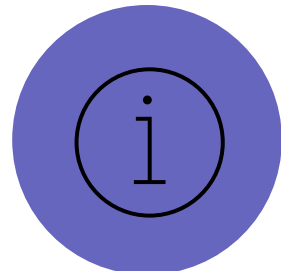


Safety and Sociability



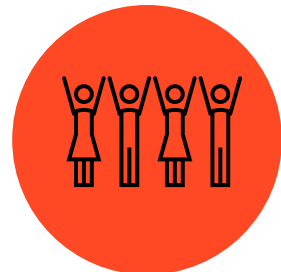
Practice Mutual Respect

Show kindness. Listen to each other.



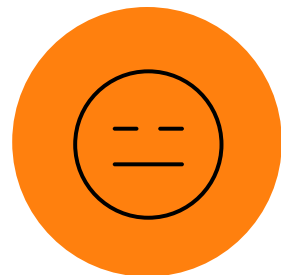
Share for Yourself

Use “I” statements when sharing.



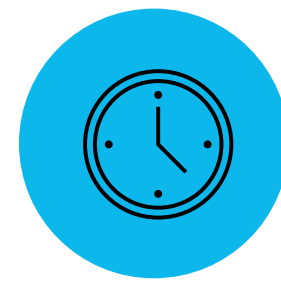
Include Everyone

Take turns when sharing. Encourage, but don't pressure, others to share.



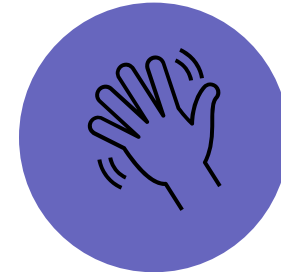
Assume Confidentiality

What's shared stays. What's learned leaves.



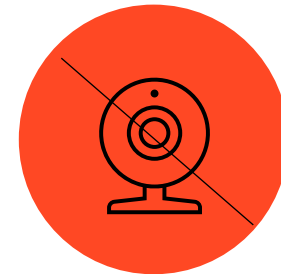
Start on Time | End on Time

This session will begin and end on time.



Say Hi!

Introduce yourself in the chat.



Or Don't Say Hi

If you wish to stay anonymous, change your participant name, mute mic, keep video off.



We're Recording

We are audio and video recording.



Engage!

Type questions and comments in chat. Or raise your hand to signal you want to share.



Improve Your View

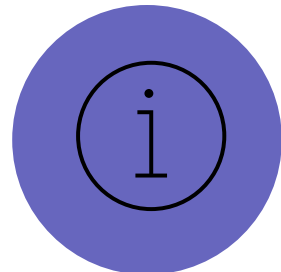
Use Speakers view or Gallery view.

Safety and Sociability



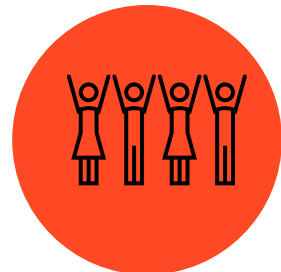
Practice Mutual Respect

Show kindness. Listen to each other.



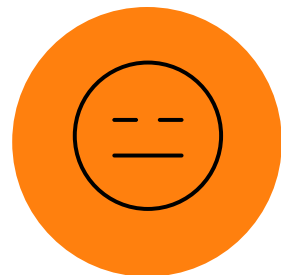
Share for Yourself

Use “I” statements when sharing.



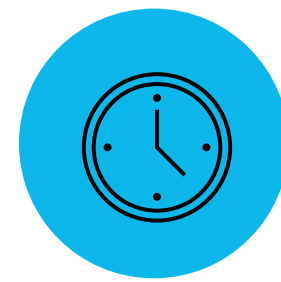
Include Everyone

Take turns when sharing. Encourage, but don't pressure, others to share.



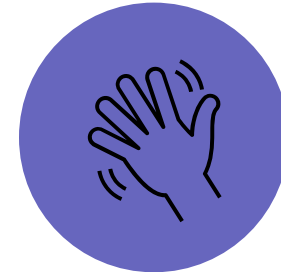
Assume Confidentiality

What's shared stays. What's learned leaves.



Start on Time | End on Time

This session will begin and end on time.



Introduce Yourself

Provide whatever information about yourself you wish to share.



Or Maintain Your Privacy

If you would rather not disclose your name or other information, that's okay too.



We May Take Photos or Videos

If you don't want to be included, let the people taking them know.



