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 NEW YORK**

**Asian American Federation (AAF)**
AAF serves the Asian American and immigrant community in New York City. They advocate for better policies, services, and funding that lead to more justice and opportunity for Asian immigrants. AAF launched the [Hope Against Hate Campaign](https://www.aafederation.org/hope-against-hate/) in response to the rise in anti-Asian incidents after Covid-19 outbreaks. The campaign works to establish safety ambassadors, offer support services for victims of hate incidents, and provide safety training.

- **NYC & surrounding areas**
- **Virtual offerings**
- **Contact** info@aafederation.org for customized trainings
Center for Anti-Violence Education (CAE)

CAE works to prevent, disrupt, and heal from hate and violence. They do this through educational programs that center the experiences of people who are most marginalized. The Center provides after school programs for teens, free monthly community access workshops for adults, and customized workshops for workplaces, schools, community organizations, and large companies. Their upstander training helps participants walk away with a greater understanding of how to center humanity across identity groups and operationalize skills like de-escalation, active bystander interventions, and calling in/calling out strategies.

NYC & surrounding areas

Virtual offerings

Request information about customized trainings

Upcoming trainings

Justin Hendrix

Justin Hendrix is a writer, researcher, and lecturer working on issues at the intersection of tech, media, and democracy. For over six years he has taught de-escalation and marshaling skills for democracy coalitions across NYC. His volunteer work focuses on training demonstrators, particularly on how to deal with civil disobedience, law enforcement, and what to do when encountering counter-protests.

NYC & surrounding areas

Virtual offerings

Contact justinhendrix@gmail.com to request information
**Pathways to Peace**
Pathways to Peace provides support and nonviolent alternatives for youth who have resorted to violence, focusing on ages 12–35. The street-level team is available to help safeguard the lives of these youth, and are trained to defuse potentially violent situations to help them get on track to a better life. Pathways to Peace staff operate directly in city neighborhoods to make a personal, visible connection with youth. Additionally, they offer trainings with de-escalation components.

**Prepare Inc**
Prepare is an educational services company that offers comprehensive violence prevention programs and evidence-based programs for personal safety, communication skills, self-defense, de-escalation, and allyship skills. These trainings are an important part of a larger movement to create social change, prevent abuse, and support healing. They are committed to a broad vision of societal response to violence. Prepare is part of Impact Violence Prevention, an affiliation of organizations that provides IMPACT curriculum. Each IMPACT chapter has its own organizational structure and programmatic focus.

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**Rochester & surrounding areas**
Contact [Anthony.Hall@CityofRochester.Gov](mailto:Anthony.Hall@CityofRochester.Gov) or 585-428-safe for customized trainings

**NYC & statewide in NY/NJ**
Contact [info@prepareinc.com](mailto:info@prepareinc.com) for customized trainings

**Virtual offerings**
[Upcoming trainings](#)
NYC Commission On Human Rights
The Commission's Community Relations bureau offers a variety of trainings, including bystander intervention. The bystander intervention training is offered in English, Chinese, Urdu, Arabic, and Spanish and equips participants with verbal and behavioral de-escalation strategies to non-violently intervene to disrupt incidents of bias or hate. The Commission offers trainings by request. The Commission's duties include enforcing NYC Human Rights Law, educating the public, and encouraging positive community relations.

NYC
Virtual offerings
Contact trainings@cchr.nyc.gov for customized trainings

New York Peace Institute (NYPI)
NYPI empowers people to build stronger communities while navigating constructive paths forward in their conflicts. NYPI provides conflict resolution services—mediation, de-escalation, conflict coaching, community conferencing, and various other restorative processes—to thousands of New Yorkers each year. Additionally, they teach vital conflict resolution skills to communities and organizations while advancing the field by training and certifying professional mediators.

Brooklyn, Manhattan, & surrounding areas
Virtual offerings
Contact info@nypeace.org or request information 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 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 on active bystander competencies and leads discussions on response plans in their communities.

- Request information about customized trainings
- Virtual offerings
- Upcoming bystander intervention trainings

**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 filled with humanity.

- Request information about customized trainings
- Virtual offerings
- Upcoming de-escalation trainings
- 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  Upcoming trainings
or Vision Change Win  Virtual offerings
for customized trainings
**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 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**

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.

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.
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.