Legislation Text

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Authorizing the Committee on Public Safety to hold hearings on implementing mandatory conflict resolution and de-escalation training for all City employees.

WHEREAS, Every interaction between City government and the public is an opportunity to build trust, reduce conflict, and strengthen public safety; and

WHEREAS, City employees, particularly those in outward-facing roles, often work in high-stress environments that require professionalism, calm communication, and effective conflict management; and

WHEREAS, Expanding conflict resolution and de-escalation training across all City departments would help foster a culture of anti-violence, respect, accountability, and service throughout City government; and

WHEREAS, Training in conflict resolution and emotional regulation equips employees with practical skills to identify stress triggers, manage anger and emotional responses, reduce workplace tension, and respond constructively during confrontational situations; and

WHEREAS, Research and professional training programs demonstrate that employees who receive de-escalation instruction are better able to communicate calmly, avoid unnecessary escalation, resolve disputes cooperatively, and maintain professional composure during difficult interactions; and

WHEREAS, The City of Philadelphia already supports community-based conflict resolution efforts through programs and organizations that provide mediation, restorative practices, coaching, and dispute resolution services to residents, businesses, and community groups; and

WHEREAS, The Philadelphia Commission on Human Relations administers the City's Dispute Resolution Program, which offers free and confidential mediation, conciliation, and conflict coaching services to assist residents and organizations in resolving disputes peacefully; and

WHEREAS, Philadelphia-based organizations including CORA Good Shepherd Mediation, Pollack Peacebuilding Systems, JAMS Philadelphia Resolution Center, and Cutrona Resolutionary Services, and many others, provide mediation, restorative practices, workplace conflict resolution, and de-escalation training services throughout the Philadelphia region; and

WHEREAS, Expanding access to mandatory conflict resolution and de-escalation training for City employees may improve workplace culture, strengthen employee wellness, reduce avoidable workplace disputes, and enhance the quality of services delivered to the residents of Philadelphia; and

WHEREAS, The lessons learned through conflict resolution and de-escalation training can benefit employees not only in the workplace but also in their interactions with family members, neighbors, and the broader community, thereby promoting healthier and safer communities citywide; and

WHEREAS, The Committee on Public Safety is well-positioned to examine best practices, implementation strategies, costs, partnerships, and potential outcomes associated with mandatory conflict resolution and de-escalation training for City employees; now, therefore, be it

RESOLVED, BY THE COUNCIL OF THE CITY OF PHILADELPHIA, That the Committee on Public Safety is hereby authorized to hold hearings examining the feasibility of implementing mandatory conflict resolution, anti-violence, and de-escalation training for all City employees, with particular emphasis on outward-facing staff positions; and be it

FURTHER RESOLVED, That the Committee shall hear testimony from City officials, labor representatives, public safety professionals, violence prevention experts, and community stakeholders on best practices for implementing such training citywide.