



# Calling In, Calling On & Calling Out

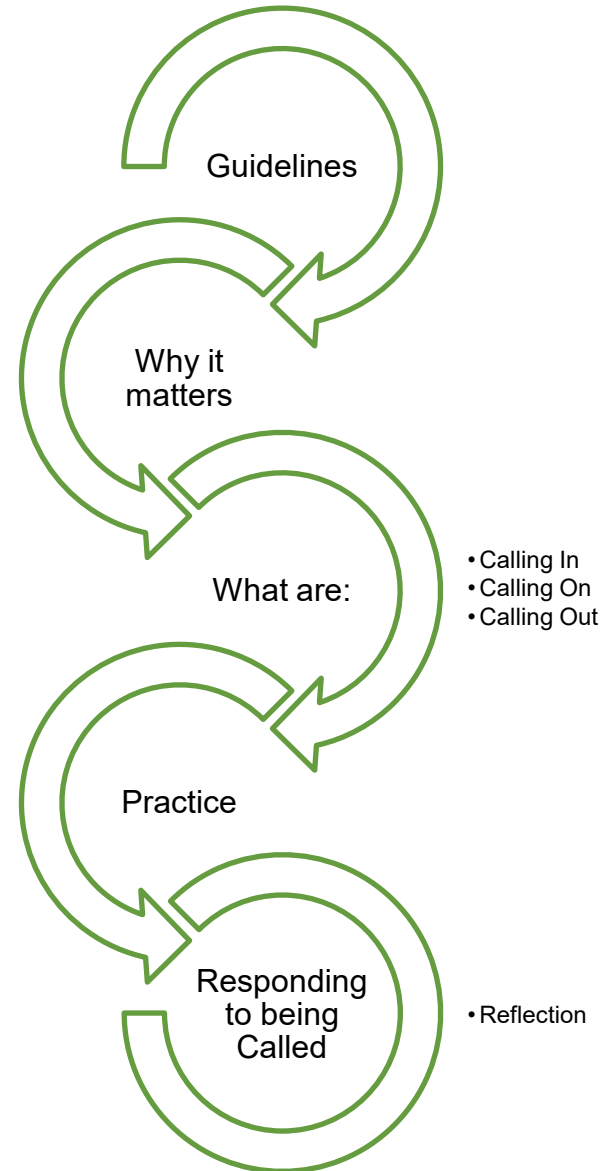
Supporting a culture of communication, caring and belonging



# Agenda

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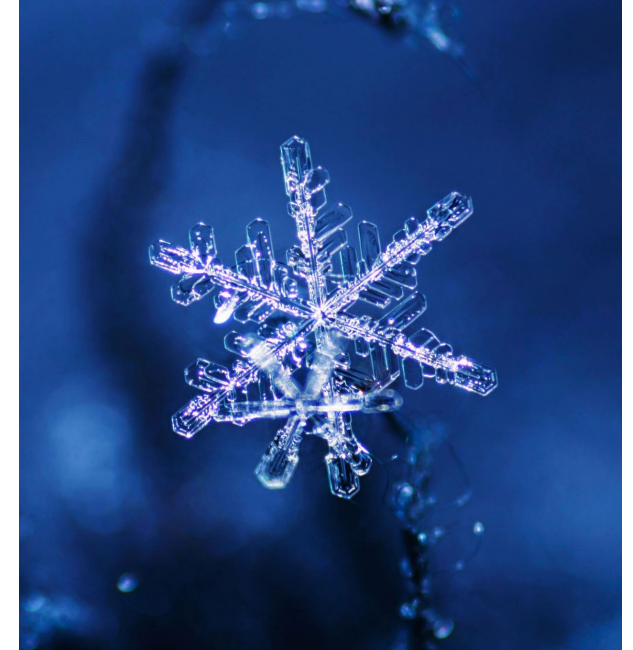


## Guidelines Slide

- Try on
- It's OK to disagree
- It's not OK to blame, shame or attack
- Practice self-focus
- Notice both process and content
- Practice “both/and” thinking
- Be aware of intent and impact
- Maintain confidentiality



# An initial response...





Open Communication

Trust

External  
Subject  
Matter  
Colleagues/  
Experts

Clients/  
Participants/  
Commodity  
Groups

Coworkers/  
office m

Michigan State University  
Extension helps  
impro

**Relationships**  
Michigan State University Extension helps improve the lives of individuals, communities and businesses.

