**Introductory Phone Calls**

**REMEMBER WHY YOU’RE DOING THIS**
This is a unique time, unlike other years. Families and educators working together will create the best experience possible.

Lead with empathy and excitement. Be respectful, flexible, and honest.

**PRIORITIZE WHAT YOU NEED TO KNOW FROM FAMILIES**
Question 1: What do you want me to know about your and your family? About your child as a person and a learner? Then, prioritize other questions you have for families. Examples: What worked well last spring? What didn’t? When is the best time to communicate with you?

**STAY ORGANIZED.**
Know how to answer some FAQs.

Have resources ready to direct families to. (BTU, BPS, City of Boston.)

Make a spreadsheet to stay organized (example here).

**START BUILDING A PARTNERSHIP.**
Listen to what families have to say. Give them your contact information and save theirs.

Promise to work together to make virtual and hybrid learning work. Create two way communication.

**USE TRANSLATION RESOURCES**
Google Translate and Talking Points are great for written communications.

For spoken interpretation, find a colleague who speaks that language. Schools also have on demand translation lines that school leaders can share with you.

**FOR EDUCATORS WITHOUT A HOMEROOM OR ADVISORY**
If you do not have a homeroom or advisory section, try to limit the number of phone calls you make to 20-25 and work with other educators to call the rest. Make a plan to share information with one another.

**JOIN US SEPTEMBER 4TH 10-11 AM**
RSVP HERE.