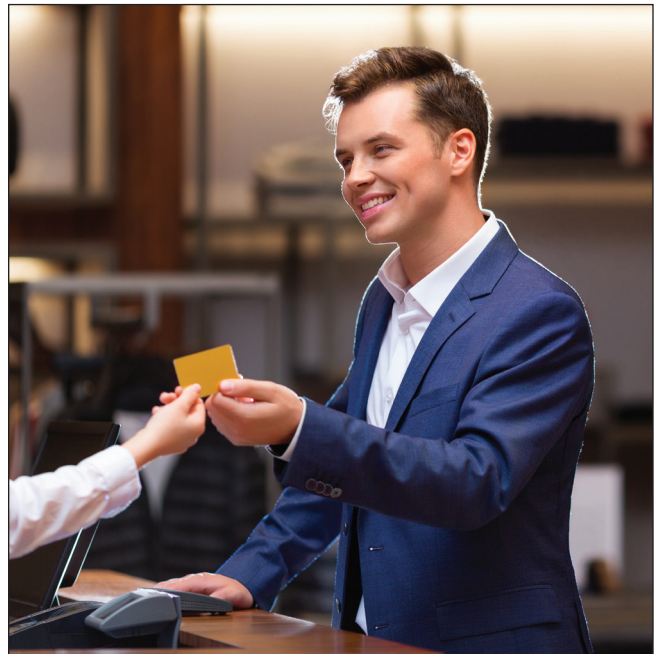


Kia māia te piki ki te taumata whakahaere

Pōkaitahi Kaihoko o Aotearoa (Taumata 4)

Ahakoā kei tētahi toa tō pakihi kaihoko, kei te ipurangi, kei ngā mea e rua rānei, tukua ō kaiārahi tīma, whakaruruhau, kaiwhakahaere hoki kia whai i ngā pūkenga, ngā mōhiotanga me te māia me whai hei ārahi tika i tētahi tīma me te whakaputa i ngā whakatau tika e tino whai hua ai. I waihangatia Te Pōkaitahi Kaihoko o Aotearoa (Taumata 4) hei āwhina i ō ākongā iho pūmanawa ki te whakatutuki i tērā. Waihoki, te kawē i tō pakihi ki taumata kē atu.

He māmā te tuku atu ki ō kaimahi, i a rātou e mahi ana, ka hāngai hoki ki tō pakihi. Ka piki ngā pūkenga o ō kaimahi i te wāhi ki: ngā tutukinga kaimahi, te whakahaere hokonga, ngā mōhiotanga motuhake, ngā tauwhitwhiti i te wāhi mahi me ētahi atu anō...



Ngā hua ki tō pakihi

Mā te whakapiki i ngā pūkenga o ō kaimahi i tēnei hōtaka whakangungu inamata, koe e āwhina kia:

- ▶ mau tonu ki ngā paerewa hauora, haumaruru me te whakamaru
- ▶ whakakapi i ngā kawata a ō kiritaki mō te pai o te manaakitanga
- ▶ whakapiki i te māpua me ngā hokonga
- ▶ whakapai ake i te wheako kiritaki me te tiaki i tō tūranga whakataetae
- ▶ whakaihihi me te pupuri ki ngā kaimahi whai pūkenga.

Ngā hua ki ō kaimahi

Mā te whakapiki i ngā pūkenga o ō kaimahi i tēnei hōtaka whakangungu inamata, rātou e āwhina kia:

- ▶ kawē ake i ētahi haepapa anō, whakahaere hoki
- ▶ whakauru i ngā mēhua pakihi ki ngā hokonga
- ▶ whakapiki i te māha mahi
- ▶ whakawhanake i ō rātou ara mahi mā tēnei tohu e mōhiotia ana e te motu.



Ka hua ake i tā ngā kaimahi whiwhi pūkenga i te mahi, ko tētahi pakihi e whakapono nui ai ngā kiritaki

I pīrangī hanga a **Resene** i tētahi pakihi e kounga ana ngā hautaonga me te manaaki kiritaki. I pīrangī hoki ki te pupuri me te whakanui i ngā kaimahi rawe.

