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.

Asian American Federation (AAF)
AAF serves the Asian American and immigrant community in New York City. They advocate for better policies, services, and funding that lead to more justice and opportunity for Asian immigrants. AAF launched the Hope Against Hate Campaign in response to the rise in anti-Asian incidents after Covid-19 outbreaks. The campaign works to establish safety ambassadors, offer support services for victims of hate incidents, and provide safety training.

NYC & surrounding areas

Virtual offerings

Contact info@aa federation.org for customized trainings
Caldera Associates

Mourning Fox has over 25 years of training experience, providing de-escalation workshops to a cross-sector audience including government offices and officials, health departments and hospitals, social service agencies, community action organizations, and law enforcement through his company Caldera Associates. The trainings discuss various techniques for de-escalation including active listening skills, understanding risks of violence, and creating a common language to discuss de-escalation. The trainings include dynamic lectures and role-playing. Fox is the former Deputy Commissioner of the Department of Mental Health and is currently the Director of Mental Health Programs for the Department of Public Safety.

- Statewide, upstate New York, and New England
- Virtual offerings

Contact calderaassociatesllc@gmail.com for customized trainings

Center for Anti-Violence Education (CAE)

CAE works to prevent, disrupt, and heal from hate and violence. They do this through educational programs that center the experiences of people who are most marginalized. The Center provides after school programs for teens, free monthly community access workshops for adults, and customized workshops for workplaces, schools, community organizations, and large companies. Their upstander training helps participants walk away with a greater understanding of how to center humanity across identity groups and operationalize skills like de-escalation, active bystander interventions, and calling in/calling out strategies. They also teach self-defense classes that teach skills including, assertiveness, de-escalation, situational awareness and self-care practices for healing from violence.

- NYC & surrounding areas
- Virtual offerings

Request information about customized trainings

Upcoming trainings
Justin Hendrix

Justin Hendrix is a writer, researcher, and lecturer working on issues at the intersection of tech, media, and democracy. For over six years he has taught de-escalation and marshaling skills for democracy coalitions across NYC. His volunteer work focuses on training demonstrators, particularly on how to deal with civil disobedience, law enforcement, and what to do when encountering counter-protests.

Center for Dispute Settlement

The Center for Dispute Settlement is a mediation center that tailors conflict resolution and de-escalation trainings to the needs of the client. The center emphasizes restorative practices and has experience working with schools, businesses, non-profits, and government agencies. Along with their conflict skills workshop they also offer Diversity, Equity, Inclusion, & Belonging and anti-bias trainings.

Greater Rochester and the Finger Lakes region

Request information about customized trainings or contact Ronalyn Pollack (rpollack@cdsadr.org)

Virtual offerings

Upcoming trainings

Justin Hendrix

NYC & surrounding areas

Contact justinhendrix@gmail.com to request information

Virtual offerings
Pathways to Peace
Pathways to Peace provides support and nonviolent alternatives for youth who have resorted to violence, focusing on ages 12-35. The street-level team is available to help safeguard the lives of these youth, and are trained to defuse potentially violent situations to help them get on track to a better life. Pathways to Peace staff operate directly in city neighborhoods to make a personal, visible connection with youth. Additionally, they offer trainings with de-escalation components.

Rochester & surrounding areas

Contact Victor.Saunders@cityofrochester.gov or 585-428-safe for customized trainings

Prepare Inc
Prepare is an educational services company that offers comprehensive violence prevention programs and evidence-based programs for personal safety, communication skills, self-defense, de-escalation, and allyship skills. These trainings are an important part of a larger movement to create social change, prevent abuse, and support healing. They are committed to a broad vision of societal response to violence. Prepare is part of Impact Violence Prevention, an affiliation of organizations that provides IMPACT curriculum. Each IMPACT chapter has its own organizational structure and programmatic focus.

NYC & statewide in NY/NJ

Virtual offerings

Contact info@prepareinc.com for customized trainings

Upcoming trainings
NYC Commission On Human Rights
The Commission's Community Relations bureau offers a variety of trainings, including bystander intervention. The bystander intervention training is offered in English, Chinese, Urdu, Arabic, and Spanish and equips participants with verbal and behavioral de-escalation strategies to nonviolently intervene to disrupt incidents of bias or hate. The Commission offers trainings by request. The Commission's duties include enforcing NYC Human Rights Law, educating the public, and encouraging positive community relations.

NYC
Contact trainings@cchr.nyc.gov for customized trainings

Virtual offerings

Upcoming trainings

New York Peace Institute (NYPI)
NYPI empowers people to build stronger communities while navigating constructive paths forward in their conflicts. NYPI provides conflict resolution services—mediation, de-escalation, conflict coaching, community conferencing, and various other restorative processes—to thousands of New Yorkers each year. Additionally, they teach vital conflict resolution skills to communities and organizations while advancing the field by training and certifying professional mediators.

Brooklyn, Manhattan, & surrounding areas
Contact info@nypeace.org or request information 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 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 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
- 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, 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 or Vision Change Win for customized trainings
- Upcoming 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.
- **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 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**

*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, 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](mailto: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.