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 including at rallies, protests, and demonstrations.

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

**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
- Virtual offerings
- Upcoming bystander intervention trainings

_The Bridging Divides Initiative (BDI) is a non-partisan research initiative that tracks and mitigates political violence in the United States. BDI supports efforts to grow and build local community resilience through elections and other periods of heightened risk, laying a foundation for longer-term work to bridge the divides we face as a nation. Learn more at bridgetingdivides.princeton.edu._
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 fully themselves. They focus on ensuring people have options and ways they can stand up for themselves and others, including using physical and verbal skills. Defend Yourself offers active bystander, 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
- Virtual offerings
Doug Noll

Douglas E. Noll, JD, MA teaches de-escalation tools based on neuroscience. He can train anyone to de-escalate angry confrontations in 90 seconds or less. With 22 years as a business, commercial trial lawyer, peacemaker, mediator, author and trainer, Noll has the skills necessary to train de-escalation in a variety of scenarios. Noll is a cofounder of the award-winning Prison of Peace project, which trains incarcerated individuals to be powerful peacemakers and mediators to stop prison violence. His expertise can be found in his books, coaching sessions, and online and in-person trainings.

Contact doug@dougnoll.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 for institutional and community transformation that 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@safebars.org or Safe Bars for customized trainings

Virtual offerings

Step UP!
Step UP!, an award-winning training center, 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 and engaging and can be applied to any demographic.

Contact bell@email.arizona.edu for customized 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 community 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**
Soteria Solutions

Soteria Solutions works with their clients to achieve sustainable change by creating and maintaining safe and respectful learning, working, and living environments. These environments are void of incivility, harassment, violence, and discrimination. Serving high schools, higher education, federal and state agencies, and businesses, Soteria offers a variety of services including bystander intervention training. The training was originally created to tackle sexual harassment on college campuses but can be modified to address general harassment. Bringing in the Bystander, a training offered by Soteria, 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
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.

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

See BDI’s de-escalation guides for **local officials** and **poll workers**.

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? “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.