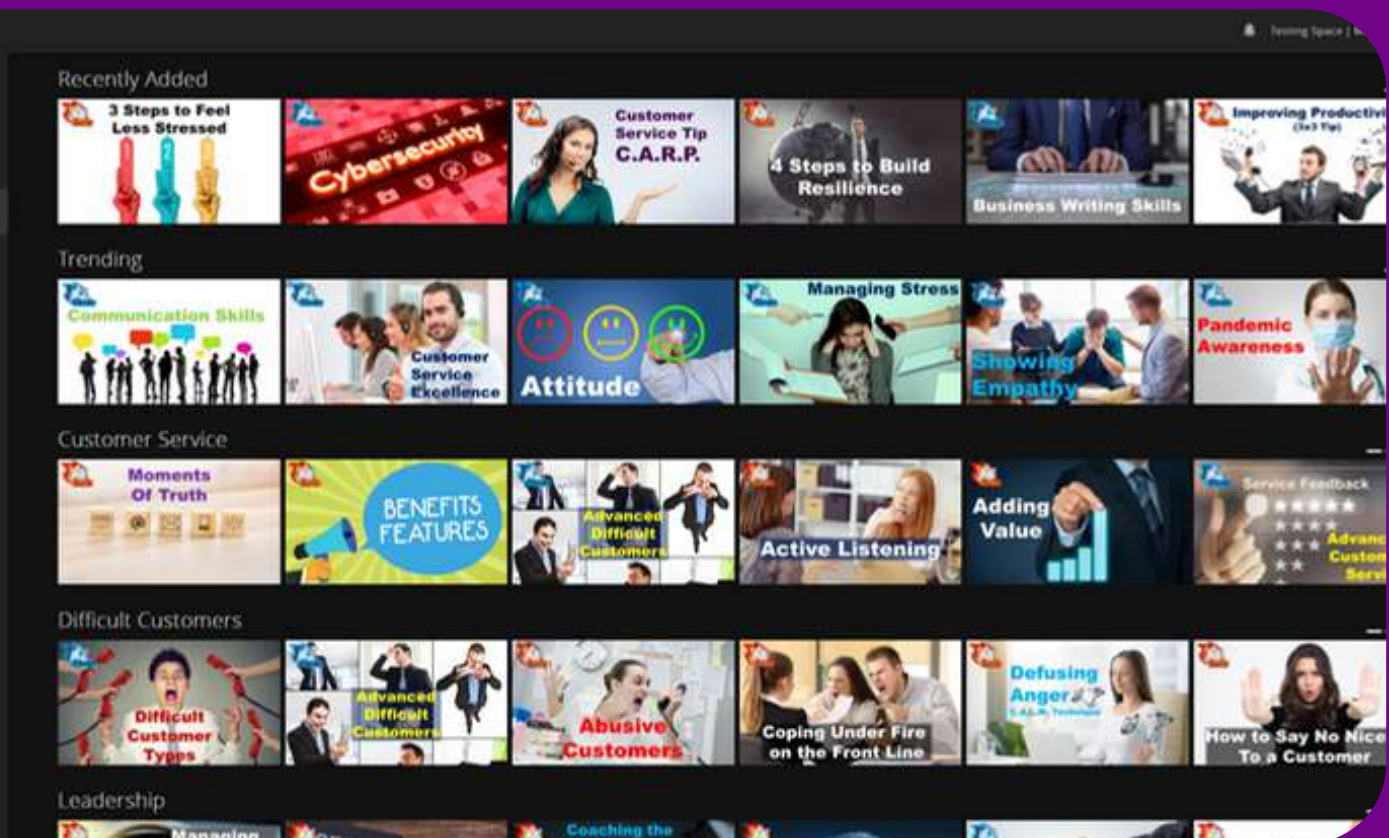


LearningPlanet

LearningPlanet SCORM FILES



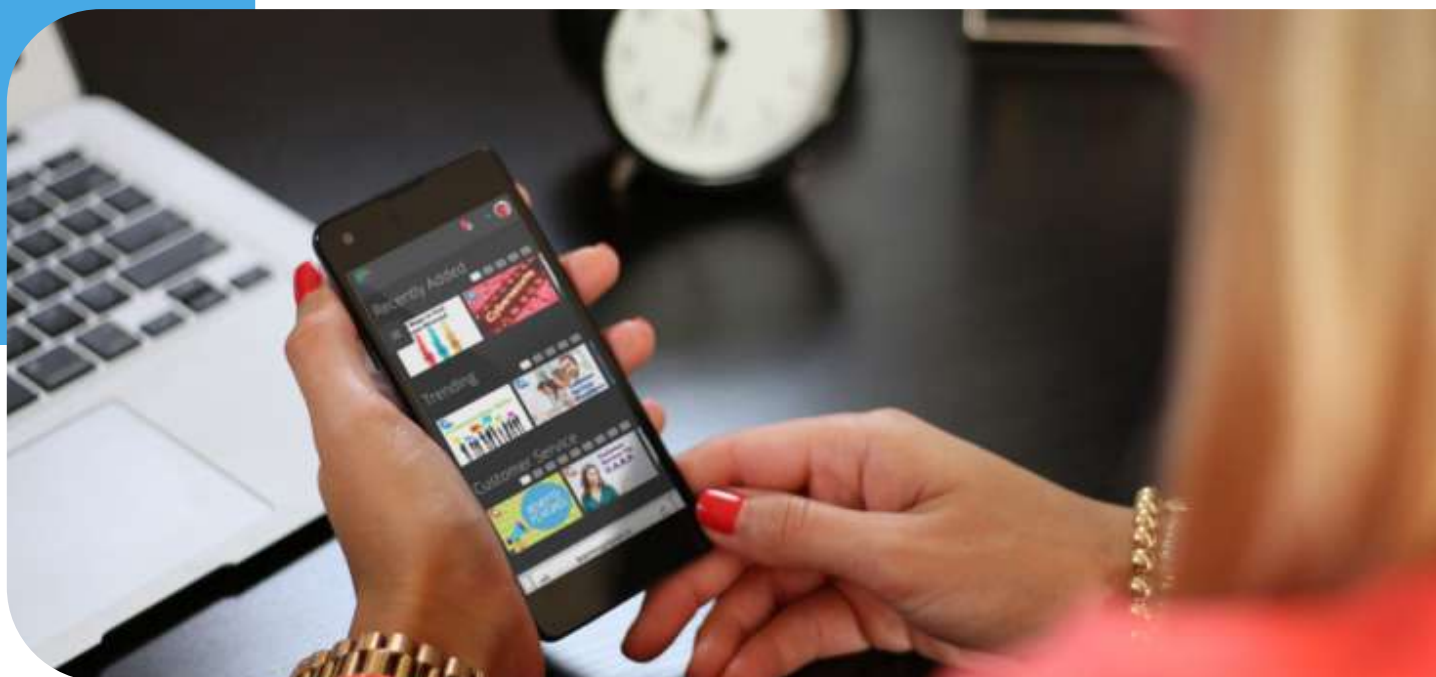
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SCORM FILES Available
November 2025



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What are SCORM Files and How to Access Them

SCORM (Sharable Content Object Reference Model) is an industry-standard format for e-learning content, ensuring seamless integration with Learning Management Systems (LMS). SCORM files package learning materials in a way that allows tracking of learner progress, completion, and assessments within an LMS.

At LearningPlanet, we provide SCORM 1.2-compliant files, making it easy for organizations to embed our microlearning content into their existing LMS. Our SCORM packages include structured learning pathways, engaging 10-minute video courses, and concise 1-minute videos, all designed to enhance soft skills such as leadership, sales, and customer service. These bite-sized modules allow for flexible, on-demand learning while ensuring that training progress is tracked and reported efficiently.

As a partner to LearningPlanet, once your LMS url is whitelisted, all the SCORM courses will play on your platform.

You can access the live Scorm Folder Link from the LearningPlanet team once your partnership is set up.



