



Te Ako Manaaki Collaborative Facilitation Guide and Training Session

Purpose

To support facilitators to lead effective cross-sector hui using the Te Ako Manaaki framework, keeping the person and whānau at the centre while guiding collective problem solving, action planning, and system coordination.

Core Principles

- Person and Whānau Centred – What is best for the person and whānau?
- Solutions Focused – Focus on what happens next.
- Valuing Relationships – Trust and connection are vehicles for change.
- Strengths Based – Build on what is already working.
- Inclusive and Collaborative – The solution belongs to everyone.

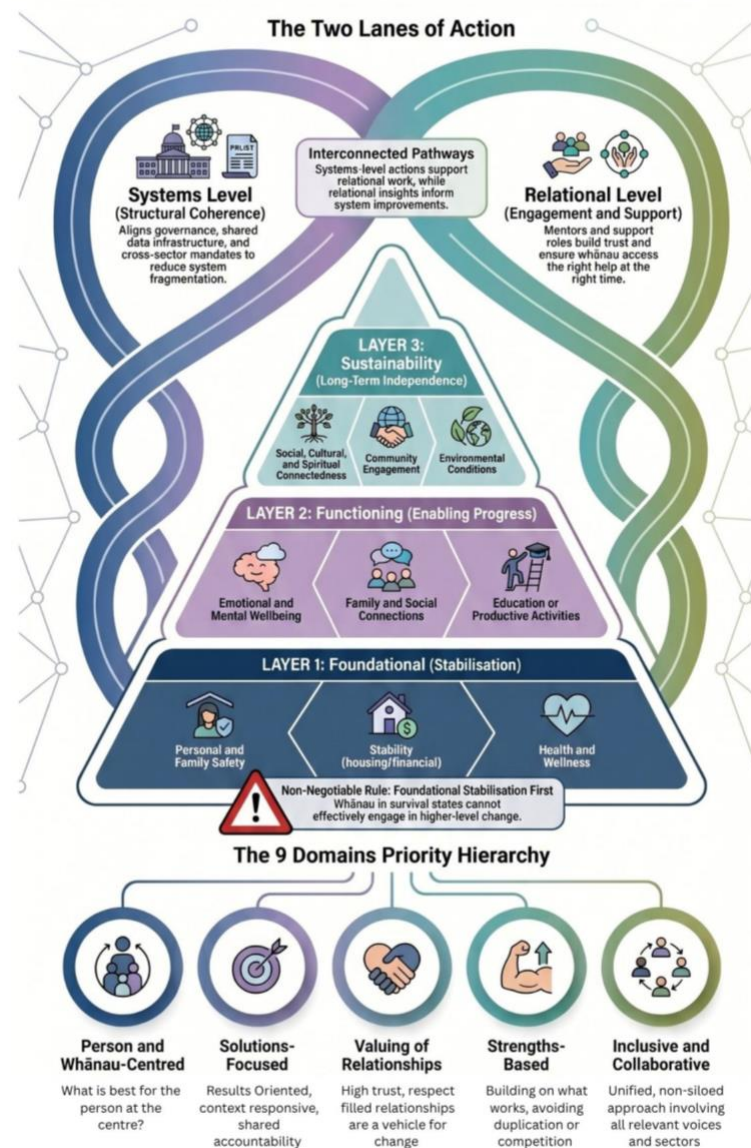
Opening the Meeting

1. Welcome and provide choice regarding karakia.
2. Introductions around the room.
3. Purpose statement:
 - Draw a line in the sand from the past while learning from what has worked.
 - Together we can achieve things that no single organisation can achieve alone.
 - Keep the person and whānau at the centre.
 - Focus on practical solutions and improved outcomes.
 - Recognise both the systems lane and the relational lane.
 - Focus on immediate, medium-term and long-term outcomes.
 - Facilitate a process that allows everyone to contribute their expertise.

Information Sharing

Share only information relevant to planning and support.
Focus on how circumstances, assessments, trauma or diagnoses affect planning rather than discussing unnecessary personal detail.
Ask: What do we need to know to create a better plan?

Te Ako Manaaki: An Integrated Framework for Whānau Wellbeing



Facilitation Process

Step 1 – Shared Understanding

- Summarise what is known, strengths, concerns and current supports.

Step 2 – Systems Lens

- Do we have everyone we need in the room?
- Who else should be involved?

Step 3 – Relational Lens

- Who does the person trust?
- Who can support engagement and key messages?

Step 4 – Domain Review

1. Safety
2. Stability (housing and financial)
3. Health and Wellness
4. Emotional Wellbeing
5. Family and Social Connections
6. Education or Productive Activities
7. Community Engagement
8. Cultural, Social and Spiritual Connectedness
9. Environmental Conditions

Action Planning

Aim for 3–6 clear actions.

Each action should identify:

- What will happen
- Who is responsible
- Timeframe

Closing the Meeting

Summarise:

- Key insights
- Agreed priorities
- Actions and owners
- Review date



Advise that notes and action plans will be circulated and invite direct follow-up discussions if required.

Managing Difficult Situations

Disagreement:

- Return to: What is best for the person and whānau?
- Test assumptions.

Disengagement:

- Keep the door open.
- Invite perspectives respectfully.

Blame:

- Acknowledge frustration.
- Redirect toward solutions and next steps.

When stuck:

- Could it be an idea to...?
- Might we consider...?
- Is it possible that...?

Facilitator Hot Tips

- Be curious, not certain.
- Slow the room down.
- Keep bringing discussion back to the person.
- Look for strengths first.
- Celebrate small wins.
- Protect hope.

Key question:

'What is the next smallest step that moves this person forward?'

Training Session Structure (3 Hours)

Part 1 – Foundations (30 min)

Part 2 – Running the Hui (45 min)

Part 3 – Facilitation Skills (45 min)

Part 4 – Case Simulation (45 min)



Part 5 – Reflection and Debrief (15 min)

Suggested activity:

Use real or realistic case studies and have participants facilitate using the Te Ako Manaaki framework.

For more information go to www.teakomanaaki.com

