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 Indiana**

**Indy Public Safety Foundation, The James E. Waters, Jr. Conflict Resolution Center (TWC)**

The Indy Public Safety Foundation’s James E. Waters, Jr. Conflict Resolution Center (TWC) is part of a public-private collaborative effort to reduce violence in Indianapolis by developing, implementing, and evaluating community-based interventions related to conflict and quality-of-life issues. The center focuses on conflict resolution coaching & management, mediation, and community engagement training. They are equipped to help potential clients to customize ways to manage conflicts and understand the multifaceted nature of conflict resolution.

- **Indianapolis**
- Virtual offerings

Contact [conflictresolution@indypsfs.org](mailto:conflictresolution@indypsfs.org) for customized 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 [bridgingdivides.princeton.edu](http://bridgingdivides.princeton.edu).
Peace Learning Center was founded to reduce violence and increase kindness in the local community. It grew from a community educational institution promoting 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.

Indianapolis & surrounding areas

Virtual offerings

Contact Jhoran@peacelearningcenter.org for customized trainings

Upcoming Trainings
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**
- **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**
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**
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 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.

**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.