SCORM Wrapped Files Pathways Available

There are 23 x fully wrapped SCORM pathways with videos and workbooks as follows (descriptions are in this document):

- Advanced Leadership
- Coaching Skills
- Communication Skills
- Contact Centre Agent
- Crisis Management
- Customer Service Skills
- Effective Salary Negotiations for Managers
- Handling Challenging Customers
- Improving Mental Health
- Leadership Essentials
- Managing Conflict
- Mastering AI for Workplace Success
- New Leader
- Objection Mastery
- Ready for Work Pathway
- Receptionist Skills
- Sales Skills
- Stress and Resilience
- Telephone Etiquette
- Time Management
- Training and Presenting
- Working from Home
- Basic Te Reo Māori in the Workplace



SCORM Wrapped 10 Minute Videos Available



These 95 x 10-minute video short courses come with workbooks and quizzes as follows:

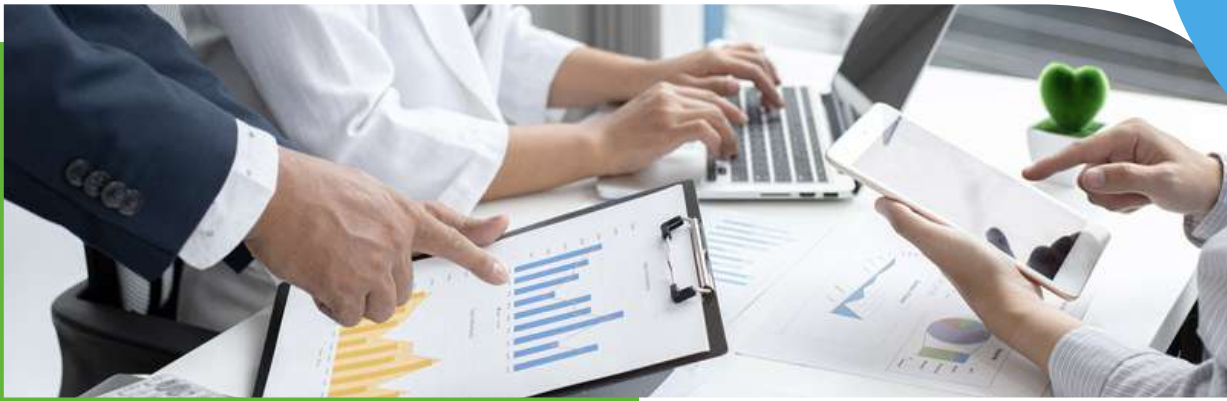
- Abusive Customers
- Advanced Customer Service
- Advanced Difficult Customers
- An Introduction to Contact Centres
- Answering the Telephone
- Appreciation in the Workplace
- Attitude
- Award Winning Emails
- Award Winning Telephone Techniques Parts 1 and 2 (20 min)
- Being a New Leader
- Being Assertive
- Being Productive
- Business Storytelling
- Coaching for Change Parts 1 and 2 (20 minutes)
- Closing the Sale
- Communication Skills
- Consultative Selling
- Creativity and Innovation
- Creating a Positive Training Environment
- Critical Thinking
- Cultural Awareness
- Customer Service Excellence
- Dealing with Change
- De-escalation Techniques
- Delegation Skills

- Developing Training Session Plans
- Difficult Conversations
- Difficult Customer Types
- Diversity, Equity and Inclusion
- Developing Mental Endurance
- Effective Salary Negotiations for Managers
- Effective Training Sessions
- Emotional Clients and Colleagues
- Emotional Intelligence
- Employee Engagement
- Environmental Sustainability
- Ergonomic Home Office Setup
- Fix the Customer First
- Fraud Awareness
- Giving and Receiving Feedback
- Giving Instructions
- Growth Mindset
- Handling Conflict
- Handling Difficult Customers
- Health and Wellness
- How to Research and Write using Generative

AI Tools

- How to Strengthen Your Adaptability
- How to Thrive as an Accidental Manager
- Influencing Skills
- Introduction to Selling
- Introduction to Coaching
- Keeping your Customers Informed
- Know your Business
- Leading Remote Teams
- Learning and delivery Styles
- Listening Skills
- Managing Customer Needs
- Managing Difficult Trainees
- Managing Stress
- Managing Threats of Self-Harm or Suicide
- Mindfulness

