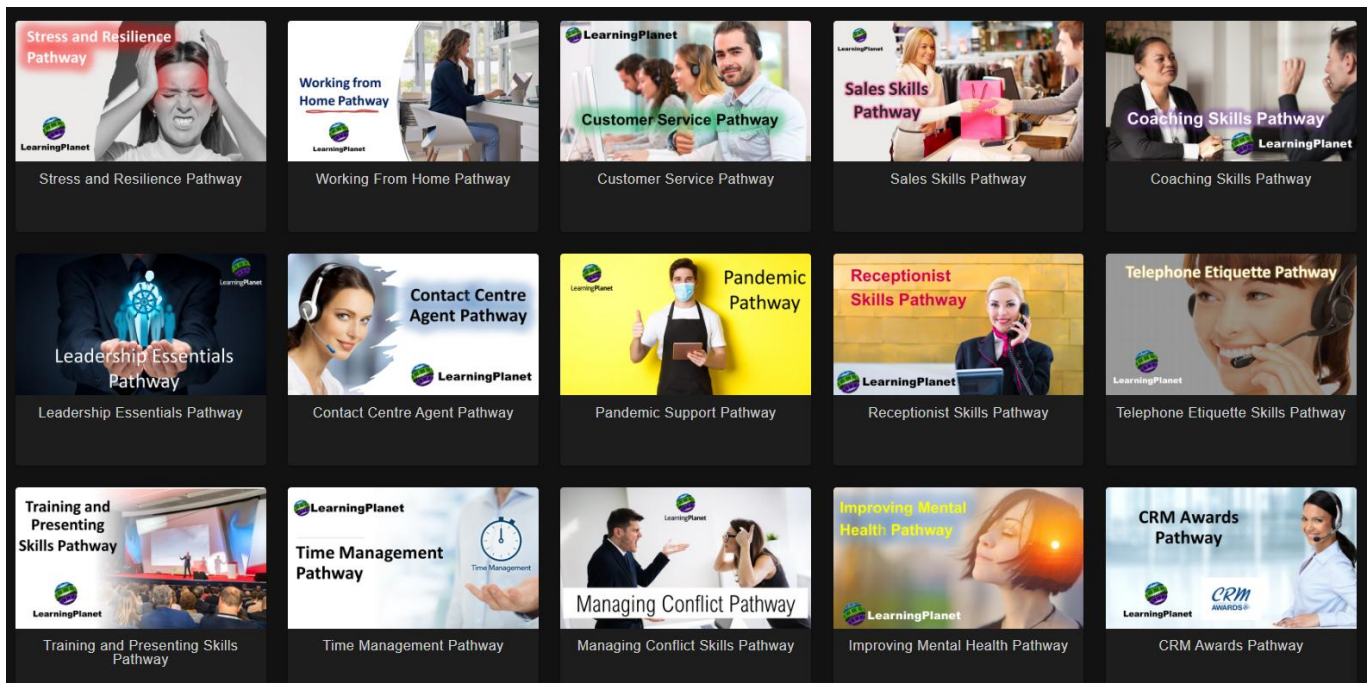




LearningPlanet



Learning Pathways On LearningPlanet

www.learningplanet.tv

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LEARNING PATHWAYS

Learning Pathways are structured learning units comprising of existing learning Planet video training resources, workbooks, and quizzes.

The pathways help a learner to step through a learning path designed to help them achieve skills and knowledge in a particular area of expertise and often relatable to a workplace role and industry.

Pathways can be assigned to an individual or they can be self-selected. Pathways can be started and paused anytime. On completion, a certificate is digitally awarded which can be saved as a PDF and used to show a record of learning.

The descriptions for each pathway are colour-coded as follows:

RED

Leadership roles and management skills

BLUE

Development skills to help you in a variety of roles

GREEN

Specific pathways to help in industry roles

ADVANCED LEADERSHIP



| Short Description | Full Description |
|--|--|
| <p>- 12 videos = 120 minutes</p> <p>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.</p> | <p>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.</p> <p>Topics for this course include:</p> <p>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</p> <p>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.</p> |

BUSINESS ADMINISTRATION



| Short Description | Full Description |
|---|---|
| <p>- 10 videos = 100 minutes</p> <p>This pathway follows the topics suitable for someone working in a business admin role. It will help someone in that role become more aware of their responsibilities and build skills and knowledge in vital areas to be successful.</p> | <p>This coaching skills course is divided into 10 equal parts covering 10 topics. Each segment is provided as a 10-minute video, a quiz 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.</p> <p>Topics for this course include:</p> <p>Communication skills, award winning emails, business writing skills, customer service excellence, being part of a team, working with other departments, time management, attention to detail, problem solving, diversity, equity and inclusion.</p> <p>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.</p> |

