

# 📞 Parent Call Script Pack

## Ground Yourself

One deep breath, soften your voice.  
Create a calm foundation for  
productive conversation.

## Write Neutral Observations

"The last three assignments  
weren't turned in" (not "They never  
do work"). Focus on facts, not  
judgments.

## Note Your Feeling

Concerned, hopeful, discouraged.  
Acknowledge your emotions  
before the call.

## Essential Preparation Steps

Before picking up the phone, take time to center yourself and organize your thoughts. This preparation transforms potentially difficult conversations into collaborative partnerships.

01

### Clarify Your Need

Identify what you're seeking: consistency, support, collaboration, or understanding.

02

### Prepare a Request

Frame a specific, doable action: "Would you be willing to..." keeps the conversation solution-focused.



 **Remember:** The goal is partnership, not blame. Your preparation sets the tone for collaborative problem-solving.

# Sample Conversations

1

## Sharing a Concern About Behavior

**Opening:** "Thank you for connecting today. I'd like to share something I observed in class."

"I noticed that yesterday during group work, your child walked away from the table several times. I feel concerned because it interrupted learning. I'd like to understand if there's something that helps them stay engaged at home, and see if we can try that together at school. What have you noticed works best?"

2

## Addressing Academic Performance

**Opening:** "I want to start by sharing something positive – your child's curiosity in class really stands out."

"I've also noticed that three math assignments in a row haven't been turned in. I feel worried because I know practice builds confidence. I'd like to talk through routines that could support consistency. How do things usually go with homework at home?"

3

## Responding to Parent Frustration

**Parent:** "Why am I only hearing about this now?!"

**Teacher Response:** "I hear your frustration. It sounds like it's important for you to be kept informed so you can support your child. That makes a lot of sense to me. Going forward, I'd like to commit to sending you a short weekly update so you feel in the loop. Would that work for you?"



### Notice

Share specific observations without judgment



### Feel

Name your emotions honestly and professionally



### Need

Identify what you're seeking from the partnership



### Ask

Make specific, collaborative requests

These aren't scripts to read word-for-word. They're examples of how to turn observations into invitations for partnership. Small shifts – naming what you notice, how you feel, what you need, and what you're asking – keep the focus on collaboration, not blame.