

8 BASIC TIPS

from the DC Peace Team

1. **Center yourself: be calm and confident**
2. **Humanity: see other as a person, with dignity**
3. **Listen: for feelings, needs behind the positions**
4. **Dialogue: communicate in a humanizing way; ex. check in with target first, eye contact, ask open-ended questions**
5. **Distraction: use surprising verbal, non-verbal actions; ex. 'nice shirt,' ask for directions, singing, dancing**
6. **Distance: direct people out of the area**
7. **Relationships: peel away enablers or ask more credible messengers to intervene**
8. **Interposition: use body to defuse; ex. stand near, stand/sit between, surround target as buffer, form U to slowly walk back aggressor(s)**



for more tips and online trainings go to www.dcpeaceteam.org