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.

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 including at public events such 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

The 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.
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
- Upcoming bystander intervention trainings
- Guide to the 5Ds of bystander intervention

Defend Yourself
Defend Yourself empowers people, especially those targeted for gender-based violence, to protect themselves and create a world where they can be themselves. They focus on ensuring people have options and ways in which they can stand up for themselves and others, including using physical and verbal skills. Defend Yourself offers active bystander training, empowerment self-defense, and de-escalation training. All trainings are customizable to the needs of the group.

- Contact classes@defendyourself.org or Defend Yourself 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.
- **De-Escalation Series and the Power of Hello resource** — provides information for critical infrastructure staff to identify potentially escalating situations, safely disengage, 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 local 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**
American Friends Service Committee (AFSC)

AFSC offers nonviolence trainings, including de-escalation, bystander, and non-violent direct action upon request. The training focuses on the range of de-escalation skills from verbal de-escalation to active shooter responses. The trainings utilize role-playing which help the participants get a feel for what problems may arise in a real interaction. AFSC works to challenge injustices, overcome conflict, and build conditions for lasting peace.

Statewide      Contact tfranzen@afsc.org to learn more

Virtual

Beautiful Trouble

Beautiful Trouble is a global network of activists, artists, and trainers helping grassroots movements become more creative and effective. They offer a free online Toolbox (in eight languages), books, strategy card deck, and resources for trainers. Beautiful Trouble offers trainings that include de-escalation and assertive intervention workshops that help ensure tactical safety for people involved in activism or protests. The network developed these trainings to match client's needs, while also being based on experiential exercises and Popular Education principles. Beautiful Trouble offers trainings and resources in multiple languages and has the capacity to work with simultaneous interpretation.

Contact team@beautifultrouble.org, chelsea@beautifultrouble.org, or Beautiful Trouble for customized trainings

Virtual offerings
**BlackOUT Collective**

The BlackOUT Collective offers de-escalation and direct-action trainings, among others. They focus on training and supporting Black-led organizations. The BlackOUT collective helps organizations build capacity to ensure they have effective direct action skills and are able to integrate them into their campaign and advocacy work. They provide direct action training, on the ground support, and spaces for communities to engage in experimentation and collective learning.

Contact [info@blackoutcollective.org](mailto:info@blackoutcollective.org) or the [website](http://www.blackoutcollective.org) for customized trainings

Virtual offerings

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**C3 De-Escalation**

C3 De-escalation is an innovative, easily-learned technique designed for civic leaders, school staff, and mental health professionals. Developed by author Andra Medea, C3 is based on research from Dr. Amy Arnsten at Yale University. With over 6,000 people trained, C3 De-escalation is practical and user-friendly. C3 trainings are either three or six hours long, available virtually or in-person. You will learn real-world de-escalation skills you will use the next day.

Contact Andra Medea ([info@c3d.co](mailto:info@c3d.co)) for customized trainings

Virtual offerings
**Community Peacemaker Teams (CPT)**

Community Peacemaker Teams (CPT) offers de-escalation and nonviolent protest training. They infuse the core belief of uprooting oppression in all their trainings. These trainings use role-playing scenarios to help participants know how to center and use their voice, among other techniques to respond to tensions and physical violence. CPT has worked for 35+ years across the globe and brings their expertise from various countries to the US.

- Statewide and nationally
- Contact Julie Brown (outreach@cpt.org) for customized trainings
- Virtual offerings
- Training information

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**Crisis Prevention Institute Inc. (CPI)**

Crisis Prevention Institute Inc. provides crisis prevention and de-escalation training to organizations whose staff may encounter distressed, disruptive, and aggressive behavior. Core to CPI’s training is helping professionals to identify, prevent, and de-escalate crises in the workplace. In addition to their standard offerings, CPI will partner with organizations to create custom solutions designed to meet the unique needs of an organization.

