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DE-ESCALATION LIST OF SOURCES

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Peace Through Action® USA consulted the works of others when developing the content of its materials on de-escalation including our [practical peace solutions lessons](#), [essential peace skills trainings](#), and [do something about violence](#) and [choose peace practices](#) information webpages.

We encourage others to use these sources of expertise and insight for your future learning and action on de-escalation.

Peace Through Action Sources

[Do Something About Violence](#) webpages on anger, bullying, harassment, prejudice and discrimination, toxic polarization, violence at work, and violence in neighborhoods (peacethroughaction.org/dosomethingseries).

[Choose Peace Practices](#) webpages on constructive conflict resolution, de-escalation, mind-body medicine, and nonviolent communication (peacethroughaction.org/chooseseries).

Practical Sources

Caldwell, M. (2017, January 30). How to listen with compassion in the classroom. Greater Good Science Center.

https://greatergood.berkeley.edu/article/item/how_to_listen_with_compassion_in_the_classroom

Pollack Peacebuilding Systems. (n.d.). 7 de-escalation skills essential for defusing conflict. Retrieved April 26, 2025, from <https://pollackpeacebuilding.com/blog/de-escalation-skills/>

University of Colorado Boulder. (2025, April 9). Understanding strategies and resources to de-escalate conflict, request support. CU Boulder Today.

Videos

Conte, C. *How to de-escalate someone* (n.d.) [Video]. YouTube.

<https://www.youtube.com/watch?v=4qsfbCatgX8>

My Right Response. *De-escalate Anyone, Anywhere, Anytime: Unplug the Power Struggle Principle-Based De-escalation* (n.d.) [Video]. YouTube.

<https://www.youtube.com/watch?v=hrqfxEkEino>

University of Arizona, College of Social & Behavioral Sciences. *Conflict De-escalation Tactics* (n.d.)[Video]. YouTube. <https://www.youtube.com/watch?v=3MEmYkyEhzQ>

Subject Expert Organizations

Crisis Prevention Institute. (n.d.). *Create a safer workplace with de-escalation training*. <https://institute.crisisprevention.com/LP7-CPI-Branded.html>

Program on Negotiation. (n.d.). *Conflict resolution*. Harvard Law School. <https://www.pon.harvard.edu/tag/conflict-resolution/>

Right To Be. (n.d.). *Our guide to conflict de-escalation*. <https://righttobe.org/guides/our-guide-to-conflict-de-escalation/>

Governments

Substance Abuse and Mental Health Services Administration. (2023). *Best practices for successful reentry from criminal justice settings for people living with mental health conditions and/or substance use disorders* (Publication No. PEP23-06-05-005). U.S. Department of Health and Human Services.

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Substance Abuse and Mental Health Services Administration. (2014). *Trauma-informed care in behavioral health services* (Treatment Improvement Protocol Series 57; HHS Publication No. SMA14-4816). U.S. Department of Health and Human Services. <https://library.samhsa.gov/product/tip-57-trauma-informed-care-behavioral-health-services/sma14-4816>

Suleski, J. (2023, February 9). *Crisis services: Prevention, intervention, and de-escalation* [Presentation slides]. Wisconsin Department of Health Services. <https://www.dhs.wisconsin.gov/wppnt/prevention-intervention-deescalation-feb-9-2023.pdf>

Books

Center for Nonviolent Communication. (2015). *Nonviolent Communication: A Language of Life* (3rd ed.). Puddle Dancer Press.

Noll, Douglas. (2017). *De-escalate: How to calm an angry person in 90 seconds or less*. Touchstone.

Patterson, K., Grenny, J., McMillan, R., & Switzler, A. (2012). *Crucial conversations: Tools for talking when stakes are high* (2nd ed.). McGraw-Hill Education.

Stone, D., Patton, B., & Heen, S. (2010). *Difficult conversations: How to discuss what matters most* (2nd ed.). Penguin Books.

Winslade, J., & Monk, G. (2000). *Narrative mediation: A new approach to conflict resolution*. Jossey-Bass.

Academia

Gillen PA, Sinclair M, Kernohan WG, Begley CM, Luyben AG. Interventions for prevention of bullying in the workplace. *Cochrane Database Syst Rev*. 2017 Jan 30;1(1):CD009778. doi: 10.1002/14651858.CD009778.pub2. PMID: 28134445; PMCID: PMC6464940.

Rosenman ED, Vrablik MC, Charlton PW, Chipman AK, Fernandez R. Promoting Workplace Safety: Teaching Conflict Management and De-Escalation Skills in Graduate Medical Education. *J Grad Med Educ*. 2017 Oct;9(5):562-566. doi: 10.4300/JGME-D-17-00006.1. PMID: 29075371; PMCID: PMC5646909.