Cohort  
members

On-campus  
resources/  
experts/  
partners

Work Teams/  
Colleagues

Acceptance

Belonging



Compassionate

Private (usually)  
or public  
(carefully)

Educate/engage  
to promote  
understanding  
and growth.

Prioritizes  
building  
relationships and  
creating a safe  
space for  
dialogue.

Start with questions to pursue a deeper understanding of the issue and encourage personal reflection.

- “I’m curious. What was your intention when you said that?”
- “I’m not sure what you meant by that. Tell me more.”
- “Why do you think that is the case? Why do you believe that to be true?”



# Calling On

Invites others to act and/or think of things differently

Amplifies voices of individuals or groups who want to participate.

Creates space for diverse perspectives and experiences.

Asks others to reflect on their actions/statements.

Start with questions like:

- “Have you considered why you might have received that reaction? What could you do differently?”
- “Thank you for bringing up that point – it needed to be said. Is there anything else that should be considered?”
- “That was an interesting conversation. Was there anything that stood out as ways things can be improved?”



# Calling Out

Addressing harmful behavior or language publicly and directly.

Holds accountable, highlights the impact of words or behaviors.

More appropriate when engaging with an individual you've previously "called in."

Addressing situation in the moment by explaining why the comment is inappropriate and how it perpetuates stereotypes.

Start with something like:

- "I don't find that funny. Tell me why that's funny to you."
- "I need to push back against that. I don't see it that way."
- "It sounds like you just said \_\_\_\_\_. Is that what you meant?"