It's Okay to Move

Sit, stand, and stretch as you wish.



Step Away | Take Leave

Step away or leave as needed.



DE-ESCALATION

Essential Peace Skills Training





**Be Peace.
Choose Peace.
Create Peace.**

Our Mission

Peace Through Action® USA inspires and equips everyday people to increase safety, belonging, and peace in their relationships and communities by cultivating their compassion and increasing their constructive communication and conflict resolution skills.



What We Do

- **Explore** issues of civic and social concern by producing events and resources.
- **Promote** examples of inspiring community peacebuilders.
- **Encourage** spiritual self-care and anchoring.
- **Teach** practical peace skills.
- **Support** personal and small group action planning for peace.
- **Bolster** community peacebuilding efforts.
- **Advocate** for a socially just society.



Session Outline

Part 1: Orientation

Part 2: Lesson

Part 3: Guided Practice

Part 4: Applied Practice

Part 5: Reflection

Part 6: Call to Action



Orientation

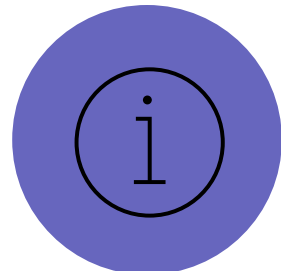


Safety and Sociability



Practice Mutual Respect

Show kindness. Listen to each other.



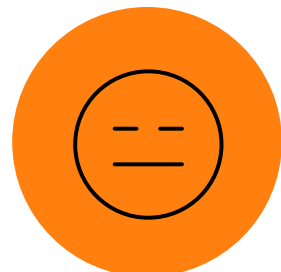
Share Personally

Use “I” statements when sharing.



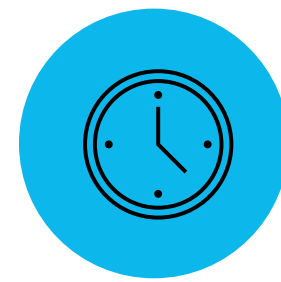
Include Everyone

Take turns when sharing. Encourage, but don't pressure, others to share.



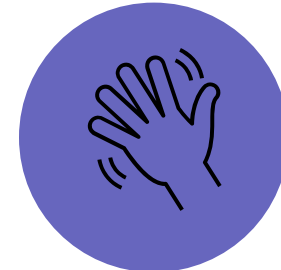
Assume Confidentiality

What's shared stays. What's learned leaves.



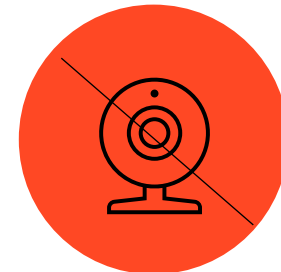
Start on Time | End on Time

This session will begin and end on time..



Say Hi!

Introduce yourself in the chat.



Or Don't Say Hi

If you wish to stay anonymous, change your participant name, mute mic, keep video off.



We're Recording

We are audio and video recording.



Engage!

Type questions and comments in chat. Or raise your hand to signal you want to share.



Improve Your View

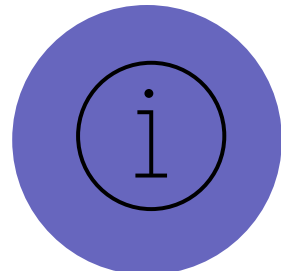
Use Speakers view or Gallery view.

Safety and Sociability



Practice Mutual Respect

Show kindness. Listen to each other.



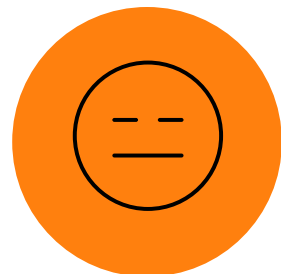
Share Personally

Use “I” statements when sharing.



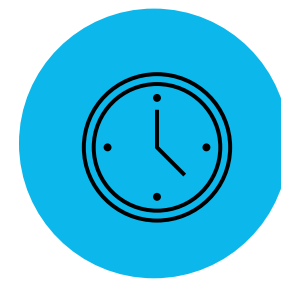
Include Everyone

Take turns when sharing. Encourage, but don't pressure, others to share.



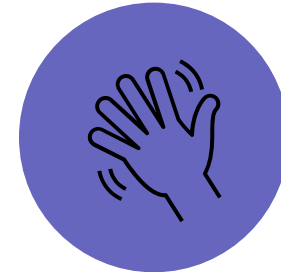
Assume Confidentiality

What's shared stays. What's learned leaves.



