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**

**Cure: PNW**
Cure: PNW offers active-bystander, de-escalation trainings, and a number of others that aim to reduce conflict, hate, and violence in Portland and surrounding areas. These trainings help diffuse escalatory moments both on and offline as well as teach listening skills, safety protocols, and the CLARA method of de-escalation. The trainings work to mitigate extremism and radicalization in response to the protests and counter-protests that rose dramatically in the Pacific Northwest in 2020.

📍 The corridor between Portland, Oregon and Olympia, Washington

✉️ Contact curepdx@cvg.org or Cure: PNW for customized trainings

💻 Virtual offerings

📅 Upcoming Trainings
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 Leah Rietema (lrietema@mediatethurston.org) for customized trainings

Virtual offerings

Upcoming trainings

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

Upcoming trainings
Peace-Full Solutions RE, Inc (PFS)

PFS views conflict as a pivotal opportunity to create beneficial change and strengthen relationships. Their training materials can be used to proactively identify the systematic structure of a conflict, rationally observe, and strategically address it. PFS provides de-escalation, conflict transformation, and conflict management.

- Statewide in Idaho, Montana, and Washington
- Virtual offerings

Request information or contact terrywpetty@gmail.com

Wenatchee Valley Dispute Resolution Center

The Wenatchee Valley Dispute Resolution Center offers regular de-escalation and mediation trainings as well as an educational series called Curious Conversations. This workshop is hosted by local libraries and often includes a de-escalation component along with other conflict resolution and communication skills. Standard de-escalation trainings are four hours and explore how to de-escalate oneself and others. The trainings can be customized to a variety of settings. The Dispute Resolution Center also offers active-listening training, which is a useful supplement to de-escalation workshops.

- Chelan and Douglas County as well as statewide
- Virtual offerings

Request information or contact info@wvdrc.org

Training information
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 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
NATIONWIDE OR VIRTUAL TRAININGS & RESOURCES

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

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.org or Vision Change Win for customized trainings
- Upcoming trainings
- Virtual offerings
**Nationalwide 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 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 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**

For a full list of nationwide trainings visit, [bridgingdivides.princeton.edu/community-resources/de-escalation-resources](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 personal roles 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.
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? “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.