- Contact the team at CPI (info@crisisprevention.com) to learn about customized trainings
- Virtual offerings
- Upcoming trainings
Daryl Fort

Daryl Fort is a leadership and organizational development consultant, a gender violence prevention activist, speaker, and educator. Fort works with community-based groups, non-profit organizations, public sector institutions, and private sector groups around the world to help them develop healthy communities and organizational culture. He spent 14 years as a political and public policy advisor to a former U.S. Congressman and Governor of Maine. Since leaving the government, Daryl has consulted with many organizations, offering active bystander trainings and working to prevent political violence during demonstrations.

Contact darylfort@gmail.com for customized trainings

Doug Noll

Douglas E. Noll, JD, MA teaches de-escalation tools based on neuroscience. Noll has 22 years of experience in business, as a commercial trial lawyer, peacemaker, mediator, author, and trainer. From these experiences, he gained the skills necessary to train de-escalation in a variety of scenarios. Noll is a cofounder of the Prison of Peace project, which trains incarcerated individuals to be mediators to stop prison violence.

Contact doug@dougnoll.com for customized trainings

Upcoming trainings

Virtual offerings
Duane de Four
Duane de Four is a scholar, educator, and activist located in the Boston area. He serves as the Interim Executive Director at the Boston Area Rape Crisis Center (BARCC), the oldest and largest rape crisis center of its kind in New England. De Four has over 25 years of experience in active bystander training. His focus is on preventing gender-based violence, but he teaches bystander skills in a variety of disciplines. De Four has given trainings to the military unites, sports teams, and school groups.

Contact info@duanedefour.com for customized trainings

Virtual offerings

Faith Matters Network
Faith Matters Network offers active-bystander training by request. Their bystander training uses the 4 D method (direct, distract, delay, and delegate). They use current events and examples to help navigate potential actions. Their active-bystander training is also a component of their Movement Chaplaincy program, which is a 12-week virtual holistic training focused on modern healing and justice practices geared for clergy, activists, and community leaders. Faith Matters Network is a social justice organization grounded in womanist wisdom and spiritual leaders.

Contact Danie Buhuro (danielle@faithmattersnetwork.org) for customized trainings

Training Information

Virtual offerings
Health Resources in Action

Health Resources in Action teaches de-escalation and conflict management skills to coalitions and communities through the Community Health Training Institute. They work on strategies on how to deal with conflict in emotional situations through active listening, verbal and non-verbal communication, and introducing real-life scenarios. Their staff have specialties in behavioral health, substance use, community work, and racial equity. Health Resources in Action is a non-profit consulting organization serving government, non-profits, philanthropy, and communities.

Statewide and national  
Contact Tonayo Crow (tcrow@hria.org) for customized trainings

Virtual offerings  
Upcoming trainings
Institute for Sports and Social Justice

The Institute for Sport and Social Justice uses the power of sport to affect positive social change by educating and inspiring values-based thinking. The institute offers individuals, teams, and athletic organizations the opportunity to explore and train on a continuum of programs, including all aspects of diversity, equity, inclusion, and belonging. Additionally, they teach how to eradicate gender-based violence and how to improve critical decision-making skills. Practitioners ground trainings in a foundation of leadership skills and the bystander approach. The institute trainers work with small groups in order to engage learners and have them actively participate in scenarios.

Contact sbonahoom@sportandsocialjustice.org for customized trainings

Virtual offerings

Lancaster Leadership

The Lancaster Leadership team of coaches, trainers, and business strategists is based in Flagstaff, Arizona and works with organizations ranging from 20 to 20,000 employees. Their clients include government agencies, nonprofits, and for-profit businesses, and they focus on teaching de-escalation, bystander training, negotiation, and a number of other topics that influence workplace culture. They first meet with their clients to do a needs-assessment and determine the proper course of action, which may focus on skills like proper communication and/or dealing with defensiveness. All of their programs, ranging from workshops to leadership academies, include scenario-based training.

