyer, peacemaker, mediator, author, and trainer. From these experiences, he gained the skills necessary to train de-escalation in a variety of scenarios. Noll is a cofounder of the Prison of Peace project, which trains incarcerated individuals to be mediators to stop prison violence.

Contact [doug@dougnoll.com](mailto:doug@dougnoll.com) for customized trainings

**Virtual offerings**

**Duane de Four**
Duane de Four is a scholar, educator, and activist located in the Boston area. He serves as the Interim Executive Director at the Boston Area Rape Crisis Center (BARCC), the oldest and largest rape crisis center of its kind in New England. De Four has over 25 years of experience in active bystander training. His focus is on preventing gender-based violence, but he teaches bystander skills in a variety of disciplines. De Four has given trainings to the military units, sports teams, and school groups.

Contact [info@duanedefour.com](mailto:info@duanedefour.com) for customized trainings

**Virtual offerings**
NATIONWIDE OR VIRTUAL TRAININGS & RESOURCES

Institute for Sports and Social Justice

The Institute for Sport and Social Justice uses the power of sport to affect positive social change by educating and inspiring values-based thinking. The institute offers individuals, teams, and athletic organizations the opportunity to explore and train on a continuum of programs, including all aspects of diversity, equity, inclusion, and belonging. Additionally, they teach how to eradicate gender-based violence and how to improve critical decision-making skills. Practitioners ground trainings in a foundation of leadership skills and the bystander approach. The institute trainers work with small groups in order to engage learners and have them actively participate in scenarios.

Contact
info@sportandsocialjustice.org
for customized trainings

Virtual offerings

Upcoming trainings

Lancaster Leadership

The Lancaster Leadership team of coaches, trainers, and business strategists is based in Flagstaff, Arizona and works with organizations ranging from 20 to 20,000 employees. Their clients include government agencies, nonprofits, and for-profit businesses, and they focus on teaching de-escalation, bystander training, negotiation, and a number of other topics that influence workplace culture. They first meet with their clients to do a needs-assessment and determine the proper course of action, which may focus on skills like proper communication and/or dealing with defensiveness. All of their programs, ranging from workshops to leadership academies, include scenario-based training.

Contact
office@LancasterLeadership.com
for customized trainings

Virtual offerings

Upcoming trainings
League of Women Voters (LWV)
For more than a century, they've worked to empower voters and defend democracy. The League hosts active bystander and de-escalation trainings based on the nonviolent principles of Dr. Martin Luther King Jr. and Mahatma Gandhi. Their expertise includes teaching these topics with a DEI lens, emphasizing voter protection rights, and using these skills in election scenarios. They offer their training in Spanish and English, but also offer simultaneous translation for other languages.

Contact organizing@lwv.org for trainings

Peace Learning Center (PLC)
Peace Learning Center was founded to reduce violence and increase kindness in the local community. It grew from a community educational institution that promoted peace-building and conflict resolution to a program that is replicated in eight US cities and five countries. They work directly with schools, community nonprofits, businesses, juvenile correctional facilities, and faith groups to facilitate peace education sessions. At PLC, they believe everyone can be a peacemaker. Each of their sessions is designed to teach safe and simple ways to manage anger, solve problems, and develop an appreciation for differing perspectives.

Contact jhoran@peacelearningcenter.org for customized trainings

Virtual offerings

Upcoming trainings
NATIONWIDE OR VIRTUAL TRAININGS & RESOURCES

Pollack Peacebuilding Systems (PPS)
Pollack Peacebuilding Systems’ mission is to make the world a better place by improving relationships, creating happier living/work environments, and bringing peace between individuals. PPS customizes de-escalation skill building workshops for each client, whether in a community or company. These interactive workshops utilize real-life examples and include hands-on practice to boost a team's confidence in their new skillset. PPS has experience with teaching de-escalation skills to public-facing government workers.

Contact
Support@pollackpeacebuilding.com
or the Pollack Peacebuilding team
for customized trainings

Virtual offerings

National Conflict Resolution Center (NCRC)
The National Conflict Resolution Center is built on the principle that every dispute has a resolution. As such, the NCRC serves a variety of public and private sector communities. NCRC provides the resources and training to help people, organizations, and communities manage and solve conflicts with the highest possible degree of civility and equitability to all parties involved. In recent years, NCRC workshops have focused on inclusive communication, effective bystander intervention, and a comprehensive certificate program for workplace leaders.

Contact Ashley Virtue
(avirtue@ncrconline.com) or Daniel Orth (dorth@ncrconline.com)
for customized trainings

Virtual offerings
Resetting the Table

Resetting the Table collaborates with strategic partners to build important communication across American political silos. Their work ranges from one-off forums to intensive, year-long programs. They can be used for institutional and/or community transformation to replace long-standing distrust or tension with a culture of healthy dialogue and deliberation. They also provide intensive facilitation training that includes strategies for transformative de-escalation.

Contact info@resettingthetable.org for customized trainings

Virtual offerings

Safe Bars

Safe Bars helps bars, restaurants, breweries, and other alcohol-serving spaces create safe and welcoming cultures for patrons, and safe and respectful workplaces for staff. Safe Bars offers de-escalation, active bystander, empowerment self-defense, and tailored trainings. They also train people all over the country — and the world — to start local Safe Bars programs where they live.

