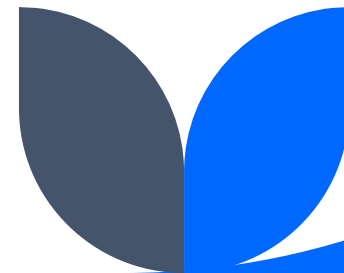




Calling In vs. Calling Out

Calling In

Calling in is an invitation to a one-on-one or small group conversation to bring attention to an individual or group's harmful words or behavior, including bias, prejudice, microaggressions, and discrimination.



Calling Out

Calling out is bringing public attention to an individual, group, or organization's harmful words or behavior.



Why Would I Call Someone In or Out?

- **To stop the perpetuation and negative effects of harmful words or behavior**
- **To create a compassionate space for listening, understanding, offering new information, and correcting assumptions**
- **To lean into having tough conversations with people in your sphere of influence - the individuals or groups you know personally, and that will be open to conversation with you**

Scenarios

How Do I Start the Conversation?



Calling In

- "I'm curious. What was your intention when you said that?"
- "How might the impact of your words or actions differ from your intent?"
- "How might someone else see this differently? Is it possible that someone else might misinterpret your words/actions?"
- "Why do you think that is the case? Why do you believe that to be true?"
- "What is making you the most fearful, nervous, uncomfortable, or worried?"



Calling Out

- "That's not our culture here. Those aren't our values."
- "I don't find that funny. Tell me why that's funny to you."
- "It sounded like you said _____. Is that what you really meant?"
- "I need to push back against that. I disagree. I don't see it that way."
- "I need you to know how your comment just landed on me."
- "It sounds like you're making some assumptions that we need to unpack a bit."

What Do I Do When I'm Called In or Out?



- Pause - take a breath. Ground yourself to receive what they have to say.
- Listen - with the intent of learning and seeing things from their point of view
- Acknowledge - take responsibility for the impact of your words or actions
- Reflect - process your thoughts and emotions. It may help to do so with a trusted partner who will not only have grace for your mistake, neither defending your actions nor condemning you.
- Repair the harm done - change your behavior going forward, inviting trusted partners to hold you accountable to learning and doing better



- Don't beat yourself up or go on a shame spiral; try to be kind to yourself
- Don't make the person calling you in or out be your emotional caretaker, especially if they are the recipient of the harm (that is centering yourself and may add to their emotional labor)
- Remember: You're not a bad person. You are an ever changing and evolving person and this is just one step in your growth.

References:

Harvard Diversity, Inclusion and Belonging Guide

Learningforjustice.org

Loretta Ross Articles