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