

## Courageous Conversations – ‘Calling in’ & ‘Calling out’ \*

Sometimes we may feel it is important to respond to a behaviour immediately to maintain safety for others in the workspace. An example might be responding to a homo/trans/biphobic, misogynistic or racist word or comment. If, when and how we choose to respond to such behaviour will send messages to others in the space about the culture of the organisation and their own level of safety in the space.

We might choose to ‘call-out’ the behaviour, or we might choose to ‘call-in’ the behaviour. Depending on our own levels of psychological safety, we may choose to respond from our heart (drawing on our own feelings and lived experience) or from our head (drawing on rules, protocols, or other evidence).

### **Calling Out** (characterised by the ‘C’ word, *Correction*)

When we want to communicate that the behaviour or language is unacceptable and not permitted. This might be because we have assessed that it is likely to cause harm to others in the space.

#### **Examples:**

- “I want you to know that when you use that word, I feel really hurt” (heart response)
- “I need to let you know that the word you just used is not one we allow in this space” (head response)
- “That comment doesn’t align with the values we hold here” (head response)
- “You may or may not realise this, but you’re talking about me/my story/my community, when you say that” (heart response)
- “I don’t find that joke funny and I’d prefer you don’t make jokes like that here” (heart response)

### **Calling In** (characterised by the ‘C’ word, *Curiosity*)

When we want to take time to explore the meanings attached to the behaviours and the intentions behind it. The aim is to deepen mutual understanding and explore alternatives

#### **Examples:**

- “I’m curious. What was your intention when you said that?” (head response)
- What impact do you think that language might have on others in the space? (head response)
- Why do you think that is the case? Why do you believe that to be true? (head response)
- I have a really different view on that. Would you be happy to hear it? (heart response)
- I’m wondering where you learnt to use that word and what it means to you (head response)

**Note:** We may wish to ‘call out the behaviour’ whilst ‘calling in’ the person’ (this can be called ‘naming, but not shaming’)