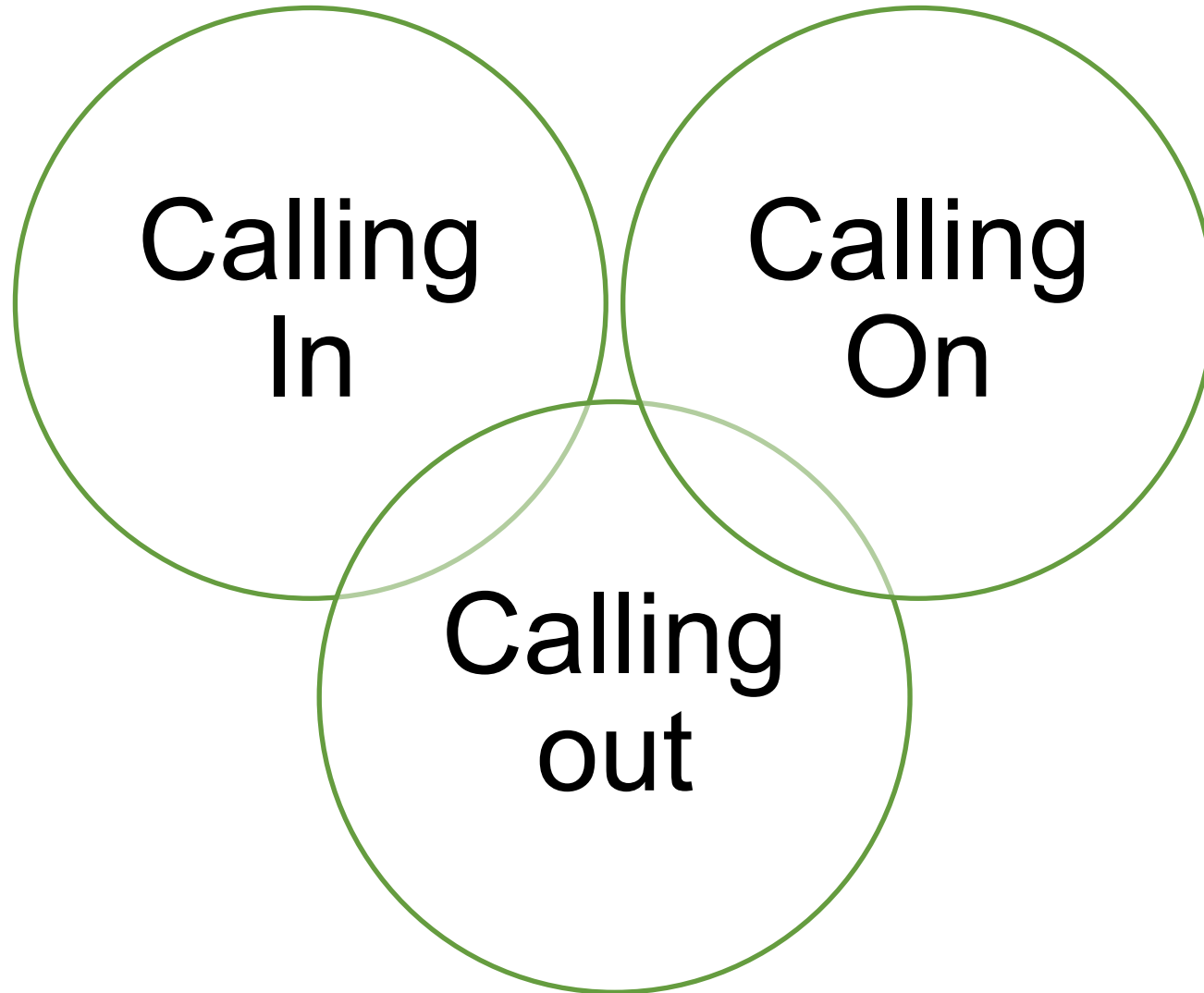




# Questions on...

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## Practice

- Break out into small groups
- Identify a note taker/ person to report out
- Review the statement provided – in these scenarios you witnessed this interaction
- As a group create statements to respond to the situation that:
  - Call In
  - Call On
  - Call Out
- Pick the option you would use to address the situation.

### Calling In

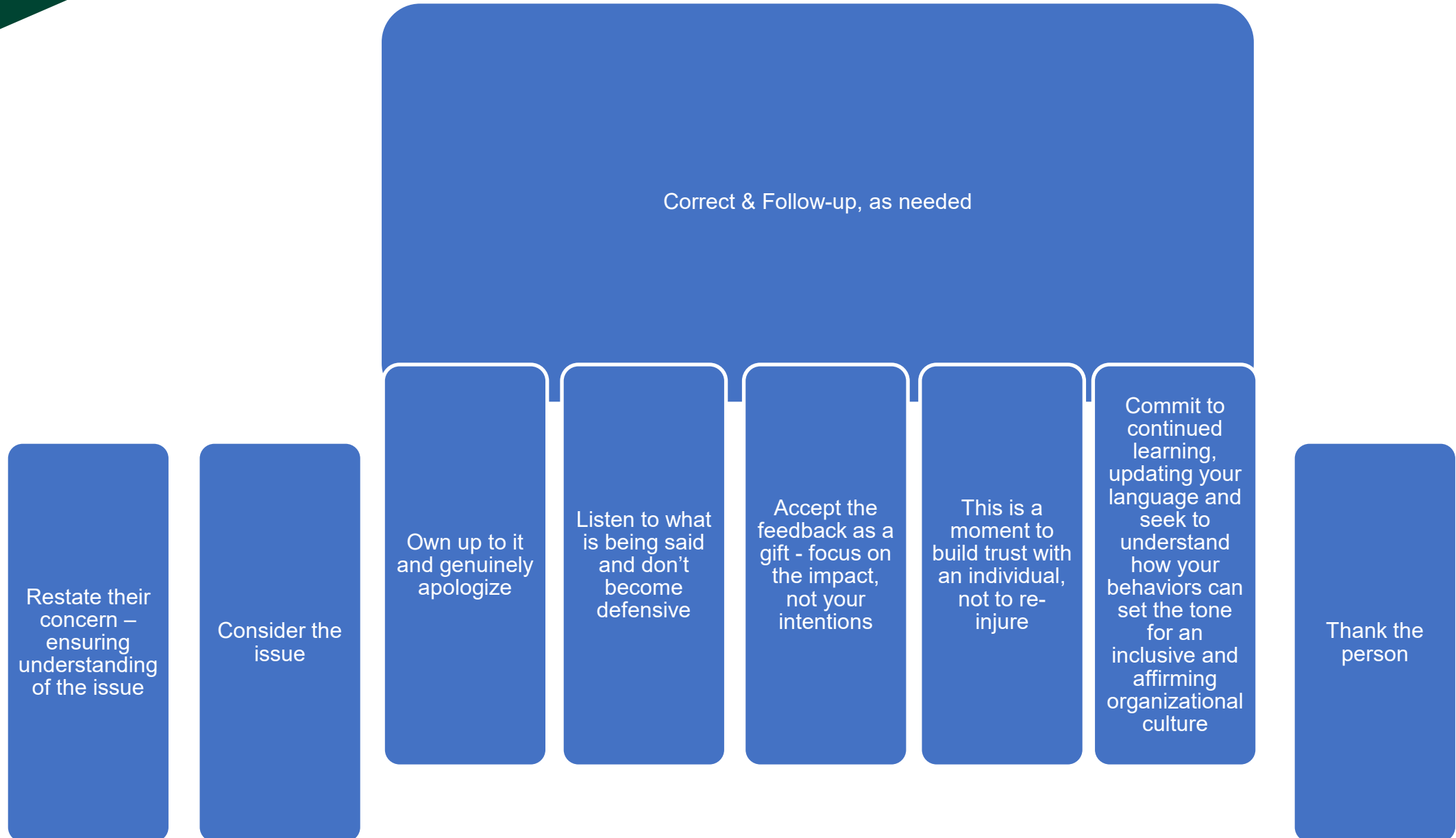
- Compassionate
- Private (usually) or public (carefully)
- Educate/engage to promote understanding and growth.
- Prioritizes building relationships and creating a safe space for dialogue.
- Start with questions to pursue a deeper understanding of the issue and encourage personal reflection.
  - “I’m not sure what you meant by that. Tell me more.”
  - “Why do you think that is the case? Why do you believe that to be true?”

