

# Phone Call Scripts to Parents

Professional scripts for positive, neutral, and difficult parent phone conversations.

COMMUNICATION

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## Positive Calls

**Academic Achievement** "Hello [Parent name], this is [Your name] from [School]. I'm calling with some wonderful news about [Student]. Today they [specific achievement]. I wanted to share this with you because [reason why it's significant]. [Student] should be really proud of their effort."

**Behavioral Improvement** "Hi [Parent name], I wanted to take a moment to share something positive about [Student]. This week I've noticed [specific behavior improvement]. It's clear they've been working hard on [area], and I thought you'd want to know about their progress."

**Effort Recognition** "Hello [Parent name], I'm calling to recognize [Student]'s exceptional effort in [subject/situation]. Even though [challenge], they [demonstrated behavior/perseverance]. This kind of dedication is exactly what will help them succeed."

## Neutral/Informational Calls

**Academic Check-in** "Hello [Parent name], I'm calling to touch base about [Student]'s progress in [subject]. Currently, they're [status] and I wanted to discuss [specific area]. Do you have a few minutes

to talk about how we can support them together?"

**Missing Assignment Follow-up** "Hi [Parent name], I'm calling about some missing assignments for [Student]. They missed [specific work] from [dates]. Is everything okay at home? I'd like to work together to help them get caught up."

**General Progress Update** "Hello [Parent name], I wanted to give you an update on [Student]'s progress this quarter. Overall, they're doing [general status]. I'd like to discuss [specific areas] and see if you have any questions or concerns."

## Difficult Conversations

### Academic Concerns

**Opening Script** "Hello [Parent name], this is [Your name] from [School]. I'm calling because I have some concerns about [Student]'s academic progress that I'd like to discuss with you. Do you have a few minutes to talk?"

**Describing the Issue** "I've noticed that [Student] is [specific, objective description]. For example, [concrete example]. I'm concerned because [impact on learning]. I'd like to work together to find ways to support them."

**Collaboration Request** "Have you noticed anything similar at home? I'm wondering if there's something we should be aware of or if there are strategies that work well for [Student] that we could implement at school too."

### Behavioral Issues

**Serious Incident** "Hello [Parent name], I need to speak with you about an incident involving [Student] today. [Factual description without emotion]. [Student] is safe and we've addressed the immediate situation. I'd like to discuss this with you and plan next steps together."

**Ongoing Behavior** "Hi [Parent name], I'm calling about [Student]'s behavior in class. Over the past [timeframe], I've documented [specific behaviors]. We've tried [interventions], and I think it's time we collaborate on a more comprehensive plan."

**Safety Concern** "Hello [Parent name], I need to discuss a safety concern regarding [Student]. [Specific incident]. Everyone is safe, but this is serious enough that we need to meet in person. When would be the earliest you could come in?"

## De-escalation Strategies

### When Parents Get Upset

1. **Acknowledge Emotions** "I can hear that you're frustrated, and I understand why this would be upsetting."

2. **Validate Concerns** "Your concerns about [Student] are completely valid. You know them best."
3. **Redirect to Solutions** "Let's focus on how we can work together to help [Student] succeed."
4. **Take Responsibility** "You're right, we should have contacted you sooner about this."

### Defensive Parent Responses

When parent says: "My child would never do that" Response: "I understand this is surprising. Let me share specifically what I observed, and then I'd love to hear your perspective."

When parent says: "You don't understand my child" Response: "You're absolutely right - you know [Student] better than anyone. Can you help me understand what works best for them?"

When parent says: "This is your job to handle" Response: "You're right that this is my responsibility in school. And research shows that when families and teachers work together, students are most successful."

## Call Structure Template

### 1. Opening (30 seconds)

- Identify yourself and school
- State purpose clearly
- Ask for permission to continue

### 2. Information Sharing (2-3 minutes)

- Present facts objectively
- Use specific examples
- Avoid educational jargon

### 3. Collaboration (2-3 minutes)

- Ask for parent input
- Listen actively
- Seek common ground

### 4. Action Planning (1-2 minutes)

- Agree on specific next steps
- Set timeline for follow-up
- Clarify who does what

### 5. Closing (30 seconds)

- Summarize agreements

- Express appreciation
- Provide contact information

## Documentation Reminders

### After Every Call

- Date, time, duration
- Purpose of call
- Key points discussed
- Parent responses/concerns
- Agreed upon actions
- Next contact date

***Professional Tip:*** Always end difficult calls on a positive note about the student or express optimism about working together.