The Center for Conflict Resolution (CCR)

The Center for Conflict Resolution (CCR) based in Kansas City assists people in resolving conflict within their community. CCR helps to create a safe, structured, and positive environment where individuals can choose understanding over escalating conflict. CCR also provides training in restorative justice, transformative mediation, anger management, and de-escalation. CCR works with community organizations, within public schools, and with individuals involved in justice.

Contact Gregory Winship (gwinship@ccrkc.org) for customized trainings

Upcoming trainings

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.

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.
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 Marla Smith (mdsmithMHTTC@outlook.com) 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
Upcoming trainings

Training Active Bystanders (TAB)
TAB is an innovative, evidence-based program that trains participants to join together or gain active bystander competencies and discuss plans for acting in a moment of need.

Request information about customized trainings
Virtual offerings
Upcoming bystander intervention trainings
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 that focus on how we keep ourselves and our communities safe without relying upon the state. Individuals or groups committed to these values are welcome to register for trainings, which are 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
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
- Upcoming bystander intervention trainings
- Guide to the 5Ds of bystander intervention

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 conflicts as well as prevent or 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.

Labour 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, strategize, and apply techniques to recognize and de-escalate conflict.

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

If your organization offers trainings like these, please reach out to bdi@princeton.edu to be added to our directory.

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.
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?” or “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.