

# BEING A GREAT LEADER & SUPERVISOR



Learn from your apprentice, cadet or trainee about how to teach and how to support someone to be successful.

Give specific and positive feedback – they are more likely to put more effort in.

Don't yell at or embarrass learners if they get something wrong – they'll stop putting in effort.

Find out about the learner you are supporting, the more you know them, the more likely you are to be able to help them succeed.

Work with the training partners and assessors to plan for the learner.

Help the learner solve problems and support them to keep going.

Give clear instructions and expectations. Be patient.

Acknowledge the small successes. This will help them become independent and confident.



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# COACHING AND MENTORING

Getting the best effort from the people you work with



Build a personal rapport.

Discuss some ground rules for the relationship – what you expect and ask how they like to learn.

Give good feedback and positive reinforcement.

Acknowledge effort put into the job and help the learner find solutions to problems.

Help the student set goals – what do they need to learn next?

Be a great model – demonstrate and show what it looks like to be awesome at your job.

Don't make jokes about culture or gender.

Ask about their experiences – find out how their background might influence their work.

Listen to the views of people who are different to yourself.

Don't expect people to behave like you – differences are good. Ask them questions to understand.

**AKO**  
whakaruruhau  
– Māori Mentoring –

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# GIVING A GREAT TOOL BOX TALK



Be specific and talk about one topic at a time

Ask questions – find out what they know already and what they are already doing right

Give good examples – show staff examples of what you want them to do, have the tools on hand and demonstrate when you can

Focus on the behaviour you want – if you're talking about ladders say: "have the ladder on level ground and secure top and bottom" – rather than – "Don't put the ladder on uneven surfaces, don't leave the ladder untied"

Share the tool box talks – let others share teaching, giving them information and time to prepare

Make sure you have a space that supports learning, where everyone can hear and see, and create an atmosphere where it is ok to ask questions

Don't leave the learning at the tool box talk – follow it up, notice when people are doing the right thing, give feedback to show that you notice when they take on new learning



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# LEAVE THE LAND UNDISTURBED

Be a guardian of the land and leave no footprints

*Toitū te whenua*



Ngāi Tahu (the primary tribe of the South Island) have always valued how important the land is to the identity of the tribe – it is part of who they are.

It is important that when you are working on a site that you are aware of the historical story, what was here before you, and what will be here when you leave.

Where possible keep in mind the saying “Toitū te whenua – Leave the land undisturbed”.

*Do you have connections to ‘land’ where you come from? Is there a place that is really important to you - why is that?*

*What can you do on site, in your job to look after the land?*

*Do you know about the land you’re working on?*

*Where could you find out about what was here before you?*



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# SACRED PLACES

Can you locate any of the sites below from your workplace?

Why is it important to know where these sites are?

What can you do, while you are working around these sacred places, to ensure that they are treated with respect?



## The Waitaha Pā of Puāri

Puāri was the name of an early Waitaha settlement on the banks of the Avon River – it is said that this settlement stretched as far back as Bealey Avenue in the years between 1000 and 1500 – the river was used for traditional food gathering (mahinga kai). Historians have found many treasured artefacts (taonga) in this region.

## Burial Place (Urupā) for the Puāri Pā

The burial place was situated where the old public library and old police station stood prior to the Canterbury Earthquakes. It has been recorded that as late as 1853 the remains of Māori ancestors were seen laid side by side in rows. Burial places (urupā) have been found in all parts of Christchurch including Market Square and Cathedral Square. This is an important spiritual and cultural element to be aware of as you work on this site.

## The Poupou

The Poupou in Market Square was erected as part of the 1990 commemoration of the signing of the Treaty of Waitangi. It is six metres high and carved out of a giant trunk of totara by local master carver, Riki Manuel. It is rich in

symbolism with the main theme, food gathering (see tool box card), which brought the tribe to this area – on this are carved figures of Ngāi Tahu Waitaha people. This is a visual reminder of the history and spiritual significance of this area to Māori something you are now co-creating with the restoration of the beautiful town hall to its former glory.

## Cabbage Trees Tī Kōuka

The cabbage trees (Tī Kōuka) that are visible along the banks of the Avon have been there for centuries. They once stood as beacons so travellers could find their way across the Canterbury Plains. For Ngāi Tahu, these trees were a resting place and where rituals were performed for travellers to go on in safety. These trees were considered tapu. The cabbage trees that are visible at Victoria Square are considered the grandchildren of the original Puāri Tī Kōuka.



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# THE IMPORTANCE OF THE LAND, FOOD, AND THE AVON RIVER

*How will the way in which you work contribute to keeping the Avon River as clean as possible?*

*How would you like the Avon River to be for the next generations?*



Mahinga Kai refers to the tribal (Ngāi Tahu) interests in traditional food, natural resources, and the places where those resources are found.

In the past Ngāi Tahu used the local Avon river to gather food including: eels (tuna), whitebait (inaka), native trout (kōkopu), cockabullies (koukoupapa), grey ducks (parera), and paradise shelducks (putakitaki). The Avon River was a rich

source of food, a centre point for meeting, trading and gathering food.

Keeping traditional food gathering practices alive for future generations is an important part of maintaining cultural values and ensuring that the land (whenua) is looked after.



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# THE TOWN HALL

from market place  
to living room



The site of the town hall is a particularly important place in Christchurch. In recent times it has held the Town Hall, a meeting place for the people of the city and visitors to the city. Interestingly, it has been a meeting place long before the town hall was originally built in 1972.

**Victoria Square**, the site of the Town Hall, used to be called Market Square. It was a place of rich cultural and significant land history for Ngāi Tahu. They came from all over to trade goods with other Māori.

*Why is it important to know about where you are working?*

*What does the history of the site tell you about how important it has been in the development of Christchurch city?*

*What will you be contributing to the story of Market Square and the town hall?*



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