

Phone Call Example Scripts

{Problem: Late Work}

Hi Mrs. Baker! This is _____. I'm so glad I was able to reach you today. As we talked about last time we spoke, Kristin has really been struggling with turning her work in on time for class lately. But today she submitted her assignment on time, and she even asked me a couple clarification questions to make sure she understood the material. I'm so proud of her for doing her work promptly. I knew you would be also, so I couldn't wait to share.

{Problem: Behavior}

Good afternoon Mr. Townsend! This is _____. I wanted to call you about something Damon did in class today. Sometimes he gets really stressed out and has a hard time focusing, but today, he worked on his research paper and stayed on task all period. Not only that, but he also asked for a copy of our class notes. Damon lost his, and ordinarily he sits and chooses not to work if he can't find his notes, but today he took responsibility, asked for the information he needed, and got straight to business. I couldn't be happier, and I wanted you to know so that you can cheer him on from home as well.

{Problem: Organization}

Hi Ms. Smith. This is _____. Can I just tell you right away that I am calling because of how excited I am about Sarah's binder?! It is so organized. After she finished her test today, she decided she was going to go through and organize her course folders so that she can find everything more easily. I'm sure you noticed how messy it had become. I am so glad she took this initiative on her own, and she truly did a fantastic job. I made it a point tell her that I appreciated her efforts, and I would love it if you would also encourage her when you see her tonight.

{Problem: Group Work}

Hi Mr. Krause. This is _____. I am calling home because I noticed Anthony stepped out of his comfort zone today. Normally, when I allow students to form their own groups, he kind of hangs back and waits for me to choose a group for him. After the last time this happened, he and I had a short talk about which students he might collaborate well with. Today, he didn't even hesitate. When I said "go," he joined right in. This made my heart so happy. I know moving to a new school district has been challenging for him, but I love that he is making an effort to form relationships here.

The goal is to help students and parents see what they are doing right instead of what they are doing wrong . . . highlight even the smallest victories.