

Volunteer's Name: _____

First Call Date: ____ / ____ / ____ Parent Name: _____

Child's Name: _____ Child's Age: _____

Child's Name: _____ Child's Age: _____

Child's Name: _____ Child's Age: _____

Email: _____

Phone: _____

Remember:

- Allow the parent to tell their story. **Listen for unmet needs.** Ask questions if they have not stated their unmet needs. The parent may just need to talk to someone and that is okay.
- Is this a good time to talk?
- What is a good time for you?
- Use "I" statements
- Use open-ended questions
- Demonstrate reflective listening "What I heard is..."
- **ENUF:** Empathy, Non-judgment, Unconditional listening, Feeling-focus

Notes:**Follow-up Call #2:** ____ / ____ / ____ **Follow-up Call #3:** ____ / ____ / ____ **Follow-up Call #4:** ____ / ____ / ____

Call or email the Parent Support Program Coordinator once you have contacted the parent

Email this Support Volunteer Worksheet to support@guidingparents.org