

Call-in Dialogue Skills

Facilitated By

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AGENDA



- Overview & Grounding
- Centering Call-in Praxis
- Call-in vs. Call-out Culture
 - Scenarios Practice
- Next Steps and Appreciations

Facilitator's Starting Points

- ▶ There will be more questions than answers
- ▶ This is an ongoing learning process
- ▶ We are equals/peers in this learning space, working together for student success
- ▶ Our values, cultural identities, and past experiences matter ... They are in the room!
- ▶ Conflict is always possible, and conflict is OK when addressed from the heart.
- ▶ We are all prejudiced; prejudice is learned and can be unlearned.
- ▶ We are here to *learn* from each other.

Our Guiding Principles: The Four-fold Way

- 1. Show up, or choose to be present.***
- 2. Pay attention to what has heart and meaning.***
- 3. Tell the truth without blame or judgment.***
- 4. Be open to outcome, not attached to outcome.***

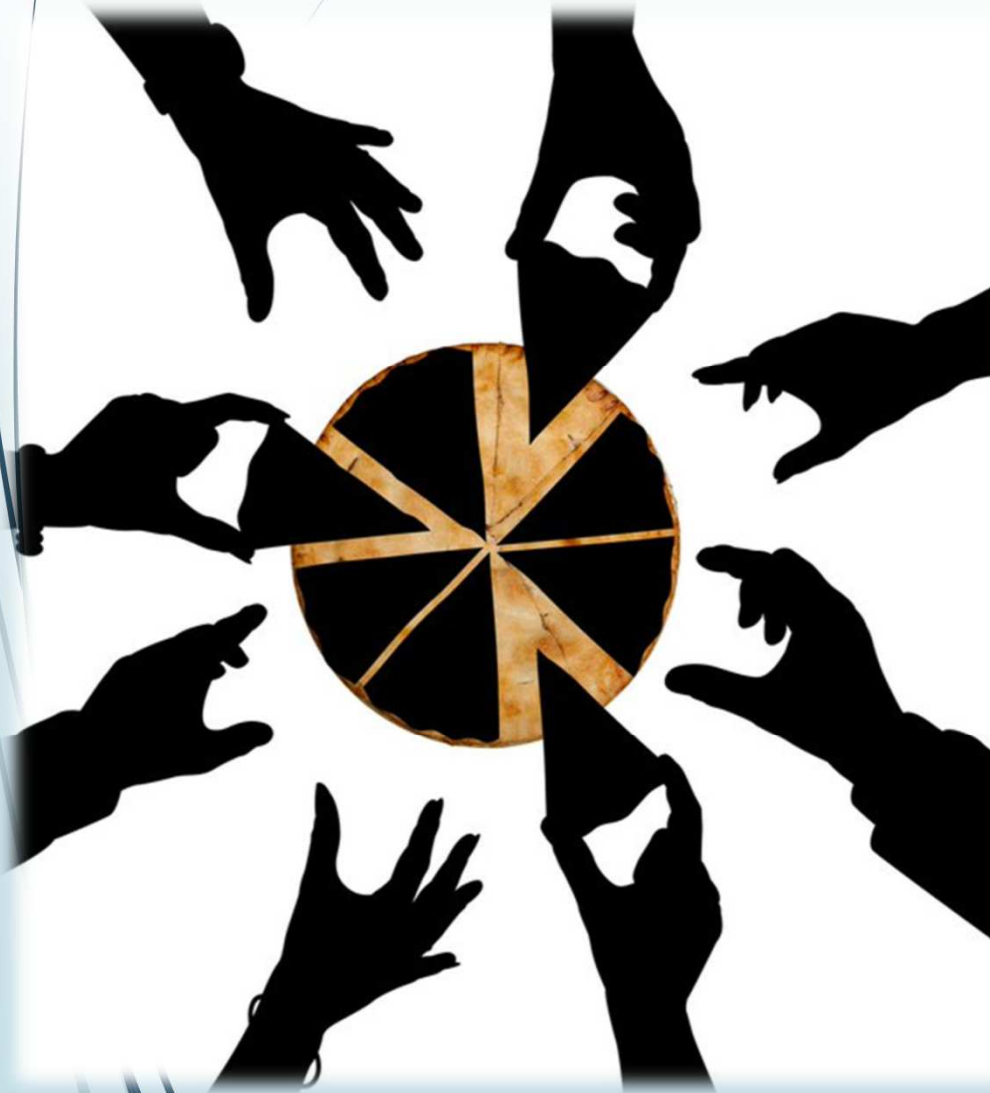
Warm-Up Activity:

So..., What is Equity?



Why Are We here?

