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CONVERSATION TOOLS

HELPFUL RESPONSES FOR CALLING IN AND CALLING OUT

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CALLING IN

INTENTION

To educate someone on why changing behavior leads to a more inclusive environment. Opportunity to explore further, spark curiosity, find mutual understanding, and rethink behavior.

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ASSUME GOOD INTENTIONS

“Are you aware of the context that makes this issue culturally sensitive?”

“I don’t know if you realize how your words or actions might be construed. Can we talk about this?”

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GET CURIOUS

“I’m curious; what was your intention when you said that?”

“How might the impact of your words/actions differ from your intent?”

“How might someone else feel when they hear this?”

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REPHRASE

"So you are saying…"
[rephrase in your own words]

"Do I understand what you are saying?"

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GET OUT OF YOUR HEAD AND INTO YOUR HEART

"I might not have all the statistics but this is how I feel. What you said makes me feel..."

(feelings vs thinking)

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FORM A CONNECTION

"I used to say that, too, but I learned that it means…"

"It might seem small to us, but it has a negative impact because…"

"I acknowledge your intention. Can you acknowledge your impact?"

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STEP BACK, THEN STEP UP NOW OR LATER

"I want to think about that more."

"I need a minute."

"Can we continue this conversation later?"

"Can I follow up on something you said yesterday?"

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CALLING OUT

INTENTION

To let someone know that their behavior is unacceptable or harmful. Immediate interruption is needed to prevent further harm. It hits the “pause” button and breaks momentum.

“I’m feeling really hurt by your actions, and I’m going to tell you why.”

“As your friend/colleague/peer, I feel obligated to tell you that’s not okay”

“I need to push back on that, I don’t agree”

“I’m going to need to leave this conversation if it continues down this road”

“Wow, nope. Can you stop saying that? It’s offensive.”

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