

Building Relationships Phone Call

The first phone call establishes a powerful and lasting impression that encourages families to engage. It is a great opportunity to set the tone for relationship building and demonstrates your commitment to connecting outside of discipline issues.

It is important that the initial contact is positive to demonstrate to families that you value their insight on their children and that you welcome family engagement throughout the year. This is also helpful in case you may need to inform the family in the future that their child is struggling.

Tips

1. Get families contact info as soon as possible.
2. Reach out within the first 3 weeks of the school year.
3. Focus on forming a genuine relationship with families in a warm friendly tone.
4. Use the opportunity to learn important information about your student and families.

Sample Script

SAMPLE SCRIPT:

Get Started with this sample starter script...

TEACHER (T): Hi! This is **(insert teacher name)** from **(insert name of school)**. Is this **(insert name of parent/guardian)**?

I am calling because I would like to get to know you and your child better. Is this a good time to talk or would you like to schedule a time that would more convenient for you?

GUARDIAN (G): "Hi! Yes, this is a good time for me." OR "No, this isn't a good time for me. Can we reschedule?"

IF THEY SAY "YES"

TEACHER (T): I know that you are your child's first and most important teacher through life. I recognize you know them better than I do and I want to be the best teacher I can for them. What would you like me to know about your child as their teacher?

IF THEY SAY "NO"

TEACHER (T): Of course we can. Can you share with me a few days and times that might work for you?

GUARDIAN (G): Parent shares a few days and times that may work for them.

TEACHER (T): Consider your calendar and schedule a time to talk.



WHAT NEXT?

- Next, choose 3 or 4 questions you like from the list on the following page to keep the conversation moving. Keep the conversation somewhat brief without being in a hurry, around 10 to 15 minutes total.
- Be sure to document the parent's answer so you can reference important points later.
- End the call with the next time you will contact them and remind them of how they can reach you if they want to talk before the next scheduled meeting.



Sample Questions

SAMPLE QUESTIONS TO ASK:

- Open with sharing about yourself. It is important to be vulnerable if you are hoping for parents to be vulnerable. For example, lead with what made you want to be a teacher.
- What can you tell me about your child (use name) that can help me be a great teacher for him/her?
- What are your hopes and dreams for your child?
- What is the best way to contact you? When is the best time of day?
- What is your preferred language to communicate with us at school?
- Here is the best way to contact me. Please call/email, etc., anytime you have a question or concern.
- I look forward to having your child in my class this year. Thank you for your partnership.

More Sample Questions
[CLICK HERE](#) or on the Question Mark



Questions for Trust Building:

Regardless of the selected strategy, here are some key questions to ask of the student and family during the beginning of year relationship building conversations:

For the family:

- Tell me a little about your child – what do they like? What are they interested in?
 - Where did you see your child grow during the last year? What challenges did they experience?
 - What are your hopes and dreams for your student - both for the upcoming school year and in the future?
 - What was something that surprised you about your child from the last school year?
 - From your experience, what are some ways to teach, motivate, or inspire your child?
 - As your child's teacher, what are your expectations of me?
 - What is the best way to communicate with you?
 - What are your concerns or considerations about the upcoming school year?
 - What's most important to you right now?
 - Do you have what you need to support learning at home this school year? [Consider each of the Five Essential Roles]
- Remember to thank the family member for their time and re-state any agreed upon or requested next steps.

For the student:

- What are your hopes and dreams - both for the upcoming school year and in the future?
- What did you enjoy most and least about the previous school year?
- What expectations do you have as me as your teacher?
- What do you hope to accomplish at school this year?

