



## Parent Call Curriculum Overview

### **Course Handbook Content:**

- **Types of Parent Phone Calls** – Introductory calls, Praise calls, Correction calls, Check-in calls
- **When to Call:** 7 Non-negotiables
  1. August - Every parent gets an Introductory call before the school year starts.
  2. September – As many parents as possible get Praise Calls/Texts/Emails about their child.
  3. When a student is in danger of failing your class for the quarter/semester/etc.
  4. When a student was sent out of your class today.
  5. When a student was been involved with a major behavioral incident like fighting, bullying (bully or bullied), or cheating today.
  6. When a student was acting unusually emotionally distressed at school today.
  7. When a student has started to display a new pattern of negative choices in behavior or academics.
- **Strategies for Difficult Conversations with Parents:**
  1. Actively Listen
  2. Ask neutral questions
  3. Summarize
  4. Agree/disagree
  5. Explain the problem
  6. Tell them you care
  7. Acknowledge your mistakes
  8. Brainstorm solutions together
  9. Take a break
  10. Invite them in
- **Structure of Phone Calls** – Greet, Time Check, State Reason, Talk, Next Steps, Bye
- **Other Types of Parent Relationship Tools** – Texts and Emails, Parent Meetings
- **Types of parent responses to communication:** Proactive, Appreciative, Reluctant, Resistant
- **Phone Call Routines** – A few calls every night, phone call days, Super Sunday
- **Nitty-Gritty** – Notes systems, programming phone numbers, problem-solving phone call issues



## Parent Call Training Activities

### Practicing Introductory Phone Calls

#### *Parts of a Teacher Intro Phone Call*

1. **Greet** - Introduce self & subject
2. **Time Check**
3. **State Reason for Call**
4. **Talk**

Key points:

- Your background
- The goals, messages, curriculum of your class
- Why/how you communicate with parents
- How & when to contact you
- Open door classroom policy

Questions:

- Child – personality, past school experiences, interests
- Communication preferences
  - o Best phone number, other phone numbers
  - o Best/worst times to call
  - o Ok to text/email/notes home (elem)?
  - o Other contact people, their phone numbers

#### 5. Next Steps

- Info about first couple weeks of your class – what they should expect in terms of student work
- When they'll hear from you next
- Call you anytime

#### *Peer Feedback Tracker: Notes on Tone*

Care	Partnership	Clarity



**Practicing a Correction/Difficult Conversation Phone Call**

**1. Greet**

**2. Time Check**

**3. State Reason for Call**

**4. Talk – includes the following:**

Key Points

- Description of the situation
- Explanation of your perspective
- Your ideas for what to do next

Questions

- Ask the parent for additional information, ideas, or help

**5. Next Steps**

Make sure to review what you/the parent both agreed to, and when you will check in again.

***Peer Feedback Tracker: Notes on Tone***

Care	Partnership	Clarity