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 Wisconsin

### Katie Coldwell
Katie Coldwell is a Milwaukee-based peacebuilding practitioner best known for her work in restorative practices. She offers an array of trainings modified based on the needs of the client. Coldwell has strong cross-cultural competencies and a background in anti-racist pedagogy, conflict resolution, and conflict management.

- **Milwaukee & surrounding areas**
- **Virtual offerings**
- **Contact** [katherine.coldwell@gmail.com](mailto:katherine.coldwell@gmail.com) for customized trainings

### Zeidler Group
The Zeidler Group consists of trained diverse facilitators in the Greater Milwaukee area and beyond to facilitate small and large group processes. They all value the power of listening circles, and believe in the actions of facilitated dialogue – building trust, humanization, deep listening, and speaking from the heart.

- **Milwaukee & surrounding areas**
- **Virtual offerings**
- **Contact** [office@zeidlergroup.org](mailto:office@zeidlergroup.org) for customized trainings
- **Upcoming trainings**

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*Bridging Divides Initiative (BDI) is a non-partisan research initiative that tracks and mitigates political violence in the United States. BDI supports efforts to grow and build local community resilience through elections and other periods of heightened risk, laying a foundation for longer-term work to bridge the divides we face as a nation. Learn more at bridgingdivides.princeton.edu.*
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.

- 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 and filled with humanity.

- Request information about customized trainings
- Virtual offerings
- Upcoming de-escalation trainings
- Guide to the 5Ds of bystander intervention
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](bridgingdivides.princeton.edu/community-resources/de-escalation-resources)
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.