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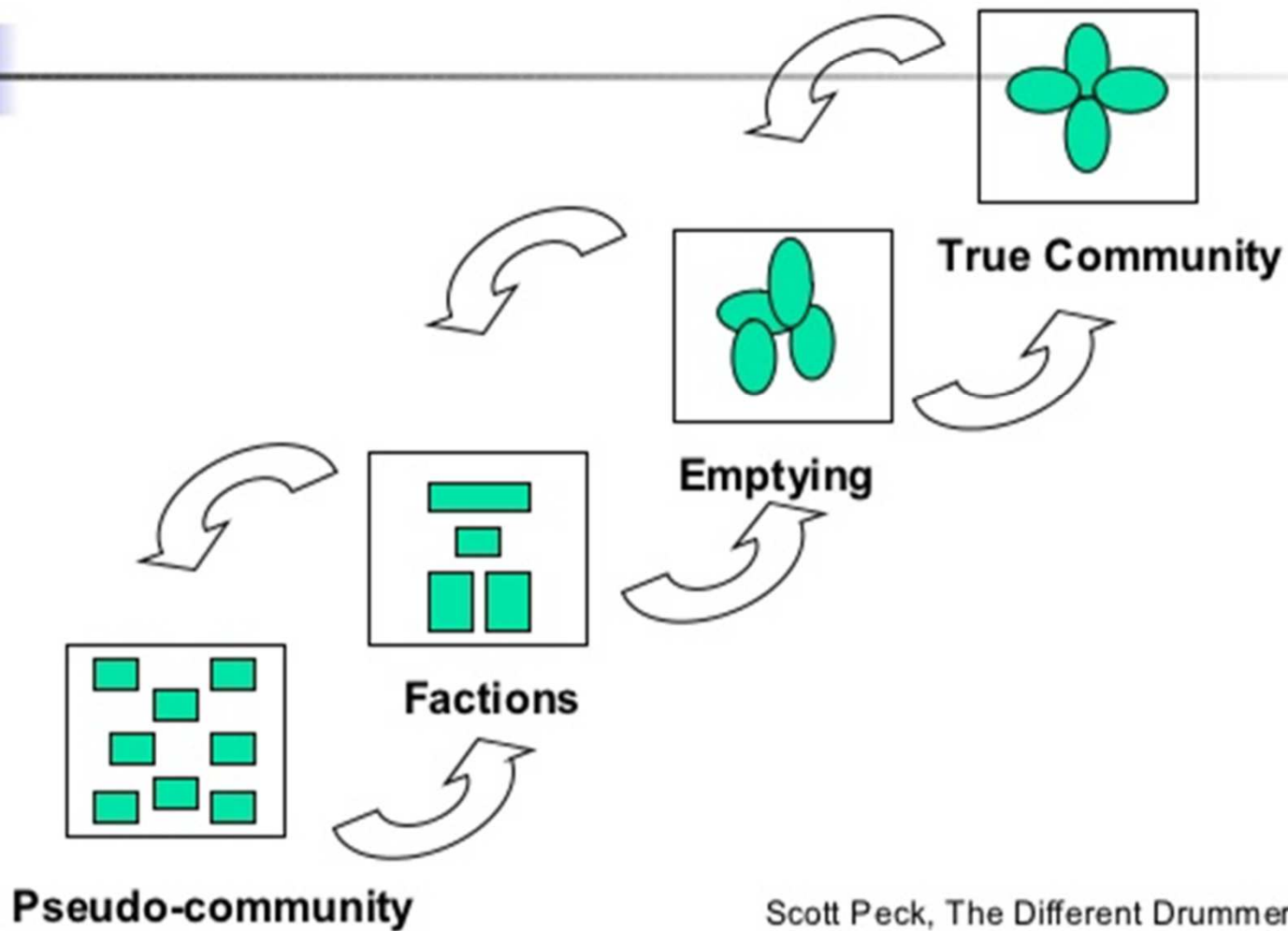


EQUITY

Seeking equity does not mean taking a slice of someone's pie; this breeds resentment that aligns with zero-sum thinking.

Equity means giving everyone access to essential ingredients and skills to bake their own pie.

Group Development



Scott Peck, *The Different Drummer*, 1987

Call-out Culture

Call-out culture refers to the tendency among progressives, radicals, activists, and community organizers to publicly name instances or patterns of oppressive behavior and language use by others. People can be called out for statements and actions that are sexist, racist, ableist, and the list goes on. Because call-outs tend to be public, they can enable a particularly armchair and academic brand of activism: one in which the act of calling out is seen as an end in itself...

<http://everydayfeminism.com/2015/01/guide-to-calling-in/>

Call-out Culture, Continued

In the context of call-out culture, it is easy to forget that the individual we are calling out is a human being, and that different human beings in different social locations will be receptive to different strategies for learning and growing... One action becomes a reason to pass judgment on someone's entire being, as if there is no difference between a community member or friend and a random stranger walking down the street (who is of course also someone's friend).

