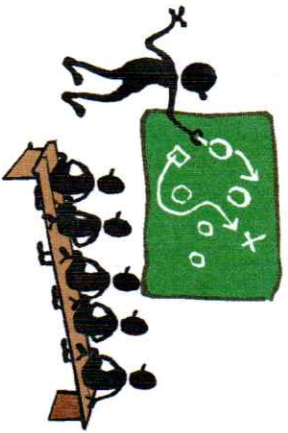




and/or



De-Escalation Volunteer Training



WELCOME!

All volunteers will support 3 simple goals:

1. Facilitate a peaceful, safe, and legal event
2. Act as a communications liaison between organizers and marchers.
3. Guide marchers and help with orderly dispersal after the rally.

How can a Volunteer accomplish these goals?

- Engage with the crowd. Be friendly and help keep people calm and engaged.
- Observe your surroundings and think about "what if" situations. Calmly address anything that may be unsafe. Remember that others will look to you for a sense of calm and order.
- Communications always go up the chain - report concerns to your Team Leader. Be careful not to spread rumors.

Volunteers will serve in a variety of jobs

- Facilitate the movements along the march route; serve as a buffer between demonstrators and hecklers, bystanders, and police; and help ensure the health and safety of demonstrators.
- Help greet and orient demonstrators, especially those who are visitors to your city, serve as information conduits between organizers and demonstrators; and facilitate services such as signage and water.

De-escalation Notes

Remember the 3D's...

1. **DISCIPLINE** - stay calm, polite, & communicate to leader.
2. **DISENGAGEMENT** - do not talk to, stare at, nor approach agitator
3. **DISTANCE** - if situation becomes heated, encourage victim & others to move away from area



<<-- T A C O S

Do NOT....

- . Threaten the aggressor
- . Argue
- . Challenge
- . Order or command
- . Show disrespect

De-Escalation Practice 1 and 2

SCENARIO 1

Activist Being

You see an political sign and is being harassed by someone who does not agree with the sign..

Harassed for Sign at a Demonstration

activist who is standing by himself with a

- * Approach the target, start talking and ignore attacker
- * Create a barrier between the attacker and the target

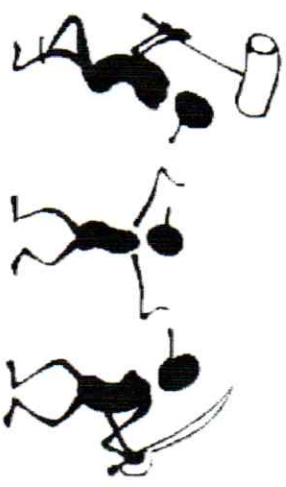
SCENARIO 2

Demonstrators Harassing Counter-Demonstrators

You see demonstrators engaging in a shouting match with counter demonstrators..

- * Contact leadership about situation
- * Approach the demonstrators and encourage them to move on.
- Create a barrier between the groups.

If you can offer a person options and flexibility, you may be able to avoid unnecessary altercations.



De-Escalation Practice 3 - 4 - 5

SCENARIO 3

Women

- * Surround them, facing towards the women
- * Approach them if they are isolated, start talking and ignore attacker

SCENARIO 4

Activist in Wheelchair or with Neurological Disorder Who is

Mocked

- * Surround them, facing towards the activists
- * Approach them if they are isolated, start talking and ignore attacker.

SCENARIO 5

Person harassing a woman with a hijab

- * Approach the target (ask if you can join target) and ignore the attacker
- * Ask target if they would like to go somewhere else

Activists Harassed by Opposition

facing towards the women

if they are isolated, start talking and ignore

attacker



A person who's upset may not be able to focus on everything you say. Be clear, speak simply, and offer the positive choice first.

De-Escalation Practice 6 - 7 - 8

SCENARIO 6

Woman at Bar (or Social Situation) Being Pressured or Maneuvered for Sex

- * Ask woman if you can join her, ignore the attacker
- * See if there are other women around and if we can join them.

SCENARIO 7

Lesbian Couple with Kids Yelled at for being "Unfit Parents"

- * Approach family and complement them for something, or empathize about difficulties in raising kids.
- * Introduce yourself to parents and children

SCENARIO 8

Attack on the street (from a pedestrian or a moving car)

A couple of people are yelling at an African American person, slowing down to stalk them, throwing objects at them.

- * Approach target and offer to walk with them - if in a group, create a human barrier between attacker and targeted person



Try saying something like "That must be scary." Supportive words like these will let the person know that you understand what's happening and you may get a positive response.

De-Escalation Practice 9 and 10

SCENARIO 9

A Person Is

Becoming Highly Agitated

Watch body language

- * Finger pointing may seem accusing or threatening
- * Shoulder shrugging may seem uncaring or unknowing
- * Rapid walking may seem challenging
- * Jaw set with clenched teeth shows you are not open-minded to listening to his/her side of the story

SCENARIO 10

A Person Is Having Difficulty Calming Down

Use words/phrases that de-escalate:

- * Let's try.... " "Maybe, we can" "What if....."
- "I feel,....." "It seems like," "I think,"
- "Sometimes people can" "Perhaps we"
- "I wonder if....."



Keeping your tone and body language neutral will go a long way toward defusing the situation.

De-Escalation Principles

We recognize we are dealing with an unfamiliar situation with people we don't know.

- This means that direct confrontation of an attacker by us is **not** the best way to respond.

We want to show moral courage:

- by acting from a centered place despite our fears
- by choosing principles over emotion (anxiety, anger, self-righteousness)

We want to engage in de-escalation:

- by limiting the ability of a situation to become more intense
- by reducing the drama in the situation

We want to shift the attention in the situation:

- by interacting as much as we can only with the targeted person
- by ignoring the attacker (freeze them out, even if they escalate verbally)
- by creating a safer space for the targeted person
- by bringing in other people for additional support and varied responses

We want to reach out to the targeted person:

- by being present as an ally
- by not taking away the ability of the targeted person to respond
- by asking if they want our help
- by asking before we touch them
- by asking how we can best help them
- by offering possible solutions (that the targeted person may reject)
- by offering emotional support and empathy (befriending/connect)