

# Inclusive Conversations

A “call out” is a public announcement to an individual or organization that their speech or behavior has negative implications or consequences for marginalized groups. Call out culture developed on social media as an opportunity for community learning. The tips below will help you make the most of the opportunity to learn if you are “called out”

## Don't Lash Out

It's normal to feel defensive or threatened, but remember that you are the one who has inflicted harm. It is not actually harmful if someone points that out.



## Do Own Your Feelings

If you do feel defensive, consider why. Do you feel bad because your self-perception has been challenged? Work on that feeling yourself rather than trying to make your interlocutor responsible for your emotions.



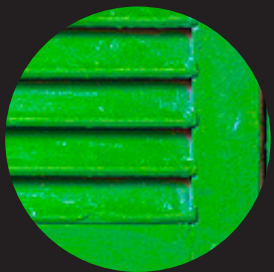
## Don't Demand a Free Education

Of course, be open to a discussion with the person who has critiqued your behavior, but don't insist on a detailed explanation of the nature of the harm you've caused. There are lots of free resources online to learn more. Such demands are also often ways to distract or undermine the other person.



## Do Listen Actively

Being called out is an opportunity to learn, so listen carefully and try to understand the nature of the complaint and the perspective of the other person. Instead of listening for cracks in the argument that you can use to defend yourself, listen to understand.



## Don't Assume the Other Person is Easily Offended

It is very stressful speak up about social justice issues and the repercussions can be severe. No one likes to be offended or to have to address the behavior of others.



## Do Apologize

A genuine apology is the best way to really show your intentions. Avoid phrases that undermine your culpability like “I'm sorry if I offended you” and explain how you will try to avoid the behavior in the future.

