

Action roles should be adapted and used according to your specific group and action context. The following offers one possible outline of tasks and responsibilities for this role.

ACTION ROLE **MARSHALS**

Your Role: > ensure a safe experience for participants & passerby
> make sure guidelines & goals are respected

<p>AS A MARSHAL, YOUR RESPONSIBILITY IS TO:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure that the crowd moves fluidly. <input type="checkbox"/> Answer basic questions from participants and direct them appropriately. <input type="checkbox"/> Defuse tense situations or hot conflicts using a variety of interventions. <input type="checkbox"/> Interact with police and security officers, as a buffer for participants, <u>and refer all issues to Police Liaison if you have one.</u> <input type="checkbox"/> Guarantee that local laws are being followed (unless they are being intentionally broken as part of the plan of action). <input type="checkbox"/> Know the full schedule and route, key organizers, media people, location of restrooms, emergency/medical services are located. <input type="checkbox"/> Be in contact with marshal leads about any unplanned, difficult situations. 	<p>AS A MARSHAL, YOUR KEY SKILL AREAS TO LEARN OR PRACTICE INCLUDE:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Crisis Management (including dealing with ambiguous situations and safety in crisis situations) <input type="checkbox"/> De-escalation skills for face-to-face interactions (one-on-one and crowd) <input type="checkbox"/> Listening skills <input type="checkbox"/> Speaking skills (for example paraphrasing, reframing) <input type="checkbox"/> Nonverbal communication <input type="checkbox"/> Problem-solving skills <input type="checkbox"/> Negotiation skills <input type="checkbox"/> Defusing anger/aggression <input type="checkbox"/> Scanning crowds and identifying people <input type="checkbox"/> Basic physical training <input type="checkbox"/> Projecting confidence and positive, calming presence to others <input type="checkbox"/> Dealing with fear and other feelings <input type="checkbox"/> Making yourself heard and seen (for example through voice, tone, bodily posture, clothing, aura) <input type="checkbox"/> Discerning how/when to stay out of certain hot conflicts <input type="checkbox"/> Using your organization's alert or communication system to stay in touch during/after hot conflicts
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Adapted from handout by Philippe Duhamel and Matt Guynn. Some contents of this handout adapted from George Lakey and Daniel Hunter, *Opening Space for Democracy: Third-Party Nonviolent Intervention Curriculum And Trainer's Manual* (Philadelphia: Training for Change, 2004).