- Modern Slavery Awareness
- Navigating the Future: AI in the Workplace
- Negotiation Skills
- Neurodiversity in the Workplace
- Outbound Calling
- Pandemic Awareness
- Planning and Holding Meetings
- Persuasion Skills
- Positive First Impressions
- POSH – Prevention of Sexual Harassment (INDIA)
- Presentation Skills
- Prevention of Sexual Harassment
- Problem Solving
- Project Management
- Psychosocial Health
- Questioning Skills
- Remote Training Sessions
- R U OK?
- Resilience
- Sexual Harassment at Work
- Showing Empathy
- Skills Interviewing Skills
- Situational Leadership
- Successful Job Interviews
- Successful Networking
- Taking Initiative
- Telephone Call Control
- Time Management
- Training and Learning Outcomes
- Using Effective Prompts for AI
- Writing a Great CV
- Working from Home
- Workplace Bullying
- Your Personal Brand



SCORM Wrapped 1 Minute Videos Available

These 27 x 1-minute videos come as Scorm Wrapped as follows:

- 3 Steps to Feeling Less Stressed
- 4 Steps Decision Making
- Acknowledge Customer Contact
- Active Listening
- A Positive Response to Customers
- A Trick to Stop Procrastinating
- Avoiding Unconscious Bias
- Being Flexible at Work
- Boosting Confidence
- Courageous Conversations
- Decision Making
- Disarming a Heated Conversation
- Effective AI Prompts
- Goal Setting – SMART Goals
- Health Tips Working from Home
- How to Enjoy Things you Hate Doing
- How to Say No Nicely to a Customer
- Improving Self Awareness
- Intent and Impact
- Managing Conflict
- Motivating Yourself to do Things you Don't Want to do
- Professional Handshake
- Staying motivated Working from Home
- The GROW Model for Coaching
- Video Call Etiquette
- Ways to Improve Focus
- Working from Home Effectively

LearningPlanet SCORM Pathway Descriptions

Advanced Leadership – 12 videos = 120 minutes



Short Description	Full Description
All leaders experience moments of uncertainty and can become a little stale in their roles. This pathway will help existing leaders look at some next steps for improving their leadership skills and stretch their thinking. Starting with situational leadership and engagement of employees, the pathway then examines concepts like having a growth mindset, persuasion skills and showing appreciation. This pathway can help take your leadership skills to the next level. This course has 12 bite-sized 10-minute video modules with workbooks for easy application.	This advanced leadership course is divided into 12 equal parts. Each segment is provided as a 10-minute video and a workbook with three sections in each video, guiding you to pause and answer questions that apply to you in your role. You will have the opportunity to relate and apply the topics to your role and what you want to achieve. Topics for this course include: Situational leadership, Employee engagement, Growth mindset, Critical thinking, Appreciation in the workplace, Delegation, Persuasion skills, Creativity and innovation, Leading remote teams, Business storytelling, Project management, Interviewing skills Each topic includes a workbook and a quiz that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Coaching Skills –
9 videos = 90 minutes



Short Description	Full Description
Coaching is a core leadership skill and involves the ability to help team members realise what they need to do. This pathway gives you as a leader the skills and knowledge to be able to draw out information and ideas from those being coached to help them develop and improve.	This coaching skills course is divided into 9 equal parts covering 9 topics. Each segment is provided as a 10-minute video and a workbook with three sections in each video, guiding you to pause and answer questions that apply to you in your role. You will have the opportunity to relate the topics to your role and how you can implement the skills. Topics for this course include: - Introduction to Coaching - Coaching for Change part 1 - Coaching for Change part 2 - Questioning Skills - Listening Skills - Communication Skills - Giving and Receiving Feedback - Difficult Conversations - Giving Instructions. Each topic includes a workbook and a quiz that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Communication Skills – 8
videos = 80 minutes



Short Description	Full Description
No matter what role you are in, being able to communicate effectively is a key skill for dealing with both internal and external customers and team members alike. Listening skills, cultural awareness and being assertive are just some of the topics covered off in this course. Split into 8 bite-sized 10-minute videos each with a workbook, you will find this course both straight forward to manage and easy to apply.	This communication skills course is divided into 8 equal parts covering 8 topics. Each segment is provided as a 10-minute video and a workbook with three sections in each video guiding you to pause and answer questions that apply to you in your role. You will have the opportunity to relate the topics to your role and how you can implement the skills. Topics for this course include: Communication skills, listening skills, questioning skills, being assertive, difficult conversations, showing empathy, cultural awareness and giving instructions in the workplace. Each topic includes a workbook that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Contact Centre Agent Pathway