### Calling On

- Invites others to take action and/or think of things differently
- Amplifies the voices of individuals or groups who want to participate.
- Creates space for diverse perspectives and experiences and asks others to reflect on their actions/ thoughts.
  - “Have you considered why you might have received that reaction? What could you do differently?”
  - “That was an interesting conversation. Was there anything that stood out as ways things can be improved?”

### Calling Out

- Addressing harmful behavior or language publicly and directly.
- Holds individuals or groups accountable, highlights the impact of their words or behaviors.
- More appropriate when engaging with an individual you’ve previously “called in.”
- Choose to address it in the moment by explaining why the comment is inappropriate and how it perpetuates stereotypes.
  - “I don’t find that funny. Tell me why that’s funny to you.”
  - “It sounds like you just said \_\_\_\_\_. Is that what you meant?”





## Consider

- You are the person who has been called out, called in, or called on in the scenario your group just talked through
- Take 5-minutes to consider and write notes on how you would respond



# Closing thoughts...

## MSU Civil Discourse Guiding Principles

- Preserve the ability to execute the mission of the university and maintain operations effectively and safely
- Prioritize the physical and emotional safety of all members of the campus community
- Support civil discourse around a diversity of perspectives while maintaining a respectful environment focused on education
- Recognizing the uniqueness and complexity of each situation, respond to events with similar fact patterns as consistently as possible in alignment with campus policies

## Consider

- How do you give feedback and ask questions that uplift without offending?
- How can we ensure everyone's voice is heard?
- What actions support empathy and respect?



## Resources

- Ahmed, S. (2017). Living a Feminist Life. Duke University Press.
- Allies for Change: [www.alliesforchange.com](http://www.alliesforchange.com)
- Brown, L. (2019). The Power of Calling In: A guide to Better Conversations. Penguin Random House.
- Ross, L. J. Calling In: Navigating Challenging Conversations and Cultivating Compassionate Connections:  
<https://www.speakoutnow.org/speakers/loretta-j-ross>.
- Dictionary.com
- WebMD (Fight, Flight, Freeze Information):  
<https://www.webmd.com/mental-health/what-does-fight-flight-freeze-fawn-mean>

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**mail:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or

**fax:**  
(833) 256-1665 or (202) 690-7442;

**email:**  
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**correo postal:**  
U.S. Department of Agriculture  
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**fax:**  
(833) 256-1665 o (202) 690-7442;

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