

First Family Contact Phone Call Script

Your first phone contact should be a positive one! This will set the stage for future communication—it is worth the time.

Greeting:

"Hi Mr./Mrs. (Last name), my name is (your name) and I'm (student name)'s teacher this year."

(Add in details about your content if a secondary teacher.)

Reason for call:

"The year is well underway, and I'm calling today to introduce myself and to see if you have any questions for me!"

(Share something positive you notice about their student.)

Information gathering:

"Is there anything I should know to make sure (student) has a great rest of the year in my class?"

If needed, add student-specific notes or questions here...

- What is your child's favorite part of school?
- What are they most excited about each day?
- Etc.

End the call:

"I'm really enjoying getting to know (student), and please reach out via phone or email if you have any questions!"

Intervention Needed Phone Call Script

Prior to the call, narrow down the main concern and possible solutions. It may help to write a draft and read it aloud to yourself or to another teacher to make sure you are communicating clearly.

Greeting:

"Hello! This is (your name). I am (student's name)'s teacher from (school/subject area). May I please speak to Mr./Mrs. (Last name)?"

When you get the parent on the line:

- **Start with something positive you notice about the child.**
 - "Sara is so proud of her new haircut!" or "Jose did so well on his last writing assignment, he has a passion for the environment."
- **Be calm, clear, and factual about the issue:**
 - "I am calling to talk with you today about a concern"

Be as specific as possible about the concern:

- If academic: **share data** from assessments and/or performance as evidence
- If behavioral: **give specific examples** without naming other students, observable facts about **what** is occurring, **how often** and/or **how long**

Take a "teammate tone" :

- Offer possible solutions
- Ask parents for insight and suggestions
- Set up a formal meeting to make an intervention plan with the student assistance team if needed

End the call on a positive note:

"Thank you for your time! Please contact me by phone or email if you have any questions. Have a great day/evening!"

Voicemail Script:

If the call goes to voicemail, DO NOT leave sensitive information. Instead, leave a brief, positive message requesting a conversation with the parent.

"Hello! This is (student's name)'s (subject area) teacher from (school). I would like to speak with (parent's name). Could you give me a call at (phone #) or shoot me an email at (email address)? Thank you—I look forward to connecting with you!"