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.

**TRAININGS IN ARIZONA**

**Lancaster Leadership**
The Lancaster Leadership team of coaches, trainers, and business strategists is based in Flagstaff, where they work with small and large organizations. Their clients include government agencies, nonprofits, and businesses on de-escalation, bystander training, negotiation, and a number of other topics impacting workplace culture. All of their programs, ranging from workshops to leadership academies, include scenario-based training.

- **Statewide**
- **Virtual offerings**

**Contact**
[office@LancasterLeadership.com](mailto:office@LancasterLeadership.com) for customized trainings

**Upcoming trainings**
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.

Statewide
Virtual offerings

Contact bell@email.arizona.edu for customized trainings

Upcoming trainings
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
- 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 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
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 month on the 2nd, 3rd, and 4th Wednesdays on Zoom; scholarships are available.

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

Virtual offerings
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**

*For a full list of nationwide trainings visit, [bridgingdivides.princeton.edu/community-resources/de-escalation-resources](https://bridgingdivides.princeton.edu/community-resources/de-escalation-resources)*
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 and strategize and 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? “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.