



ShopCare cultural competency online training modules

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COURSE 1

Start your journey with cultural awareness

Tīmatatanga

Tīmatatanga (the beginning) is our introductory module – a first step into understanding Māori culture. Designed as a gentle beginning, it sets the foundation for the Te Kākano and Te Whanake modules that follow.

This module offers a simple introduction to Māori history, beliefs and customs; and the practice of a mihi – a traditional way of introducing yourself that can help strengthen team connection.



Tīmatatanga – A simple introduction to Māori history, beliefs and customs, and the practice of mihi.

COURSE 2

Fostering cultural competency

Te Kākano

Te Kākano (the seed) offers three training modules, that are part of the Haumaru Hokohoko initiative, the heart of our cultural competency efforts. These modules have been designed to raise cultural awareness, build cultural capability, and enable cultural responsiveness, specifically within the context of improving health and safety.




These modules form a braided stream, integrating Māori principles such as Rau Whariki Tikanga and Kōkiri within the Haumaru Tāngata Framework.

1. **Introduction to Te Kākano** – Introduces the meaning of Te Kākano and the three learning modules.



2. **Te Kākano 1** – Introduces key Māori words and crucial phrases that enhance health and safety practices using the Noho Te Puku learning method.

Match the Māori word to the correct definition:

 Kotahitanga	 Whanaungatanga	 Manaakitanga
Team members that care for others	Team members that share something in common	Team members that unite to get a job done

3. **Te Kākano 2** – Begins building cultural capability by understanding Kia Tūpato and Te Whare Tapa Whā practices, along with the associated behaviours.

Read each statement below and select whether you feel you are becoming culturally aware, or culturally capable for each one:

I understand the meanings for certain Māori words	<input type="text"/>
I understand the behaviours for certain Māori words and terms	<input type="text"/>
I am learning about other cultures	<input type="text"/>
I can hold conversations about other cultures	<input type="text"/>



Culturally Aware
I am aware of cultural differences and cultural diversity.

Culturally Capable
I am applying my knowledge and skills on cultural diversity to create safer and more diverse workplaces and communities.

4. **Te Kākano 3** – Enhances cultural responsiveness, using Kia Tūpato and Te Whare Tapa Whā as tools for improving health and safety outcomes.

Kia Tūpato

You have already started to understand how Kia Tūpato occurs by observing and talking about its behaviours using Noho Te Puku.

 Kia Tūpato Kia Tūpato hints at being careful. Without a Māori lens, this can come across as people being quiet or reserved.	 Noho Te Puku We can use Noho Te Puku to observe and then, draw out these conversations
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COURSE 3

Strengthen leadership through cultural capability

Te Whanake

Te Whanake (to rise) is the next step in your cultural competency journey – a set of modules designed to help you and your team grow and lead with a Te Ao Māori lens or Māori world view.

Building on the foundations of Te Kākano, these modules weave together cultural awareness and capability – including Māori language, concepts of leadership, and practical ways to apply them in your everyday role.

Te Whanake is designed to help you integrate cultural understanding into your leadership style, both for Māori and other cultures, in ways that are authentic, respectful, and impactful.



Te Whanake – Applying Māori values to strengthen your leadership.

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Start the course here



Transforming health, safety and wellbeing outcomes for the New Zealand retail sector and its supply chain.

Supporting a workforce of over 230,000 Kiwis.

ShopCare provides guidance, training, and collective expertise to help the entire retail ecosystem create healthier, happier, and safer working environments for all kaimahi/workers.

We provide free resources for retailers and supply chain companies of all sizes, from sole operators right through to large retail chains.

Our four pillars that underpin the work we do:



COLLABORATION

Transform the way we engage with our stakeholders & sector partners



DATA-DRIVEN

Become the HSW data leader for our sector



ACTIVATION

Activate the sector to prioritise and collaborate on system-wide challenges



CAPABILITY

Develop new capabilities to solve systemic HSW challenges in our sector

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Ngā mihi

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