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 CALIFORNIA**

**The Council on American–Islamic Relations**  
**San Francisco Bay Area (CAIR–SFBA)**

CAIR–SFBA’s bystander intervention trainings teach participants about the history and principles of non-violence and allow the space to practice specific de-escalation techniques as a bystander in a variety of scenarios. During the session, participants will learn hands-on skills to de-escalate a hate incident before it leads to violence, support the person being targeted, and create a safe space.

*San Francisco & the Bay Area*  
*Virtual Offerings*

Contact Usmaan Alloo (ualloo@cair.com) for customized training information  
[Book a workshop](#)

**The Conflict Resolution Center of Santa Cruz County (CRC)**

CRC cultivates peace in the community by providing tools, training, and a guided process for people in conflict. CRC’s trainings are designed to help individuals and groups gain a better understanding of conflict, why it happens, and how to address conflict in a more effective, constructive way that garners more positive outcomes.

*Santa Cruz County, CA*  
*Virtual Offerings*

Contact [info@crcsantacruz.org](mailto:info@crcsantacruz.org) for customized training information  
[Upcoming trainings](#)
Kit Bonson
Kit Bonson has been an activist and organizer for over 40 years, primarily working on peace with justice and reproductive rights issues. Now working in California, in 2010, she was a co-founder of the Montgomery County Civil Rights Coalition in Maryland. Through MCCRC, she created a Bystander Intervention training in response to the increase in hateful incidents during the 2016 election. This training is comprised of a leader script and handouts that have been used by activists and organizations across the U.S. in the past 6 years to bring together their communities. Bonson also offers a Training for Trainers script. The training can easily be modified to focus on specific community needs or recent events. Kit has presented this bystander intervention training to thousands of people, as well as to hundreds of new trainers.

Central Santa Barbara & the rest of the state

Contact Kit Bonson (kbonson@earthlink.net) for customized trainings

Doug E. 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.

Central Sierra Nevada & the rest of the state

Contact Doug Noll (doug@dougnoll.com) for customized trainings

Virtual offerings

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 as well as public events such as 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 to join together and gain active bystander competencies and discuss plans for acting in the moment of need.

- Request information about customized trainings
- Virtual Offerings
- Upcoming bystander intervention trainings

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
- Virtual Offerings
- Upcoming de-escalation trainings
- Guide to the 5Ds of bystander intervention
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 dis-engage, 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 and 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
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 personal roles 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 to be added to the directory.
WHAT CAN CONFLICT DE-ESCALATION LOOK LIKE?

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.

C

alm 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.

L

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

A

cknowledge: 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.

R

espond: 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.”

A

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