

Demystifying the Parent Phone Call*

Presented by: Michael Mauro, PSEA Member, East Penn EA

October 29, 2025 ♦ Eastern Region Office
4:30-5:00 p.m. registration/dinner ♦ 5:00-7:00 p.m. workshop

Having conversations with parents can be a very frightening endeavor for many professionals in the educational community. The reliance to send an email often becomes a “go-to” tool that often complicates the communication as many of the important qualities of phone calls or in-person meetings are not able to be replicated. This leads to miscommunication from the very start that is hard to rebound from as written words escalate.



This workshop will emphasize the importance of direct, effective communication between educators and parents, particularly through phone calls, rather than long, cumbersome emails. Highlights will include a discussion on communication for clarification, tone, personalization, and trust. Strategies shared for successful calls include preparing key points, using active listening, and maintaining a respectful approach even in the most challenging conversations.

***Paraprofessionals**, if taking this workshop for the hours, it is recommended that you obtain pre-approval from your employer to ensure the hours will be accepted.

Members with teaching certificate, if you provide your PPID #, you will receive 2 Act 48 hours for this workshop.



Pre-registration is required!

Register online (www.psea.org/er/rcpe)
or via e-mail (e-rqn@psea.org).

RSVP no later than October 22, 2025