



Sample Script for Parent Phone Calls

Tips for Effective Parent-Teacher Phone Calls
This School Year



Teaching Channel.

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Sample Script for a Parent Phone Call

The parent phone call can often be a scary and intimidating situation for even the most experienced teacher. Below is a sample script designed to help make the most of the precious few minutes you have on the phone with parents, covering key concerns and communicating effectively.

Introduction

Generic greetings are most favorable when contacting a student's home.

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

Try to call Alex's parents using a school-provided cell phone number during typical after-work hours. In many cases, you will be cued to leave a voicemail. For confidentiality purposes, use only your name and your title (2nd-grade teacher at school name), do not reference the child's name. Ask them to call you back at the phone number you prefer to share.

Request Permission

If you reach the parent directly, take the time to request permission at the beginning of the conversation to set a positive tone, respecting their time and choice to speak to you.

Ex: "Do you have a few minutes to chat right now?"

Ex: "Is this a good time to speak?"

Positive Comments

Share a specific example of Alex's positive behavior in class

Ex: "Alex did a wonderful job in class today when he/she chose to (help another student with a project clean-up)."



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Sample Script for a Parent Phone Call (Cont.)

Areas of Concern

Carefully ease into your concern about Alex. Be sure to provide specific examples of what behavior you've noticed.

Ex. "I have noticed in class that (Alex's homework is often missing or incomplete). To make the most of our classroom learning time and to support progress, (I encourage students to complete homework before class). These are the strategies I have used to help Alex understand and practice this goal (provide specific strategies you have used)."

Relationship Building

Take the time to ask Alex's parent his/her opinion about the concern and use their input for ways to improve the situation. They know their child best, so use their advice to its full advantage.

Ex: "Have you noticed whether or not he/she is working on schoolwork at home?"

Ex: "Have you found something that motivates him/her to complete schoolwork?"

Solicit Parent Support

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

Ex: "It would be helpful if you could remind Alex to continue to work on his/her homework assignments."

Ex: "Please ask Alex to show you his/her daily schoolwork assignments and tell you about his/her accomplishments."

Sample Script for a Parent Phone Call (Cont.)

School Support

Be sure a main goal of the phone call is for parents to feel supported. Be specific about how you will help Alex and include a timeline for the changes. Tell parents what you will be doing in the classroom and make sure to ask if they have initial concerns or questions about the plan.

Ex: "So I think with all of us supporting Alex, he/she will be successful. You can make sure he/she works on her schoolwork at home, and I'll check in to see if the directions were followed. If he/she's struggling with the lessons or assignments, I am more than happy to help."

End the Conversation on a Positive Note

Suggest or request that you remain in contact through a mode of communication that is ideal for the parent. (Phone, text, email, in person.) 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 today. I enjoy (Alex's bubbly personality) in our classroom. I've really enjoyed talking with you about Alex, and how we can support him/her. I know if we continue to work together, we can help Alex have a successful year. Is this the best number to reach you? 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."

Remember: If you stay positive, the parent is more likely to respond positively!

Want to become an expert at dealing with parents? Explore our Teaching Excellence courses!

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