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 VIRGINIA**

**Climate Disobedience Center (CDC)**
The Climate Disobedience Center is a collective of climate justice organizers that runs Nonviolent Direct Action (NVDA), de-escalation, and know-your-rights trainings for community groups. The collective works to support people on the frontlines of social and environmental justice struggles, often by training activists in community safety skills. The CDC can offer trainings in de-escalation, nonviolent direct action, legal observing, know-your-rights, abolitionist police liaisoning, jail support, and other safety skills. CDC’s de-escalation trainers emphasize the importance of consent and solidarity with those most targeted by injustice. Training participants discuss tools for tracking the energy in a group and intervening in a conflict as well as practice personal emotional regulation before rehearsing role-plays of real life scenarios. Recently, the CDC has been working to provide these trainings to groups protecting queer pride and drag events, engaging land defense, preventing election violence, and confronting white supremacist counter-protestors.

- **Statewide**
- **Virtual offerings**

Contact [info@climatedisobedience.org](mailto:info@climatedisobedience.org) for customized trainings
Defend Yourself
Defend Yourself empowers people, especially those targeted for gender-based violence, to protect themselves and create a world where they can be fully themselves. They focus on ensuring people have options and ways they can stand up for themselves and others, including using physical and verbal skills. Defend Yourself offers active bystander, empowerment self-defense, and de-escalation training. All trainings are customizable to the needs of the group.

- Washington metropolitan area
- Virtual offerings

Contact classes@defendyourself.org or request information for customized trainings

Upcoming trainings
Kaylin Tingle, MSW

Kaylin Tingle has over a decade of experience offering trainings to a variety of audiences on topics such as bystander intervention and healthy relationships. They work with clients to identify group needs to incorporate into customized and interactive programs.

- Richmond & surrounding areas
- Contact kaylingingle@gmail.com for customized trainings
- Virtual offerings

Warrior Mediator

Kim Kristensen is a certified mediator, life coach, and mental health coach. He has a background in conflict management trainings, including de-escalation. Specifically, he offers a training for using brain and body-based research to explore how to deal with emotionally-upset people. Kristensen also tailors trainings to create programs that are practical, interactive, and designed to meet clients' needs.

- Roanoke & surrounding areas
- Contact warriormediator@gmail.com for customized trainings
- Virtual offerings
- Upcoming trainings
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

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. 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

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 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
- Upcoming trainings
- Virtual offerings

or Vision Change Win 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.
- **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 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.

**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.