<http://everydayfeminism.com/2015/01/guide-to-calling-in/>

Call-out culture can end up mirroring what the prison industrial complex teaches us about crime and punishment: to banish and dispose of individuals rather than to engage with them as people with complicated stories and histories...

<http://everydayfeminism.com/2015/01/guide-to-calling-in/>

Call-in Culture: A Praxis of the Heart

“Calling in as a practice of loving each other enough to allow each other to make mistakes; a practice of loving ourselves enough to know that what we’re trying to do here is a radical unlearning of everything we have been configured to believe is normal.” - Ngọc Loan Trần

<http://www.blackgirldangerous.org/2013/12/calling-less-disposable-way-holding-accountable/>

Small Group Activity: Identifying “Ins” and “Outs”

- Reflect on statements you have heard (or made) that you think are call-out and call-in statements.
- With your small group, identify differences between calling-in vs. calling out in dialogue.

CALLING-IN VS. CALLING-OUT

CALLING -IN

- Empowering
- Affirming
- Inquiry-based; a sincere desire to understand another perspective
- Humanizing
- Trauma and target informed
- Connecting
- Asset-based
- Opening

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CALLING-OUT

- Disempowering
- Debate/discussion; pushing a point of view
- Insincere interest
- Does not consider the “target”; is not trauma informed
- Disconnecting
- Dehumanizing
- Deficit based
- Closing

CALL-IN STARTING POINTS

Appreciation

“Thank you for sharing that... I am sure that wasn't easy to say...”

“Thank you for having the courage to sharing a different view...”

“I appreciation your honesty... “

Affirmation

“I can see that this really matters to you... “

“I understand that you care deeply for our students; we have that in common...”

“I am glad you are engaged in this dialogue, which isn't easy...”

Invitation

“I would love to hear more about your perspective on this...”

“Are you open to having a longer conversation?”

“I would like to share my perspective..., are you open to hearing that right now?”

Whole Group Practice

Scenario 1:

“Academic Senator says what?!”

Scenario 2:

“I just really love *ALL* our students...”

Choosing to Call-in or Call-out

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1. Who should do the calling-in?
2. Is it target-centered?
3. Have you identified the appropriate balance between addressing the issue as an individual problem and as a systemic one?
4. Do you have the time and the emotional resources to engage in a dialogue...If not now, when?
5. What are your desired outcomes? Are you comfortable stating them aloud?

Adapted from Things We Need to Consider When Choosing Between Calling Someone Out or Calling Them In; Johnson (2015)

Small Group Practice:

Responding to call-outs with a call-in...

- Calling-out: A colleague says, “Do you really think there is homophobia or transphobia on our campus? Honestly, right by SF; Gay Mecca!”
- Calling-out: A colleague says, “I think we are pretty enlightened so no, I am not going to one more ‘equity’ workshop! What about student responsibility?!”

Identifying Desired Outcomes

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To pursue the ideal outcome, you may want to think about some of the following questions:

- What does the person(s) harmed need?
- Are there other community members (such as bystanders or members of the same marginalized group) who have been impacted? What do they need?
- In what ways does the culture of this community support this behavior?
- Does the person harmed feel safe in community with the person who caused harm?
- Is the person who harmed willing to learn and change their behavior?

From Things We Need to Consider When Choosing Between Calling Someone Out or Calling Them In; Johnson (2015)

Pulling It Together: Scenarios

1. You will have an opportunity to share some challenging situations; pick one.
2. With your small group, reflect on the following:
 - What are the pros and cons of calling-out vs. calling-in?
 - If you would choose to “call-in” in that situation what would you say? What possibilities might present themselves?

Creating A Calling-in Culture

- ▶ Stay Responsible for your feelings
- ▶ Identify unconscious biases (conversation filters)
- ▶ Provide Micro-affirmations
- ▶ Ask Why..., Five times!
- ▶ Allow for mistakes to happen
- ▶ Think about what makes your relationship with this person important.
- ▶ Engage in dialogue including clarifying values and checking your personal perception

Reference: <http://www.blackgirldangerous.org/2013/12/calling-less-disposable-way-holding-accountable/> by Ngọc Loan Trần; nloantran.com

Mindtools: Five Whys Analysis (Jackson; download 9/14/2015)

Helping to Prepare Yourself and Others to Call-in

1. Identify Unconscious Bias And Microagressions
2. Practice Calling-in Vs. Calling-out
3. Read Courageous Conversations
4. Learn Motivational Interviewing
5. Learn The 5-why Analysis
6. Learn The “Right Questions” Technique
7. Establish And Uphold Community Agreements

Thank you!

Questions. Comments. Appreciations.

