

Sample Script for Parent Phone Call

Introduction

Generic salutations are best when contacting a student's home.

Ex: "Hi, this is (teacher name), I'm (student's name) teacher from (school). Is this (student's name) home? Who am I speaking with, please?"

Try to call parents at home, but if you need to make a call to their workplace, do not identify yourself unless asked. Then, use your name only to assure privacy for the family.

Ex. "Hello, this is (teacher name) May I speak with (parent name) please?"



Request Permission

Requesting permission at the beginning of the conversation fosters an engagement in the conversation.

Ex: "Can I have a few minutes of your time?"

Ex: "Is this a good time?"



Positive Comments

Share a concrete example with the parent showing the student's success.

Ex: "(Student name) did a wonderful job in class today when (he/she) chose to (insert positive comment here)."



Areas of Concern

Carefully ease into the concern you have. Be sure to provide specific evidence of the situation.

Ex. "I have noticed in class that (state behavior here). In our classroom, (state expectation here). When (state student behavior here) is happening then it is stopping learning for (him, her, others). I have tried (provide specific strategies you have used)."



Relationship Building

Take the time to ask the parent his or her opinion about the issue and solicit their input for ways to correct the situation. They know their child best, use this knowledge to your advantage.

Ex: "Are you noticing anything similar at home?"

Ex: "Have you found something that works well to correct (state student behavior)?"



Solicit Parent Support

To fully engage parents we must also provide opportunities for them to partner in their children's education.

Ex: "Can you remind (student name) to continue to work on it daily?" "Ask (student name) to show you daily project assignments which I've signed."



School Support - (Help's on the Way) - Engagement

During the call, parents need to feel that they're not alone. Speak specifically to how you will assist the student and include a timeline for the changes. Tell the parents what you will be doing in the classroom and make sure to ask them if they can see any problems with this plan.

Ex: "So I think with both of us supporting (student name). (He/she) will do well. You can make sure (he/she) works on the project 10 minutes everyday, and I'll check in to see if the directions were followed." "I also think the monthly positive phone calls will help both of us stay informed. Do you think that this is the appropriate course of action for (student name)?"



End the conversation on a positive note

Let the parent know that you will remain in contact through a mode of communication that is ideal for the parent. Always remember to keep the door open and establish your timeline for follow-up with the parent.

Ex: "Thank you so much for your open communication and your time. I enjoy (positive observation or antidote) in our classroom. I've really enjoyed talking with you about (student name), and how we can support (him/her). I think if we continue to work together we can help (student name) have a successful year. Is this the best number to reach you? As I hope you know, if there is ever anything you need or any concerns you have, please don't hesitate to contact me. Thank you for talking with me. Take care."

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