– 13 videos = 130 minutes



Short Description	Full Description
Being a contact centre agent is an important role in any organisation. You are the front line that customers interact with most often. You provide the face of the company and often the only contact someone has with the business. Having some core skills to handle customer interactions effectively is essential. This pathway will help develop your contact centre skills and boost your confidence in dealing with customers and providing them an excellent experience.	This Contact Centre Agent course is divided into 13 parts. Each segment is provided as a 10-minute video and a workbook with three sections in each video guiding you to pause and answer questions that apply to you in your role. Whether you are a new agent or looking to improve your existing skills, this pathway will give you some excellent skills in providing customers with a first-rate customer experience. Topics for this course include: Introduction to Contact Centres, Attitude, Customer Service Excellence, Answering the Telephone, Showing Empathy Communication Skills, Award Winning Telephone Techniques Part 1, Award Winning Telephone Techniques Part 2, Positive First Impressions, Handling Difficult Customers, Keeping your Customers Informed, Fix the Customer First, Award Winning Emails Each topic includes a workbook and a quiz that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Crisis Management – 2
videos = 20 minutes



Short Description	Full Description
A crisis can strike an organisation unexpectedly. This course focuses on five areas to help prepare for and navigate a crisis that may arise. The five areas covered in this course include: Crisis Management Principles, a Crisis Communication Plan, Forming a Crisis Communications Team, Giving a Public Response and Closing a Crisis. There are workbooks, an action plan and a quiz included.	This crisis management course is divided into 2 parts. Each segment is provided as a 10-minute video and a workbook with three sections in each video guiding you to pause and answer questions that apply to you in your role. Topics for this course include: Crisis Management Principles, a Crisis Communication Plan, Forming a Crisis Communications Team, Giving a Public Response and Closing a Crisis. There are workbooks, an action plan and a quiz included.

Customer service skills –
12 videos = 120 minutes



Short Description	Full Description
Consistent customer service skills are not an accident but the result of good training and application of specific fundamentals to give customers an amazing experience that will bring them back time and time again Split into 12 bite-sized 10-minute videos each with a workbook, you will find this course both straight forward to manage and easy to apply.	This customer service skills course is divided into 12 parts. Each segment is provided as a 10-minute video and a workbook with three sections in each video guiding you to pause and answer questions that apply to you in your role. Whether phone based or face to face these skills can be easily applied to any customer facing role. Topics for this course include: Attitude, customer service, communication, listening, questioning, showing empathy, being assertive, positive first impressions, difficult customers, keeping customers informed, fix the customer first and advanced customer service. Each topic includes a workbook that will help you apply the principles in your role and provide an action plan that you can work towards for each area.



Effective Salary

Negotiations for Managers

– 4 videos = 31 minutes



Short Description	Full Description
Having the skills to negotiate a salary increase is a great skill for managers to develop. Whether this is for a request from a staff member, an annual review or a sign of tough times, this pathway will help you develop great managerial skills and confidence.	This course is divided into 4 parts. The first three 10-minute videos each have a workbook with three sections and a quiz. The workbook is designed to help you apply the skills for each video in the pathway. The final 1-minute video is a technique around active listening with two reflective questions to consider. Topics for this course include: Effective salary negotiations for managers, negotiation skills and difficult conversations, as well as active listening. Each topic includes a workbook that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Handling Challenging
Customers – 12 videos
= 120 minutes



Short Description	Full Description
Being able to effectively manage upset customers and their complaints is a key skill in any organisation. Quite often this trying time with customers can be the make or break of a customer relationship as well as negative word of mouth. Split into 12 bite-sized 10-minute videos each with a workbook, you will find this course both down to earth and easy to apply.	This 'complaints handling' course will give you all the skills required to manage, communicate with and calm upset customers while effectively and professionally handling their complaint. Each video has three areas to stop and discuss and complete answers in the workbook provided. Topics for this course include: Communication skills, listening skills, questioning skills, being assertive, difficult customer types, showing empathy, difficult customer techniques, managing customer needs, handling conflict, abusive customers, negotiation skills and advanced difficult customer techniques. Each topic includes a workbook that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Improving Mental
Health – 6 videos =
60 minutes



