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 ILLINOIS**

**Center for Conflict Resolution (CCR)**
The Center for Conflict Resolution (CCR) has worked with individuals, communities, courts, and other institutions to manage and resolve conflict for over 40 years. The Center provides their client base with quality mediation services regardless of race, ethnicity, gender, sexual orientation, socioeconomic status, age, religion, national origin, disability, or other characteristics. CCR offers free community mediation services. They also offer mediation trainings, conflict management trainings, and customizable workshops with nonprofit pricing available.

- **Chicagoland & surrounding areas**
- **Virtual offerings**

Contact [training@ccrchicago.org](mailto:training@ccrchicago.org) or CCR for customized trainings

**Upcoming trainings**
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. With over 4,500 people trained, C3 De-escalation is practical and user-friendly. 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.

Statewide
Virtual offerings

Contact Patti Triebel-Leed (PTreibel@c3d.co) or info@c3d.co for virtual 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 such as rallies, protests, and demonstrations.

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

R  
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.”

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