

COMPETENCIES			
Competencies	Y	N	Notes
<b>Te Ara Tūhono</b>			
Confidently opens mediation with karakia and mihi/whakatau using te reo Māori (following the guideline provided).			
Explains the process of the Tūhono Model of mediation before and during the mediation process including: <ul style="list-style-type: none"> <li>(a) The role of the Ringa Tūhono;</li> <li>(b) The agreed “tikanga” for the process;</li> <li>(c) Confidentiality;</li> <li>(d) The role of the parties;</li> <li>(e) No conflicts of interest;</li> <li>(f) Timing and availability.</li> </ul>			
Establishes and maintains confidentiality.			

Explains the relevance and importance of “Te Kaokao o Papatuanuku” and appropriately arranges seating accordingly.			
Demonstrates understanding of Māori world-view, making specific reference to Te Orokohanga and Te Tiriti o Waitangi (where appropriate).			
Reo whakahua - correctly pronounces te reo Māori words/terms.			
Whakatakoto o te reo – use of te reo Māori is grammatically correct.			
Effectively transitions between this phase and Te Ara a Ruaumoko: (a) Summarizes; (b) Reflections; (c) Corrections.			

Competencies	Y	N	Notes
<b>Te Ara a Ruaumoko</b>			
Explains relevance and importance of “Waewae Pakura” and facilitates balanced interaction by all parties.			
Effectively transitions between this phase and Te Ara a Tangaroa:			

(a) Summarizes; (b) Reflections; (c) Corrections.			
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Competencies	Y	N	Notes
<b>Te Ara a Tangaroa</b>			
Explains relevance and importance of “Aramoana” to steer parties away from non-issues ensuring parties remain on track. Purpose is to provide structure to this phase of the process.			
Encourage parties to engage in discussion so their perspective can be heard. Allow parties to: (a) Express their feelings, emotions, opinions etc			
Explains relevance and importance of “Patiki” to support parties to discover underlying causes / drivers of a conflict situation: (a) Uses open questions; (b) Uses neutral/mutual language to re-evaluate party perspective of conflict situation; (c) Focus on interests not positions.			
Uses joint and private sessions where appropriate.			
Explains the relevance and importance of “Koiri” to support parties to focus on the future rather than the past.			

Effectively transitions between this phase and Te Ara a Tane: (a) Summarizes; (b) Reflections; (c) Corrections.			
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Competencies	Y	N	Notes
<b>Te Ara a Tane</b>			
Explains relevance and importance of “Purapura Whetu” to restoring balance.			
Explains to parties the role of Ringa Tūhono to assist parties to generate options and make decisions themselves.			
Ensures parties have explored possible options to resolve the conflict situation.			
Ensures parties consider, review and evaluate alternatives. Assists parties to consider practicality of options.			
Effectively transitions between this phase and Te Ara a Rongo: (a) Summarizes; (b) Reflections; (c) Corrections.			

Competencies	Y	N	Notes
<b>Te Ara a Rongo</b>			
Explains relevance and importance of “Rau Kumara” to ensure parties mutually agree on outcomes and commit to complying with such outcomes.			
Facilitates parties to draft a settlement agreement using their own words.			
Confidently closes mediation with karakia and mihi using te reo Māori (following the guideline provided).			
Cleanses/neutralizes appropriately following the conclusion of the mediation process.			