Short Description	Full Description
Mental Health is an area of focus for many people and should be respected by employers. A few areas of self-care addressed regularly can help to keep you fit and mentally well. This pathway provides several insights into maintaining good mental health and ways to improve.	This course will give you skills to help improve your mental health and avoid stressful situations. You will learn how to become more resilient, how to develop mental endurance and be more prepared to meet challenges. Employers and employees alike will find the content useful and easy to apply. Topics for this course include: This pathway includes 6 x 10-minute video courses to help you improve your mental health awareness and skills. It includes Health and Wellness, Managing Stress, Resilience, Psychosocial Health, Developing Mental Endurance and Mindfulness. Each topic includes a workbook and a quiz that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Leadership Essentials –
12 videos = 120 minutes



Short Description	Full Description
Whether you are a new leader or an existing leader looking for some fresh ideas, this Leadership Essentials course can help you. Learning ways to lead those formally associated as peers, motivation tips, coaching techniques and dealing with change as well as delegation and holding difficult conversations are just some of the topics covered off in this course. Split into 12 bite-sized 10-minute videos each with a workbook, you will find this course both straight forward to manage and easy to apply.	This leadership essentials course is divided into 12 equal parts covering 11 topics (coaching is in two parts). Each segment is provided as a 10-minute video and a workbook with three sections in each video, guiding you to pause and answer questions that apply to you in your role. You will have the opportunity to relate and apply the topics to your role and what you want to achieve. Topics for this course include: Being a new leader, Influencing Skills, Coaching for change parts 1 and 2, Giving instructions, Being assertive, Handling conflict, Difficult conversations, Time management, Giving and Receiving Feedback, Emotional intelligence and Dealing with change. Each topic includes a workbook that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Managing Conflict – 8

videos = 62 minutes



Short Description	Full Description
Most people will encounter situations of conflict in their roles and lives. Conflict is an essential part of progress and sometimes can seem quite daunting to handle. This pathway will give you the skills and knowledge to effectively handle conflict situations, boosting your confidence and effectiveness in resolving issues that may arise.	Conflict management is a great skill to develop. It's not always easy to manage situations that arise, so knowing some key skills and having some options available to you can really help. Use this pathway to develop core skills in conflict handling and managing situations where facilitation is required to resolve them. Topics for this course include: Managing Conflict, Negotiation Skills, Difficult Conversations, Being Assertive, Problem Solving, Communication Skills. There are also 2x1 minute video techniques to watch and apply: Disarming a Heated Conversation and Intent and Impact Each topic includes a workbook and a quiz that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Mastering AI for Workplace Success – 4 Videos = 31 minutes



Short Description	Full Description
Unlock the power of AI with this comprehensive learning pathway designed to equip you with essential skills for the modern workplace. Through four focused units, you'll learn how to craft effective AI prompts, integrate AI into your professional environment, understand ethics of using AI and utilize generative AI tools to enhance your research and writing. Embrace the future with confidence by mastering these tools to boost productivity, creativity, and innovation.	This pathway course is divided into 4 x video parts. The first 3 segments are provided as a 10-minute video and a workbook with three sections in each video guiding you to pause and answer questions that apply to you in your role. You will have the opportunity to relate and apply the topics to your role and what you want to achieve. The last 1-minute videos focus on effective prompts and has a short workbook for application. Topics for this course include: Navigating the future: AI in the workplace, Using effective prompts for AI, Researching and writing with generative AI tools including ethics with AI and more effective prompts Each 10-minute topic includes a workbook and a quiz that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