Start on Time | End on Time

This session will begin and end on time.



Introduce Yourself

Provide whatever information about yourself you wish to share.



Or Maintain Your Privacy

If you would rather not disclose your name or other information, that's okay too.



We May Take Photos or Videos

If you don't want to be included, let the person taking them know.



It's Okay to Move

Sit, stand, and stretch as you wish.



Step Away | Take Leave

Step away or leave as needed.

Sign Up

Keep up with us by email.



peacethroughaction.org/email



Consent

Complete our media release to give us permission to use your name, voice, and/or image.



bit.ly/PeaceActMediaRelease



Lesson



Session Purpose

This training will help us learn how to calm tense situations using de-escalation techniques.

After the session, participants will be able to:

- Recognize signs of escalation
- Use calming communication techniques
- Reduce tension and promote peaceful outcomes.



What Makes A *Great* De-Escalator?



Core De-Escalation Skills



Active Listening

Focus fully, nod, and repeat back what you heard. It shows you're really listening and helps the other person feel understood.



Tone Modulation

Keep your voice calm, steady, and slow. A gentle tone can cool things down even when emotions run high.



Non-verbal Communication

Use open, relaxed body language. Stay soft in your facial expression and avoid crossing your arms.



Situational Awareness

Pay attention to people, tone, and setting. Read the room so you can respond in the right way.



Customer Service

- Customer was furious over wrong order
- Barista stays calm and steady
- Says: “I hear you . . . I want to make this right.”
- Doesn’t interrupt or argue
- Uses relaxed body language and soft voice
- Customer calms down quickly
- Issues resolved peacefully



Family Gathering

- Family argument over politics getting heated
- Young relative calmly steps in
- Says: “Maybe we take a breath and come back to this later?”
- Uses warm tone, open hands, soft eye contact
- Moment shifts energy and de-escalates conflict
- Argument cools down before it escalates

Guided Practice



Cool Down Tools Exercise

Step 1



Form small groups.

Step 2



Match escalation behaviors to de-escalation solutions.

Step 3



Each small group share one match with full group.



Applied Practice





Role Play: De-escalation

- **Escalator** – acts out someone who is upset or angry
- **De-escalator** – practices calming the situation
- **Observer** – notices what works and gives feedback

Reflection



What Are You Taking With You?



Call to Action



Key Takeaways



Active Listening

Show people you're really listening to them. Focus, nod, and reflect back what you heard.



Tone Modulation

Keep your voice calm, steady, and slow. Remember that your tone can shape the whole conversation.



Non-verbal Communication

Use open body language and soft expressions to signal safety and care.



Situational Awareness

Pay attention to the energy, setting, and people around you. Adjust your approach as needed.

Act!

- Learn more on de-escalation.
- Practice exercises from this session with others.
- Use what you learned when facing a real-life escalating situation.



[peacethroughaction.org/
de-escalationtraining](https://peacethroughaction.org/de-escalationtraining)



Complete

Tell us what you learned from this session. Please complete this short survey.



bit.ly/PeaceActPostSurvey



Consent

Complete our media release to give us permission to use your name, voice, and/or image.



bit.ly/PeaceActMediaRelease



Sign Up

Keep up with us by email.



peacethroughaction.org/email



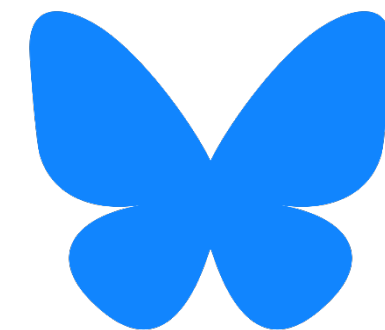
Connect



linkedin.com/company/peace-through-action-usa



[@peaceactusa](#)



[@peacethroughaction.org](#)



Volunteer

- Boost our social posts.
- Teach a peace skill.
- Host an action meet-up.
- Write issue briefs.
- Join our board of directors.
- Propose your own activity!



peacethroughaction.org/volunteer



Give

Support our mission activities with your gift of money for peace.



peacethroughaction.org/give



Contact

Peace Through Action USA
P.O. Box 73466
Washington DC 20056-3466
202-827-5967
peacethroughaction.org
inbox@peacethroughaction.org

