Cleveland Mediation Center (CMC) has been mediating disputes and providing conflict resolution and mediation training to the greater Cleveland area since 1981, distinguishing CMC as the first community mediation center in Ohio. They work in the community to facilitate dialogue with neighbors, community members, families, or other parties. They apply these methods to stop evictions, prevent homelessness, support returning citizens in their re-entry, and train those who wish to mediate. They offer regular trainings in mediation, diversion, conflict resolution, and facilitation, as well as conduct customizable trainings.

Contact Victoria.Niles@Clevelandmediation.org for customized trainings.

Virtual offerings

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.
Division of Student Belonging & Success, Cleveland State University

Cleveland State University’s Division of Engagement, Diversity, Equity, & Inclusion engages with the campus and community through programs, activities, events, guidance, assistance, and services in support of the university’s commitment to creating a climate that acknowledges, respects and values all aspects of diversity. One of the various services the division provides is bystander training. They offer customizable training and have experience with workshops covering racism, discrimination, microaggressions, and school safety.

- Cuyahoga County and surrounding areas
- Virtual offerings

Contact studentbelonging@csuohio.edu for customized trainings

Intercommunity Justice and Peace Center (IJPC)

IJPC educates and advocates for peace, challenges unjust local, national, and global systems, and promotes the creation of a nonviolent society. IJPC offers a Strategic Nonviolence for Peace Advocacy certificate program, to provide participants with a broad overview of nonviolence. The certificate program is designed to introduce participants to the philosophy and strategic theories that undergird nonviolence while also providing practical tools to enable participants to engage in nonviolence on a personal, interpersonal, and community level. IJPC offerings include de-escalation and bystander trainings.

- Cincinnati & surrounding areas
- Virtual offerings

Contact naiomi@ijpccincinnati.org for customized trainings

Upcoming trainings
Mayhaw Safety Collective
The Mayhaw Safety Collective is a group that focuses on taking a nontraditional approach to security. They offer highly tailored modules in de-escalation, risk assessment, home and physical safety assessment, active shooter training, direct action planning, and communication planning. The collective group specifically focuses on providing these types of trainings to rural areas where training is less accessible. Their de-escalation trainings focus both on understanding one’s own body and how to cultivate a space that results in less violence as well as how to de-escalate an agitated person.

📍 Small towns and rural areas, in the U.S. South and Appalachia

✉️ Contact mayhaw@riseup.net for customized trainings

💻 Virtual offerings
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

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

Virtual offerings
NATIONWIDE OR VIRTUAL TRAININGS & RESOURCES

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

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
**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**

*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 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](mailto: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? “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.