New Leader – 8 Videos =
62 minutes



Short Description	Full Description
If you are new to leadership or you have promoted someone to a new leadership role, this pathway will help you know how to handle this new situation. With practical tips on how to get started as a new leader, how to manage a relationship with former peers and ways to manage potentially stressful situations and how to make decisions, this pathway is a great introduction to a new leader's role. This course has 6 x 10-minute video modules with workbooks and 2 x 1-minute videos with a focus on decision making	This new leader pathway course is divided into 8 parts. The first 6 segments are provided as a 10-minute video and a workbook with three sections in each video, guiding you to pause and answer questions that apply to you in your role. You will have the opportunity to relate and apply the topics to your role and what you want to achieve. The last 2 x 1-minute videos focus on decision-making and have a short workbook for application. Topics for this course include: How to thrive as an accidental manager, Being a new leader, Introduction to coaching, Planning and holding meetings, Resilience, Successful networking, Decision making (1 min), Step decision making process (1 min) Each 10 minute topic includes a workbook and a quiz that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Objection Mastery – 5 videos = 5 minutes



Short Description	Full Description
Whether you're new to sales or brushing up your skills, these modules offer practical strategies and real-world phrases you can start using immediately. Get ready to turn hesitation into momentum—and watch your sales confidence take off.	Sales objections are not the end of the conversation—they're the beginning of deeper understanding. This course brings together five proven techniques that equip sales professionals with the confidence to handle resistance, build trust, and guide customers toward smarter decisions. From empathetic questioning to powerful reframing tools like Boomerang and Feel-Felt-Found, learners will discover how to: Identify and understand the real concern behind objections, engage in constructive, relationship-building dialogue, redirect objections into value-based outcomes and successful closes Topics for this course include: Handling objections, overcoming sales objections in three steps, the boomerang technique, sales objections and the feel, felt, found technique A short workbook and quiz are included to help apply the skills learned in the pathway.



Receptionist skills – 8
videos = 80 minutes



Short Description	Full Description
Whether you are new to the receptionist role or just looking for new ideas and tips to increase your efficiency this short course will give you some fresh ideas and perspectives for your role.	On reception, just the first few minutes of interaction with a customer or visitor, the tone is set for the company. As a matter of fact, the modern receptionist serves as a crucial central coordination point for the organisation and their contacts with clients, suppliers and customers. On top of front desk operations, the effective receptionist recognises that an on-going knowledge of the business and a pro-active approach to providing customer service to both the internal and external customers are crucial. Topics for this course include: Attitude, customer service, communication, answering the telephone, empathy, positive first impressions, call control, and difficult customer techniques. Each topic includes a workbook that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Ready for Work Pathway.

6 Videos = 42 Minutes



Short Description	Full Description
The Ready for Work Pathway is designed to help you confidently prepare for employment. From writing a great CV to building your personal brand and succeeding in interviews, this course helps you develop the essential skills to stand out and make a positive impression with future employers.	Getting ready for work can be both exciting and challenging. This pathway will help you gain the skills and confidence needed to present yourself professionally and make a strong first impression with potential employers. You'll learn how to write an effective CV, prepare for interviews, answer common questions, and build your personal brand. Topics for this course include: Writing a great CV, Successful Interview techniques, Your Personal Brand, Taking Initiative, Video call etiquette and Professional Handshake. Each topic includes a workbook and action plan to help you apply the skills directly to your job search.

Sales skills

8 modules = (80 minutes)



Short Description	Full Description
Sales skills can be daunting when first starting out but the topics in this service-based sales course will give you confidence and you will quickly find these sales fundamentals easy to apply whether in a telephone-based role or face to face and watch your sales results grow.	This sales skills pathway is divided into 8 parts. Each segment is provided as a 10-minute video and a workbook with three sections in each video, guiding you to pause and answer questions that apply to you in your role. Whether phone-based or face-to-face, these skills can be easily applied in any sales-related role. Topics for this course include: Know your business, introduction to selling, managing customer needs, outbound calling, consultative selling, closing the sale, influencing skills and negotiation skills. Each topic includes a quiz and a workbook that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Stress and resilience

7 modules = (70 minutes)



Short Description	Full Description
If you are finding yourself experiencing any level of stress or anxiety, you can benefit from this short course which provides tips and techniques for managing stress and building resilience. You will also learn how to deal with people who are themselves emotionally charged and discover some easy-to-apply techniques that can be useful in work, family and social settings.	This stress and resilience skills pathway is divided into 7 parts. Each segment is provided as a 10-minute video and a workbook with sections in each video guiding you to pause and answer questions that apply to you in your role. Whether you are experiencing stress and anxiety yourself or others around are this course will help you build your skills and knowledge of increased stress management and building resilience. Topics for this course include: Managing stress, being resilient, health and wellness, being assertive, mindfulness, developing mental endurance and dealing with emotional clients and colleagues. Each topic includes a workbook and a quiz that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Telephone Etiquette –
6 videos = 60 minutes