Urupare: Mā te whakapiki i ngā pūkenga o te rau kaimahi mā ngā Pōkaitahi Kaihoko o Aotearoa (Taumata 3 me te 4), ka whakamana a Resene i ōna paerewa kounga, ā, ka āwhina ki te whakanui me te pupuri i ngā kaimahi kua whai i ngā tohu e mōhiotia ana e te motu, me tētahi hōtaka hua.

Putanga: Nā tā Resene aro ki te kounga i whakawhiwhia ai ia ki tā Reader's Digest Most Trusted Brand in NZ 2014. E ai ki te Kaiwhakahaere Kaihoko o Resene ki Waitaha, ki a Andy McPherson: "Ko tā ServiceIQ he whakaako i te tangata kia rawe ai āna mahi, kia tiketike hoki tāna manaaki kiritaki. Hei āpiti ki ngā wheako, ka whai tohu tūturu te tīma ki te whanake i ō rātou ara mahi."



Ngā āhuatanga o te hōtaka – Ngā pūkenga angitu

Ka tukua e tēnei hōtaka ki ō kaimahi ngā pūkenga me ngā matatau me whai ki te whakaputa i ngā whakatau tika, ki te ārahi i tētahi tīma, ā, ki te whakahoki i ngā hua ki te pakihi. Anei te whakarāpopototanga o tā rātou e ako ai:

Te whakahaere i te hauora me te haumarua kia whai hua

Me pēhea:

- ▶ te aroturuki me te mau tonu ki ngā tikanga hauora, haumarua me te whakamarua mō tō pakihi.

Ngā tutukinga kaimahi, toa hoki

Me pēhea:

- ▶ te aroturuki me te mau tonu ki ngā tutukinga kaimahi me ngā tauwhitiwhiti kiritaki e tino whai hua ai
- ▶ te whakauru i ngā mēhua tutukinga mahi ki ngā horopaki hokohoko
- ▶ te ārahi i tētahi tīma kia whai hua
- ▶ te whakaū i tā ngā kaimahi whakaoti i ngā hātepe hokohoko ka whakangako i te wheako kiritaki
- ▶ te aroturuki me te pupuri i ngā hononga kiritaki māpua hei whakatairanga i te pirihihongo ki te pakihi.

Ngā whakahaere, te whakahaere hautaonga me ngā hokonga

Me pēhea:

- ▶ te whakauru, te aroturuki me te pupuri ki ngā tukanga whakahaere arowhānui mō ngā ratonga whai hua
- ▶ te whakatū me te pupuri i ngā taumata hokonga me te whakaemi, te whakatakataka hoki i ngā tono a ngā kiritaki
- ▶ ārahi i te hanganga o ngā whakaaturanga o roto i te toa me ngā hokonga.



He aha te pai o ServiceIQ?

He wāhanga a ServiceIQ o Te Pūkenga – New Zealand Institute of Skills and Technology.

Ko mātou tō kōtuinga kua whakamanahia e te ahumahi. Waihoki, e ū ana mātou ki te āwhina i a koe ki te hanga i tētahi pakihi angitu mā te manaaki kiritaki kei te taumata ā-ao. Ko mātou ngā mātanga whakangungu wāhi mahi mō ngā kaitukumahi rāngai whakarato o te rererangi, te ahumahi manaaki, te kaihoko, te hāereere, te tāpoi, me ngā whare tongarewa. Ka āwhina mātou i ā mātou kiritaki kia angitu ai mā te whakapiki i ngā pūmanawa.

He āpitihanga

Ko tēnei hōtaka pūkenga waiwai te kotahi o roto mai i te huhua e whai hua ai tō pakihi me ō kaimahi. Me kōrero ki tō Kaitohu Whakangungu ServiceIQ mātanga mō ētahi kupu āwhina herekore me ētahi hōtaka e hāngai ana ki ō matea.