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.

Collaborative Communication
Developed by Karen Starz, Collaborative Communication provides training resources designed to teach effective communication skills. Karen is a certified trainer with the Center for Nonviolent Communication, a consultant, coach, mediator, and facilitator. Her background spans many areas, ranging from interpersonal relationships to businesses and/or non-profit organizations. She believes that effective communication is a necessary component of social change. By connecting people across differences, acknowledging interdependence through the impact of individual choices, and communicating clearly about needs, conflict can be avoided. Services she provides include: mediation, conflict resolution, facilitation, and curriculum writing. Karen has experience training de-escalation to police officers, political parties, activist groups, school boards, churches and indigenous populations within New Mexico.

Statewide
Virtual offerings
Contact starz.organizer@gmail.com for customized trainings
Upcoming 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.
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
- 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. Their experienced trainers teach, ‘Training Active Bystanders’ workshops and trainings for trainers. The experienced Veterans Mediation trainers teach, communications, problem resolution, and mediation.

- Request information about Active Bystander trainings, communication trainings, and Veteran Mediation 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 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
NATIONWIDE OR VIRTUAL TRAININGS & RESOURCES

**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.
- **De-Escalation Series and the Power of Hello resource** — provides information for critical infrastructure staff to identify potentially escalating situations, safely disengage, and report.
- **Personal Security Considerations fact sheet** — outlines basic security measures to mitigate threats to personal safety.
- **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**

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

If your organization offers trainings like these, please reach out to bdi@princeton.edu to be added to the directory.
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 **C**enter 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?” 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.