Short Description	Full Description
Telephone etiquette sets out the basics required for good professional consistent telephone manners for both inbound and outbound calls. Covering all aspects of telephone aspects this course also included award winning tips and techniques.	This telephone skills course is divided into 6 parts. Each segment is provided as a 10-minute video and a workbook with three sections in each video guiding you to pause and answer questions that apply to you in your role. Whether you are a receptionist, call centre professional or simply want to improve your overall business telephone standards this course will help you in your related role. Topics for this course include: Answering the telephone, award winning telephone techniques part 1 and 2, telephone call control, communication skills and outbound calling techniques. Each topic includes a workbook that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Time Management – 6
videos = 60 minutes



Short Description	Full Description
Whether you are looking for increased productivity or just want to feel more in control of your time this short course will help you tips and techniques for increased time management and efficiency.	This course introduces time management tools and techniques that allow you to manage your time more effectively and feel more in control. The training enables you to identify areas of your job where time could be better utilised and the actions necessary to alleviate problems identified. Topics for this course include: Managing your time, being assertive, being productive, attitude, managing stress, and delegation. Each topic includes a workbook that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Training and Presenting skills

– 9 videos = 90 minutes



Short Description	Full Description
This training package is ideal for people who facilitate groups, train workshops or make presentations. The nine video courses that make up this package outline key skills to help in the planning execution and follow up of any training session or presentation.	Having the confidence to train and lead discussions as well as overcoming the fear of public speaking, are key openers in this package. You will learn tips and tricks to prepare successfully and be more confident in your approach. You will learn skills in planning your sessions, dealing with difficult people, and ensuring you can have great knowledge transfer. There is also a section on remote training sessions. Topics for this course include: Learning and delivery styles, Training and learning outcomes, Training session plans, Creating a positive training environment, Effective training sessions, Presentation skills, Giving instructions in the workplace, Managing difficult trainees and Remote training sessions. Each topic includes a workbook that will help you apply the principles in your role and provide an action plan that you can work towards for each area.

Working from Home –
9 videos = 54 minutes



Short Description	Full Description
This pathway is ideal for people who are working from home either full time or part time. It will help you ensure you have the best set up and that you are able to be most effective.	Having the opportunity to work from home is a real bonus for some people. However, there can be a tendency not to get the balance right between work and home life. This pathway will help to ensure you have the right balance and that your homework setup is correct, as well as helping you have the right skills to cope effectively. Topics for this course include: Working from Home, Ergonomic Home Office Setup, Attitude, Managing Stress, Being Productive and Time Management. There are also 4x1-minute video techniques to watch and apply: Health Tips Working from Home, Working from Home Effectively, Staying Motivated Working from Home and Video Call Etiquette. Each topic includes a workbook and action plan as well as a quiz that will help you apply the principles in your role.

Basic Te Reo Māori in
the Workplace – 3 videos
= 30 minutes



Short Description	Full Description
This pathway provides insights into using Te Reo Māori in the workplace. It includes some background to Te Reo Māori, pronunciation, greetings and farewells and how you can use these in the workplace. It also includes your pepeha including introducing yourself, meanings of common Māori words, place names, Māori customs and protocols including Tangihanga (funerals) and Maraes and Matariki.	This course is divided into 3 equal parts covering 3 topics. Each segment is provided as a 10-minute video and a workbook with three sections in each video guiding you to pause and answer questions that apply to you in your role. You will have the opportunity to relate the topics to your role and how you can implement the skills. Topics for this course include: Part 1: In this video we explain some background to Te Reo Māori, pronunciation and greetings and farewells and how you can use these in the workplace. Part 2: In this video we look at understanding the meanings of common Māori words, delve into your pepeha, which includes introducing yourself, and familiarizing yourself with Māori place names Part 3: In this video we look at Māori customs and protocols including Tangihanga (funerals) and Maraes, Matariki and more place names.