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Calling In vs. Calling Out: Conflict Resolution in Polarized Times

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Calling In vs. Calling Out: Conflict Resolution in Polarized Times

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August 6, 2019
IDEAL '19

We are presenting at The Ohio State University, which is situated on the traditional homelands of the Shawnee, Delaware, Miami and Wyandot Nations. We acknowledge the painful history of genocide and forced removal from this territory. We honor and respect the 45 Indigenous Nations that continue to connect with this land today.

Source information: <https://u.osu.edu/artrees/2019/04/17/land-acknowledgement/>

Community Guidelines

- Confidentiality
- Our primary commitment is to learn from each other
- We will not demean, devalue, or “put down” people for their experiences, lack of experiences, or different interpretations of those experiences
- We will trust that people are always doing the best they can
- Speak your discomfort
- Expect and accept a lack of closure
- Monitor your airtime

WE ARE NOT EXPERTS

(but we do have
perspectives to
share)

Overview

Agenda

- Context and definitions
 - Brief introduction to dialogue and the intergroup dialogue (IGD) framework
 - Case studies (small group discussions) & debrief
 - Q&A
-

Context

- ALA Midwinter
 - BBQ Becky
 - Library-ing while Black
-

Some definitions

privilege - A special right, advantage, or immunity granted or available only to a particular person or group

white fragility - the inability of white people to tolerate racial stress which results in disbelieving defensiveness when their ideas about race and racism are challenged particularly when they feel implicated in white supremacy

lived experience - the perceptions, feelings, and context of an individual's human experience

cancel culture - a form of boycott or call-out when someone does something problematic they are canceled, or rejected and dismissed, losing support from friends, fans, etc.

Definitions Cont'd

microaggression - everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership

ally - a person or group that provides assistance and support in an ongoing effort, activity, or struggle; often a person who is not a part of a marginalized group

virtue signaling - the action or practice of publicly expressing opinion or sentiments intended to demonstrate one's good character or the moral correctness of one's position on a particular issue

What do we mean when we say “calling in” and “calling out”



Source -- PROJECT ROCKIT. (2018 March 11). STANDING UP: What is calling in versus calling out?. [Video File]. Retrieved from <https://youtu.be/zYX2CHFT4EM?t=5>

Monologue

- One voice, multiple participants
- One voice maintains the silence of others
- Win-lose orientation
- Disregard relationships

Discussion

- Multiple voices, multiple participants
- Each voice tries to persuade others
- Win-lose orientation
- Retain relationships

Debate

- Multiple voices, multiple participants
- Each voice tries to overcome the others
- Win-lose orientation
- Disregard relationships

Dialogue

- Multiple voices, multiple participants
- **Each voice tries to create mutual understanding**
- Not about winning or losing
- Build relationships

LARA: Affirmative Listening

- **Listen** -- Listen with an intent to understand. Listen for underlying principles, cultural values, emotions, and issues behind what is being said. Listen for commonalities.
- **Affirm** -- Affirm the principles or issues in what was said, or simply the feelings or emotions that were expressed. Affirming is not agreeing, it's acknowledging or recognizing what is shared.
- **Respond** -- Respond to the issues that were raised and the underlying needs behind them. Ask questions about what was said.
- **Add** -- Add information to the conversation. After seeking to understand, seek to be understood.

<https://oscr.umich.edu/article/tips-and-tools-constructive-conflict-resolution>

What is Intergroup Dialogue?

- **face-to-face facilitated conversation between members of two or more social identity groups that strives to create new levels of understanding, relating, and action**
- encourage direct encounter and exchange about contentious issues, especially those associated with issues of social identity and social stratification
- **actively explore the meanings of singular or intersecting social identities**
- examine the **dynamics of privilege and oppression that shape relationships between social groups in our society**
- build dispositions and skills for developing and maintaining relationships across differences and for taking action for equity and social justice

[Zuniga, X. \(2003\). "Bridging Differences through Dialogue." *About Campus: Enriching the Student Learning Experience*, 7\(6\), 8-16.](#)

Other dialogue models

- Truth, Racial Healing, & Transformation (TRHT) <https://healourcommunities.org/>
- Dialogue to Change process (Everyday Democracy
<https://www.everyday-democracy.org/dialogue-to-change/dialogue>)
 - Includes resources for affinity groups and racial/ethnic caucus dialogues
- Deliberative Dialogues (National Issues Forum
<https://www.nifi.org/en/deliberation>)

Social Identities

Examples of social identities

- Race
- Gender identity
- Sexual orientation/sexual identity
- Ethnicity
- Socioeconomic status
- Religion
- Ability

Social Identity & Social Power

Oppression: A system that perpetuates an imbalance of advantages and resources based on perceived social group memberships. Oppression can happen on multiple levels.

Individual: One person's actions that reflect prejudice against a target social group.

Institutional: Policies, laws, or rules enacted by organizations or institutions that disadvantage specific groups and while providing advantages to others. Examples of institutions: religious, governmental, educational, legal, and health care.

Societal/Cultural: Social norms and customs that have a differential and/or harmful impact on marginalized groups. These norms almost always have a historical significance, and the impacts are not always intentional.

Case Studies

Consider the following as you discuss strategies

Scenarios available here: <http://bit.ly/2Y2UPS2>

How can we honor the validity of each person's lived experiences?

How can we connect accountability to managing white fragility?

When does being an “ally” mask counterproductive virtue-signalling?

Are there “soft” forms of communication that can be used to mitigate conflict?

What are ways we can create spaces for sharing personal stories?

How can we use intergroup dialogue principles to create spaces for learning, growth, and collaborative conflict resolution?

Debriefing

1. Scenario #1: Yearbook takedowns
 2. Scenario #2: Can I see some ID?
 3. Scenario #3: Meeting microaggression
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Questions? Thank you!

<http://bit.ly/2Y2UPS2>

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