Contact info@safecars.org or Safe Bars for customized trainings

Virtual offerings
Soteria Solutions

Soteria Solutions works with their clients to achieve sustainable change by creating and maintaining safe and respectful learning, working, and living environments free from incivility, harassment, violence, and discrimination. Soteria offers a variety of services such as bystander intervention training to clients in high schools, higher education, federal/state agencies, and businesses. Soteria's bystander training was originally created to tackle sexual harassment on college campuses, but can be modified to address general harassment. Bringing in the Bystander is one of the few programs of its kind that has been scientifically evaluated and found to be effective.

Contact info@soteriasolutions.org for customized trainings

Virtual offerings

Shaphan Roberts

Shaphan is Director of Online Programs for the Caruso School of Law and an Adjunct Professor at Pepperdine University. Roberts manages the coordination of all programmatic aspects of the Dispute Resolution Program, including community mediation, the Community Police Unification (CPU) Program, and growth of the program in line with the goals of the City Attorney's Community Justice Initiative. Roberts has over ten years of experience teaching dispute resolution, de-escalation, and mediation. He has trained judges, diplomats, educators, law enforcement, and business professionals.

Contact shaphan.roberts@pepperdine.edu for customized trainings

Virtual offerings
Step UP!
Step UP! is an award-winning training center that offers a general bystander intervention training focused on being proactive and helping others in problematic situations. The organization uses the 5 Decision Making Steps, the 5 Ds and the S.E.E.K. Model (Safe; Early; Effective; Kind). Step UP! teaches people about the barriers to helping people. Additionally, Step UP! teaches strategies, skills, and determinants of prosocial behavior, which makes people more likely to help in the future. They offer trainings that focus on topics including, but not limited to, discrimination, mental health, substance abuse, and Title IX issues (sexual assault/interpersonal violence/harassment). Trainings are interactive, engaging, and can be applied to any demographic.

Contact bell@email.arizona.edu for customized trainings

Virtual offerings
UPstander International (UI)

Dr. Omékongo Dibinga runs Upstander International and has made it his life mission to help people stand up against injustice. Working across the globe, with former child soldiers and helping prevent human trafficking, he helps find common ground in uncommon times using upstander training. These upstander trainings help people figure out what to say when they are faced with an issue, how to intervene, and how to speak up. UI also provides leadership and diversity presentations and training to corporations, non-profit organizations, educational institutions, and government groups.

✉️ Request information about customized trainings

💻 Virtual offerings
Vision Change Win
Vision Change Win is a Black-led, queer and trans group of social justice professionals who provide consulting and program offerings for groups committed to movements for liberation. They offer a Community Safety Training series, which is a three-part workshop focused on introducing verbal de-escalation, direct action, event safety protocols, and the basics of organizational safety. These fundamentals of community safety are taught from an abolitionist and anti-oppression framework focusing on how we keep ourselves and our communities safe without relying upon the state. Individuals or groups committed to these values are welcomed to register for trainings, offered every 2nd, 3rd, and 4th Wednesday of the month on Zoom; scholarships are available.

Contact info@visionchangewin.com  
Upcoming trainings  
Vision Change Win  
for customized trainings

Virtual offerings
WHO SHOULD USE THIS RESOURCE?

De-escalation and bystander intervention resources are intended to support efforts at the local level to prevent and mitigate potential violence, harassment, and abuse.

- **Local officials** such as city council members, school board members, election officials, and poll workers may want to consider utilizing de-escalation and bystander intervention tools to prepare for potentially contentious public meetings and election administration.

  See BDI’s de-escalation guides for [local officials](#) and [poll workers](#).

- **Volunteers and community members**, who are planning to attend potentially contentious meetings may use these resources to prepare, strategize, and apply techniques to recognize and de-escalate conflict.

  See [DC Peace Team’s de-escalation and bystander intervention guide](#). DC Peace Team is a nonprofit that empowers ordinary civilians to become nonviolent agents of sustainable peace and justice.

If your organization offers trainings like these, please reach out to [bdi@princeton.edu](mailto:bdi@princeton.edu) to be added to the directory.
Anyone (active bystander) can de-escalate tensions or harmful behavior by drawing on the **CLARA** method. However, before engaging in de-escalation, it is important to assess the situation, including your safety and others. Conflict de-escalation is not a technique that is appropriate for all circumstances.

**Calm and Center Yourself:** Check in with yourself, appear calm, centered, and self-assured even if you don’t feel it. Avoid pointing, crossing your arms, or other more aggressive postures.

**Listen:** Let the person vent and be sure to listen explicitly for feelings, needs, or values.

**Acknowledge:** Begin by acknowledging the feelings, needs, or values you have heard. [Not about agreeing with their position, statement, or behavior.] ex. “I sense your aggravation at this situation. I hear your concern for safety.”

**Respond:** After acknowledgment, if there is a further threat of harassment or violence, offer open-ended or choice questions; address the issue; make a clear request or proposal. ex. “Will you tell me more about your concerns?” or “I understand you have every right to feel angry but it is not ok to threaten people here.”

**Assess:** Trust your instincts: If de-escalation is not working, STOP & GET HELP.