



Insights Pack

**'Don't call people out,
call them in'**

Diversity Coffee Connect Series
29th April 2024



How to use this pack

- ▶ Use this pack as part of your reflective practice, relating to your leadership development.
- ▶ Reflect on the session theme; using the **Our Focus** page to:
 - ▶ Ask yourself the **questions offered for consideration**
 - ▶ Choose one or more **blogs or resources** offered to help you reflect on the questions
- ▶ Read the **Enablers and Opportunities word-cloud** and **Call to Action** page to explore the themes, ideas, comments and take away points from the participants who attended the live event

Finally ask yourself:

- ▶ What have I learned from this experience, in the moment and now?
- ▶ What one thing will I do differently going forward?
- ▶ How can I commit to the actions I identified?

About Diversity Coffee Connect

Watch our 2 min animation on the aim and purpose of this programme

**Have you heard
about our
Diversity Coffee
Connect
programme?**



- ▶ Watch the video [here](#).

Our focus

As part of the launch of our [Allyship Hub](#); we will be exploring what do we mean by 'call-in culture', inspired by the work of human rights activist and scholar Loretta J. Ross.

We talk a lot about speaking up when we see something which isn't right – but how many of us are comfortable doing so, or are confident that we can have a productive conversation which genuinely influences the person we're challenging?

Reflective questions

- ▶ Have you ever been 'called out' or 'called in'? How did it make you feel?
What was the outcome?
- ▶ What opportunities and outcomes might be achieved by moving towards a "call-in" culture in the workplace?
- ▶ What effective conversational practices have you used or witnessed?
What would you like to try?

Resources offered for consideration



14-min watch – [Loretta J. Ross: Don't call people out -- call them in | TED Talk](#) Loretta J. Ross describes a "call-in culture" and shares strategies for having challenging conversations.



2-minute watch - [Barack Obama takes on 'woke' call-out culture: 'That's not activism' \(youtube.com\)](#) - *'If all you're doing is casting stones, you are probably not going to get that far,'*



4-minute read – [Calling In and Calling Out Guide \(harvard.edu\)](#)



5+ minute toolkit – [Leading to Change | Equalities | The Allyship Hub Programme](#)

Professor Lorretta J. Ross

Don't Call People Out – Call them In

- There is a spectrum of responses available to us – can we shift the compass from hate to love?
- A cancel culture generates anger, blame and shame. We can invite people to a conversation, not a fight.
- A call-in culture invites people in, instead of pushing them out. It is an invitation for growth.
- Responding with curiosity, generosity and attention does not mean you agree; all you are admitting is that the other person is as complicated as you are.
- Fighting hate should be fun - it is being a hater that sucks!



Reflective challenge:

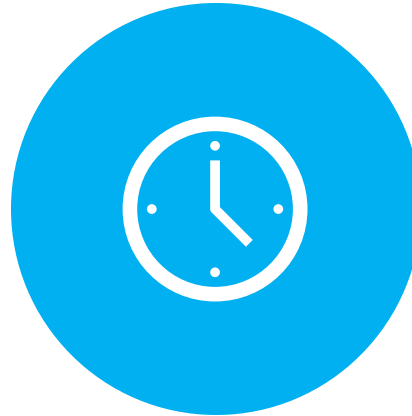
How does a 'call-in' approach support your leadership practice and the way you can show up during powerful conversations?

Group discussions

We invited our community to explore what this means for us, and what practical learning we can take away using breakout groups to enable real conversations and connections.



4 BREAKOUT ROOMS



TIME IN BREAK OUT
ROOM: **24 MINUTES**



EVENT DURATION: **60
MINUTES**

Call to action (I)

We collectively identified 38 actions and insights, relating to 'one thing we can do' following our session.

Calling in aligns with compassionate leadership

keep it simple - it is about human connection

I now have more strategies to approach such conversations to make them less reactive or confrontational

[View all responses in plain text](#)

Calling in requires confidence, courage and self-awareness

the power of language, cultural humility and psychological safety

Asking "what's going on with you?"

There's a spectrum from generalising groups through to people you are close to that dictates the level of comfort for calling in or out

Don't be adversarial

Courageous to call in rather than call out

Calling in someone you know would be different to someone you don't know. Be prepared that the person may need time and space to process but promote open conversation.

Call to action (II)

We collectively identified 38 actions and insights, relating to *'one thing we can do'* following our session

The importance of language to aid understanding and challenge stigma.

Calling in is much easier where the prevailing culture is of learning

Understanding other's thresholds for being offended. Offer invitation to explore situation rather than call out.

Consider how responses can vary at all levels - personal, generalisations and national/organisational level

Consider the value and timing of the conversation

Re-watch the video

Keep an open mind, show empathy, listen with curiosity and be willing to understand

Listen with curiosity, Be self-aware

Need to move to a call in culture in the workplace. Allow space for growth, keep learning.

[View all responses in plain text](#)

Moving forward



Scan for
events



▶ **Tell us more** hello@leadingtochange.scot

- ▶ How did you use this Insights pack? What was useful or what would you like to see?
- ▶ We would love to hear your ideas for potential topics and contributors
- ▶ Do you have thoughts and learning to share? Would you like to write a blog or know someone who could? Our team can fully support you with this.

▶ **To find out more**, please explore

- ▶ [Our Equalities page](#) – links and resources in relation to our Diversity Coffee Connect Series, the Allyship Hub, Leadership blogs and more.
 - ▶ [Our many leadership, sector and programme resources](#) available to read, watch and engage with from internal and external sources
- ▶ We hope to see you again soon at one of our [next events](#) – scan the QR code above to find out more



Wellbeing resources

We recognise that this session may have raised some issues that you recognise in yourself or others.

- National Wellbeing Hub: <https://wellbeinghub.scot/>
- Other national services: <https://wellbeinghub.scot/national-services/>



Thank You!

