

Collaborative Norm Setting

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What are Collaborative Norms

- Set of Expectations for the group;
- Promote open dialogue;
- Tool to hold members in a group accountable.

Norms of Collaboration

- **Pausing**
- **Paraphrasing**
- **Posing Questions**
- **Putting Ideas on the Table**
- Providing Data
- **Paying Attention to Self and Others**
- **Presuming Positive Intentions**

Source: Center for Adaptive Schools (<https://www.thinkingcollaborative.com/norms-collaboration-toolkit/>)

Norms in Practice: Calling In vs. Calling Out

Calling Out

- Public feedback to someone who exhibits potentially problematic or oppressive behavior or language.
- Calling someone out can be done in person or online.
- “Extreme calling out is when a person or a group expresses their disagreement cruelly, sometimes grandstanding. Fearing they may be considered politically backward if they don’t prove their “wokeness” on trending social justice issues, witnesses to the conflict may pile on while bystanders silently withdraw.”
- Not always the best method to resolve a misunderstanding (i.e. current rhetoric between Republicans and Democrats).

Calling In

- Feedback that is done without tearing someone down.
- “Call-ins are agreements between people who work together to consciously help each other expand their perspectives. They encourage us to recognize our requirements for growth, to admit our mistakes and to commit to doing better. Calling in cannot minimize harm and trauma already inflicted, but it can get to the root of why the injury occurred, and it can stop it from happening again.”

How to Start a Call-in Conversation

- “In your opinion, what is the best-case scenario?”
- “Why did the results or response cause a problem for you?”
- “Why is this the best way to proceed? What other approaches have you considered?”
- “Why do you think that is the case? Why do you believe that to be true?”
- “I’m curious. What was your intention when you said that?”