

# **Family Contact Script**

## **Re: Student Conduct**

This template is to be used as a guide to prepare for a conversation with a guardian about student misbehavior.

### **1. Introduce yourself and provide an appropriate greeting.**

*“Hello, my name is \_\_\_\_\_. I am \_\_\_\_\_’s teacher this year.”*

*“Do you have a few minutes to talk with me?”*

### **2. Provide a positive statement about the student.**

*Tell the guardian something the student has accomplished, completed, interested in, etc.*

### **3. Explain that you’d like the guardian’s input and support in solving a problem.**

*“I’m calling to ask for your input so that we can work together to help \_\_\_\_\_.”*

### **4. Describe the problem and how it impacts the student’s learning.**

*Avoid labels, judgements, and generalizations. Tell the guardian precisely what has prompted the call. Stick to the facts- only report observed behavior.*

*Pause for guardian response.*

### **5. Explain the strategies you have used to previously address the misbehavior.**

*“Before calling you, I have \_\_\_\_\_ and \_\_\_\_\_.”*

*It may be helpful to refer to specific rules, policies, and expectations for which all students are held accountable.*

### **6. Ask the guardian for additional suggestions.**

*“What have you found effective in the past?”*

*If appropriate, offer additional suggestions about how the family might help the child.*

### **7. If appropriate, request a conference with the guardian.**

*“I’d like to continue working together. Would you be available to meet on \_\_\_\_\_?”*

### **8. Conclude and summarize.**

*Ask if there is anything else the guardian would like to talk about.*

*Restate the main points of conversation.*

*Thank the guardian for his/her time and reiterate the importance of their participation and support.*

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*Guardian Communication Tips*

1. When an incident occurs, make note of it as soon as possible to keep the details clear.
2. Be friendly- a smile can be *heard* through a phone.
3. Calm is contagious- your delivery sets the tone.
4. Maintain a respectful tone. Do not assume that the guardian is a) aware of the misbehavior and b) knows how to address it.
5. Be brief. *Note: Too much elaboration may lead to confrontation.*
6. Talk with confidence- it is your job to maintain a safe learning environment for all.
7. If necessary, conclude the conversation with a nonconfrontational exit such as, “Let’s continue this conversation at another time. Would that be alright?”
8. Be sure to provide opportunities for the guardian to speak.
9. Build trust by emphasizing a) your partnership, b) your confidence in the student’s abilities and c) a focus on the student’s best interests.
10. If the communication is in writing, be sure to follow your school’s procedures and ask a colleague to proofread.