Contact office@LancasterLeadership.com for customized trainings

Virtual offerings
League of Women Voters (LWV)
For more than a century, they’ve worked to empower voters and defend democracy. The League hosts active bystander and de-escalation trainings based on the nonviolent principles of Dr. Martin Luther King Jr. and Mahatma Gandhi. Their expertise includes teaching these topics with a DEI lens, emphasizing voter protection rights, and using these skills in election scenarios. They offer their training in Spanish and English, but also offer simultaneous translation for other languages.

Contact organizing@lwv.org for trainings

Meta Peace Team (MPT)
MPT puts the tools of violence de-escalation into the hands of ordinary people, creating a safer and more just world. They educate the public on the efficacy of nonviolence, provide training in both violence de-escalation skills and bystander intervention, and recruit/train peace teams domestically (i.e., locally and within the United States) and internationally. They also coordinate with other peace and justice groups and organizations. MPT's vision is of a just world grounded in nonviolence and respect for the sacred interconnectedness of all life.

Request information about customized trainings

Virtual offerings

Upcoming trainings
NATIONWIDE OR VIRTUAL TRAININGS & RESOURCES

National Conflict Resolution Center (NCRC)
The National Conflict Resolution Center is built on the principle that every dispute has a resolution. As such, the NCRC serves a variety of public and private sector communities. NCRC provides the resources and training to help people, organizations, and communities manage and solve conflicts with the highest possible degree of civility and equitability to all parties involved. In recent years, NCRC workshops have focused on inclusive communication, effective bystander intervention, and a comprehensive certificate program for workplace leaders.

Contact Ashley Virtue (avirtue@ncrconline.com) or Daniel Orth (dorth@ncrconline.com) for customized trainings.

Upcoming trainings

Virtual offerings

NeuroMediation Group LLC
The Neuro Mediation Group, led by Carol Barkes, provides de-escalation training along with other tools to solve and prevent conflict. She is a certified professional mediator and is an expert in neuro mediation, which uses neuroscience combined with traditional mediation techniques. When working on de-escalation, she focuses on psychological cues and how to talk to someone when they are in a heightened state. Carol has worked with police departments, government agencies, bartenders, local libraries, and school districts. Having been a firefighter herself, she is comfortable working with public servants and the security sector.

Contact Carol@CarolBarkes.com for customized trainings.

Statewide
Virtual offerings
Peace Learning Center (PLC)

Peace Learning Center was founded to reduce violence and increase kindness in the local community. It grew from a community educational institution that promoted peace-building and conflict resolution to a program that is replicated in eight US cities and five countries. They work directly with schools, community nonprofits, businesses, juvenile correctional facilities, and faith groups to facilitate peace education sessions. At PLC, they believe everyone can be a peacemaker. Each of their sessions is designed to teach safe and simple ways to manage anger, solve problems, and develop an appreciation for differing perspectives.

Contact
jhoran@peacelearningcenter.org
for customized trainings

Virtual offerings

Pollack Peacebuilding Systems (PPS)

Pollack Peacebuilding Systems' mission is to make the world a better place by improving relationships, creating happier living/work environments, and bringing peace between individuals. PPS customizes de-escalation skill building workshops for each client, whether in a community or company. These interactive workshops utilize real-life examples and include hands-on practice to boost a team's confidence in their new skillset. PPS has experience with teaching de-escalation skills to public-facing government workers.

Contact
Support@pollackpeacebuilding.com
or the Pollack Peacebuilding team
for customized trainings

Virtual offerings
Resetting the Table
Resetting the Table (RTT) equips leaders and communities with tools and skills to transform toxic polarization in American life. Drawing on decades of combined experience and expertise in Israeli-Palestinian peacebuilding, mediation, and conflict transformation, RTT builds the capacity of societal norm-shapers -- from influential clergy to philanthropists to Hollywood showrunners and TV writers – to build courageous and constructive communication and collaboration across societal fault-lines. RTT has developed a large and growing toolkit of programs that range in scope and scale, from a nine-month intensive program to train community leaders in RTT's signature facilitation methodology to Deliberation Forums that allow community members to provide input into contentious decision-making.

