

Kōrero Kaha | Strong Conversations

The FFI coaching journey is underpinned by values such as pono, tika and aroha, and a commitment to the growth and development of our kiritaki | clients, by fostering a honest, supportive and empowering environment. Kōrero Kaha is one of the ways we help our kiritaki advocate for themselves and build confidence in themselves. Kōrero Kaha enables you to talk to anyone in any situation.

EXAMPLE

Kia ora Peter, hey I just wanted to talk to you about our latest pay review. Do you have some time now or should we book a hui?

After that pay review meeting and now that I have had time to reflect on it, there were a couple of things that came up for me.

1. Only being ranked as an achieved when the mahi I have done according to my KPI's is exceeded.
2. My title doesn't reflect the mahi that I took on when colleague 1 left.

This has left me feeling undervalued and overlooked.

What are your thoughts on this Peter?

Now is your time to actively listen, take written notes or mental notes and actually hear what the other person is saying, even if you don't agree with it. Managing your emotions here will be paramount.

So, what I heard was this could be a possible oversight, would there be a space for the both of us to sit down and review this and a job title change?

Is there another way forward that you can think of Peter that is mutually beneficial?

This is where together you decide on the best course of action. You may need more than one conversation to come to an outcome. It is best to come into this meeting with some ideas of solutions.

So, the way forward for us is to set up another meeting next week to discuss the points above and come to a solution that is good for both of us.



This is where we acknowledge what has already happened and define what our current reality is



This is where we explore the uncomfortable part of the conversation.



This is where we collaborate with other party to find a way forward, mutually beneficial solution or win win.



Our new reality, outcome of the conversation and way forward with future focus



Script your own Kōrero Kaha



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Your Kōrero Kaha

Tips for scripting

- Always prepare what you are going to say
- Manage those emotions e hoa ma!
- Come with solutions
- Be prepared to have more than one conversation
- Be prepared to be unsuccessful.
- Review the conversation after, tweak and make improvements for next time