COACHING SKILLS



| Short Description | Full Description |
|---|---|
| <p>- 8 videos = 80 minutes</p> <p>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.</p> | <p>This coaching 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.</p> <p>Topics for this course include:</p> <p>Coaching for Change part 1 and Coaching for Change part 2, Questioning Skills, Listening Skills, Communication Skills, Giving and Receiving Feedback, Difficult Conversations and Giving Instructions</p> <p>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.</p> |

COMMUNICATION SKILLS



| Short Description | Full Description |
|---|---|
| <p>- 8 videos = 80 minutes</p> <p>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.</p> | <p>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.</p> <p>Topics for this course include:</p> <p>Communication skills, listening skills, questioning skills, being assertive, difficult conversations, showing empathy, cultural awareness and giving instructions in the workplace.</p> <p>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.</p> |

CONTACT CENTRE AGENT PATHWAY



Short Description

– 13 videos = 130 minutes

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.

Full Description

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 Centre, 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



Short Description

– 2 videos = 20 minutes

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..

Full Description

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.

CRM AWARDS



| Short Description | Full Description |
|---|--|
| <p>- 13 videos = 40 minutes</p> <p>The CRM Awards is based on 10 phone criteria and 10 email tips to help you build excellent skills in dealing with customers by phone and email.</p> <p>Although the CRM awards is a national program, these techniques will help boost your phone and email customer experience and confidence in dealing with customers to help provide them an award-winning experience with you.</p> | <p>This awards pathway has 3 x 10-minute video courses and 10 x 1-minute videos techniques. It is designed to help you understand and develop skills in the vital criteria that customers are most interested in and boost your customer satisfaction scores.</p> <p>Topics for this course include:</p> <p>Award winning telephone techniques parts 1 and 2, Award winning emails, 10 x 1-minute individual criteria technique videos.</p> <p>Each 10-minute video 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.</p> |

CUSTOMER SERVICE SKILLS



| Short Description | Full Description |
|--|---|
| <p>- 12 videos = 120 minutes</p> <p>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.</p> | <p>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.</p> <p>Topics for this course include:</p> <p>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.</p> <p>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.</p> |

HANDLING CHALLENGING CUSTOMERS



| Short Description | Full Description |
|--|--|
| <p>- 12 videos = 120 minutes</p> <p>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.</p> | <p>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.</p> <p>Topics for this course include:</p> <p>Communication skills, listening skills, questioning skills, being assertive, difficult customer types, showing empathy, difficult customer techniques, handling conflict, abusive customers, negotiation skills and advanced difficult customer techniques.</p> <p>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.</p> |

IMPROVING MENTAL HEALTH



| Short Description | Full Description |
|--|--|
| <p>- 6 videos = 60 minutes</p> <p>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.</p> | <p>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.</p> <p>Topics for this course include:</p> <p>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.</p> <p>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.</p> |

LEADERSHIP ESSENTIALS



| Short Description | Full Description |
|--|--|
| <p>- 12 videos = 120 minutes</p> <p>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.</p> | <p>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.</p> <p>Topics for this course include:</p> <p>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.</p> <p>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.</p> |

MANAGING CONFLICT



Short Description

– 8 videos = 80 minutes

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.

Full Description

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



| Short Description | Full Description |
|---|---|
| <p>- 4 Videos = 31 minutes</p> <p>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.</p> | <p>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.</p> <p>Topics for this course include:</p> <p>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</p> <p>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.</p> |

NEW LEADER



| Short Description | Full Description |
|--|--|
| <p>- 8 Videos = 62 minutes</p> <p>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</p> | <p>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.</p> <p>Topics for this course include:</p> <p>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)</p> <p>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.</p> |

RECEPTIONIST SKILLS



| Short Description | Full Description |
|--|--|
| <p>- 8 videos = 80 minutes</p> <p>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.</p> | <p>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.</p> <p>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.</p> <p>Topics for this course include:</p> <p>Attitude, customer service, communication, answering the telephone, empathy, positive first impressions, call control, difficult customer techniques.</p> <p>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.</p> |

RETAIL SALES



Short Description

– 10 videos = 100 minutes

Working in a retail role can be tough with a constant stream of customers and people watching. Retail sales is heavily focused on your interactions with customers and this course will help you develop skills to be better equipped to deal with customers and help them to purchase what they need and want.