Contact info@resettingthetable.org  
for customized trainings

Virtual offerings

Ruckus Society
The Ruckus Society offers de-escalation and direct-action trainings, among others. Born out of the environmental movement, the organization has grown in many ways, but continues to equip frontline communities with the direct action training and resources they need, including both tactical and strategic tools. The Ruckus Society is a multi-racial network of trainers dedicated to providing the necessary tools, preparation, and support to build direct action capacity for ecological justice and social change movements.

Contact ruckus@ruckus.org or the website for customized trainings

Virtual offerings
Safe Bars
Safe Bars helps bars, restaurants, breweries, and other alcohol-serving spaces create safe and welcoming cultures for patrons, and safe and respectful workplaces for staff. Safe Bars offers de-escalation, active bystander, empowerment self-defense, and tailored trainings. They also train people all over the country — and the world — to start local Safe Bars programs where they live.

✉ Contact info@safebars.org or Safe Bars for customized trainings

Virtual offerings

Soteria Solutions
Soteria Solutions works with their clients to achieve sustainable change by creating and maintaining safe and respectful learning, working, and living environments free from incivility, harassment, violence, and discrimination. Soteria offers a variety of services such as bystander intervention training to clients in high schools, higher education, federal/state agencies, and businesses. Soteria's bystander training was originally created to tackle sexual harassment on college campuses, but can be modified to address general harassment. Bringing in the Bystander is one of the few programs of its kind that has been scientifically evaluated and found to be effective.

✉ Contact info@soteriasolutions.org for customized trainings

Upcoming trainings

Virtual offerings
Shaphan Roberts

Shaphan is Director of Online Programs for the Caruso School of Law and an Adjunct Professor at Pepperdine University. Roberts manages the coordination of all programmatic aspects of the Dispute Resolution Program, including community mediation, the Community Police Unification (CPU) Program, and growth of the program in line with the goals of the City Attorney's Community Justice Initiative. Roberts has over ten years of experience teaching dispute resolution, de-escalation, and mediation. He has trained judges, diplomats, educators, law enforcement, and business professionals.

Contact shaphan.roberts@pepperdine.edu for customized trainings

Step UP!

Step UP! is an award-winning training center that offers a general bystander intervention training focused on being proactive and helping others in problematic situations. The organization uses the 5 Decision Making Steps, the 5 Ds and the S.E.E.K. Model (Safe; Early; Effective; Kind). Step UP! teaches people about the barriers to helping people. Additionally, Step UP! teaches strategies, skills, and determinants of prosocial behavior, which makes people more likely to help in the future. They offer trainings that focus on topics including, but not limited to, discrimination, mental health, substance abuse, and Title IX issues (sexual assault/interpersonal violence/harassment). Trainings are interactive, engaging, and can be applied to any demographic.

Contact bell@email.arizona.edu for customized trainings

Upcoming trainings

Virtual offerings
UPstander International (UI)

Dr. Omékongo Dibinga runs Upstander International and has made it his life mission to help people stand up against injustice. Working across the globe, with former child soldiers and helping prevent human trafficking, he helps find common ground in uncommon times using upstander training. These upstander trainings help people figure out what to say when they are faced with an issue, how to intervene, and how to speak up. UI also provides leadership and diversity presentations and training to corporations, non-profit organizations, educational institutions, and government groups.

Email Request information about customized trainings

Virtual offerings

University of Delaware

University of Delaware’s Office of Institutional Equity and Division of Professional and Continuing Studies offers customized training in bystander intervention and Diversity, Equity, Inclusion, and Belonging to organizations. They enable participants to have more courageous dialogue, discuss difficult issues around bias, and facilitate belonging. The University of Delaware is able to create these trainings by tapping into the expertise of faculty and staff across the university.

Contact Laura Valadakis (lval@udel.edu) for trainings

Virtual offerings
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
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, strategize, and apply 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.
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.

**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?” or “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.