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 WASHINGTON**

**The Dispute Resolution Center of Thurston County**
The Dispute Resolution Center of Thurston County (DRC) offers conflict resolution services and trainings. The DRC offers regular trainings in mediation, facilitation, and conflict resolution including custom trainings for organizations and public agencies. A frequently offered custom training includes verbal de-escalation that emphasizes non-violent communication, interest-based negotiation, and collaborative problem solving. In-person and virtual training options are offered.

📍 Thurston County

✉️ Contact Charlotte Aldrich (caldrich@mediatethurston.org) for customized trainings

💻 Virtual Offerings

**The Dispute Resolution Center, Volunteers of America Western Washington**
The Dispute Resolution Center (DRC) offers a variety of trainings focused on resolving conflict. DRC offers training in de-escalation, basic mediation, and trauma awareness and resilience.

📍 Skagit, Snohomish, and Island Counties

✉️ Contact Tiffany Littlefield (tlittlefield@voaww.org) for customized trainings

💻 Virtual Offerings
# 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**
- **Upcoming 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**
- **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, effective action, with the purpose of building 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**
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.
- 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 dis-engage, 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 and 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
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.

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.
WHAT CAN CONFLICT DE-ESCALATION LOOK LIKE?

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.