Including health and safety tips, dealing with a variety of people and personal grooming tips, this is a holistic course to help build skills and knowledge in a wide variety of areas in retail sales skills.

Full Description

The retail sales pathway consists of 10 video modules each with a 10-minute video, quiz and workbook to help you apply the skills needed to be successful in a retail sales role.

Topics for this course include:

Retail sales, managing customer needs, introduction to selling, closing the sale, handling difficult customers, advanced customer service, personal grooming, persuasion skills, health and safety basics, diversity, equity and inclusion.

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.

REQUESTS FOR SERVICE



| Short Description | Full Description |
|--|---|
| <p>- 13 videos = 130 minutes</p> <p>Ideal for people working in industries that require service requests to be dealt with. This includes councils, education facilities with campuses, government, utilities etc.</p> <p>Having the right skills to handle these service requests can help build a better experience for the clients and build a good reputation for the organisation.</p> | <p>This 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. Many of these roles are phone based but also cover face to face.</p> <p>Topics for this course include:</p> <p>Service requests, positive first impressions, listening skills, questioning skills, handling conflict, communication skills, showing empathy, Telephone call control, handling difficult customers, being assertive, managing customer needs, award winning telephone techniques parts 1 and 2.</p> <p>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.</p> |

ACTIONING REQUESTS FOR SERVICE



Short Description

– 10 videos = 100 minutes

Once a request for service has been requested, it needs to be actioned. This pathway follows the next part in the process and has skills to help people follow through with the service request. Ideal for people working in industries that require service requests to be dealt with. This includes councils, education facilities with campuses, government, utilities etc.

Having the right skills to handle these service requests can help build a better experience for the clients and build a good reputation for the organisation.

Some of the course is a reminder from the requests of service pathway.

Full Description

This course is divided into 10 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. Many of these roles are phone based but also cover face to face.

Topics for this course include:

Service requests, communication skills, positive first impressions, managing customer needs, problem solving, attitude, keeping your customers informed, handling conflict, handling difficult customers, taking initiative.

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.

SALES SKILLS



Short Description

– 6 videos = 60 minutes

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.

Full Description

This sales 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 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, closing the sale and negotiation skills.

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.

STRESS AND RESILIENCE



| Short Description | Full Description |
|---|--|
| <p>- 6 videos = 60 minutes</p> <p>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.</p> | <p>This stress and resilience skills course is divided into 6 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.</p> <p>Topics for this course include:</p> <p>Managing stress, being resilient, health and wellness, being assertive, mindfulness and dealing with emotional clients and colleagues.</p> <p>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.</p> |

TELEPHONE ETIQUETTE



| Short Description | Full Description |
|---|---|
| <p>- 6 videos = 60 minutes</p> <p>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.</p> | <p>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.</p> <p>Topics for this course include:</p> <p>Answering the telephone, award winning telephone techniques part 1 and 2, telephone call control, communications skills and outbound calling techniques.</p> <p>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.</p> |

TIME MANAGEMENT



| Short Description | Full Description |
|--|---|
| <p>- 6 videos = 60 minutes</p> <p>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.</p> | <p>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.</p> <p>Topics for this course include:</p> <p>Managing your time, being assertive, being productive, attitude, managing stress, delegation.</p> <p>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.</p> |

TRAINING AND PRESENTING SKILLS



| Short Description | Full Description |
|--|---|
| <p>- 9 videos = 90 minutes</p> <p>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.</p> | <p>Having the confidence to train and lead discussions as well as overcoming the fear of public speaking are key openers in this package.</p> <p>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.</p> <p>There is also a section on remote training sessions.</p> <p>Topics for this course include:</p> <p>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.</p> <p>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.</p> |

WORKING FROM HOME



Short Description

- 8 videos = 70 minutes

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.

Full Description

Having the opportunity to work from home is a real bonus for some people. However, there can be the tendency to not get the balance right between working and home life.

This pathway will help to ensure you have the right balance and that your homework set up 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 2x1 minute video techniques to watch and apply: Health Tips Working from Home and Working from Home Effectively

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.

BASIC TE REO MĀORI IN THE WORKPLACE



Short Description

- 3 videos = 30 minutes

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.

Full Description

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.