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 PENNSYLVANIA

CORA Good Shepherd Mediation
CORA Good Shepherd Mediation (CORA GSM) offers conflict resolution and conflict management services and trainings, including restorative justice, mediation, and youth services. All of the trainings, for youth or adults, are aimed at promoting peace and social justice by empowering individuals to be conflict competent. The basic trainings in mediation, facilitation, and circle-keeping generally take 24 hours, and CORA GSM offers shorter trainings, which can be customized, in a variety of conflict management topics.

Philadelphia & surrounding areas

Virtual Offerings

Request information about customized trainings

Upcoming trainings
Mediation Services of Adams County, Inc.

Mediation Services of Adams County (MSAC) is composed of highly trained volunteer mediators who provide training in transformative mediation and negotiation skills. MSAC also provides conflict resolution services for individuals and groups in the Gettysburg area. MSAC’s mediators are present during public events such as protests to help resolve and de-escalate conflict.

Request information about 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 as well as 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 and gain active bystander competencies and discuss plans for acting in the moment of need.

- Request information about 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
- Guide to the 5Ds of bystander intervention
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 dis-engage, 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 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**
- **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.

**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](#).

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? “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.