

Compliment-First Parent Call Planner

Make the first call home good news, then spend that trust on the call that matters.

Call 1: the compliment-first call

1 Call with good news first

A call from the school number makes families expect a problem. Give them something true and good instead, however small.

2 Be specific

Name the moment (they cleaned up a mess nobody asked them to). Specific beats "they are a great kid."

3 Stop talking

Say thank you, then leave the silence. The family will fill it.

4 Truly listen, and write it down

What you hear now is context you will need later: the best adult to call, what is going on, what works.

Call 2: when there is a concern

1 Start from the last good conversation

Refer back to what you praised last time.

2 Give the facts

The current grade and the one specific issue. Not a list.

3 Name the gap

What the student does well versus what is not matching it yet.

4 Ask for help, then stop

"Can you help me understand what is going on?" is the last thing you say.

5 Listen for the missing piece

The family usually knows something you do not. Leave room for it.

Pacing: three to five calls a day reaches 100+ families across the first several weeks. Send a short welcome letter home to every family first so no one waits. If a family prefers text or email, use that. The point is that the first contact is good news.

Daily question: not "what do I need to do today?" but "what can I do today?"

