The Center for Conflict Resolution (CCR)

The Center for Conflict Resolution (CCR) based in Kansas City, MO assists people to resolve conflict in the 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 the public schools, and with justice involved individuals.

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.

Trainings in Missouri

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Trainings in Missouri
**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 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 to join together or gain active bystander competencies and discuss plans for acting in the moment of need.

- Request information about customized trainings
- Virtual offerings
- Upcoming trainings
- Upcoming bystander intervention trainings
Right To Be

Right to Be is a movement building social justice organization that focuses on turning the care for each other into simple, creative, and effective action, Right To Be's 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

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 and 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

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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.

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.
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.

CLARA

**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.