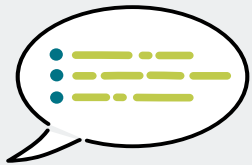# Rules of kōrero for meetings / hui

Set the ground rules for talking

Write the agenda on the whiteboard

- Talk slowly and clearly
- Pause at the end of sentences
- Wait 20 seconds after asking a question

Clearly signpost key topics (verbally and written)

"Plan"

Take breaks to check for understanding
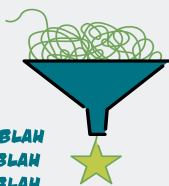
Check for agreement using visuals

Agree
(Yes, that's ok)

Do not agree
(No, that's not ok)

"BLAH, BLAH, BLAH BLAH, BLAH, BLAH BLAH, BLAH, BLAH BLAH, BLAH, BLAH."

- Use common, everyday words
- Avoid using jargon, codes, or complex words

January   **February**

Before   **After**

Use visuals to support understanding of the process or timeline

Moretalk
Communication Assistance

If you have someone at the meeting who has communication difficulties, consider asking for a Communication Assistant to be at the meeting to help them understand what is happening and be able to have their say.

Introductions	• Consider making a **list** of who is in the room and giving this to the people at the meeting • Wearing **name tags** might help
Set the ground rules	• Only **one person talks** at a time • Let others **take their turn** • **No** interrupting • Be **polite** and **respectful** • **No** swearing or shouting
Let everyone know	• They can ask **questions** • They can ask for something to be **repeated** • They can say if they **don't understand** • They can ask for a **break** • They can ask to **leave**
Agenda	• Have a clear **agenda** • Write it up on a **whiteboard** so everyone can see it • **Tick off** items as you go

Moretalk
Communication Assistance

Clearly signpost topics

- Verbally introduce the **start and finish** of a new topic:

  "We are finished talking about XYZ. We are going to talk about ABC now"

- Topics should be **written** on the whiteboard

- If someone goes **off topic**, remind them of the topic by pointing to it on the whiteboard

- **Check** what each person thinks before moving on

- **Check again** at the end of the meeting to check they understood what was agreed

Check understanding

- Check understanding by asking them to **tell you in their own words** what was discussed / agreed to

- **Avoid asking** *"Do you understand?"* or *"Have you got that?"*

Use visuals to signal agreement

Agree
(Yes, that's ok)

Do not agree
(No, that's not ok)

- Use a **visual** to signal when something has been **agreed to / not agreed to**

- Do this on the **whiteboard** so everyone can see it

Moretalk
Communication Assistance

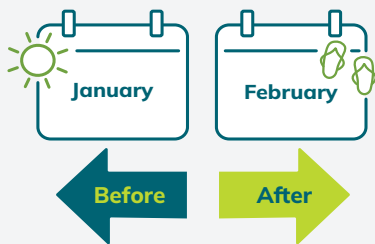|	
Simplify language "BLAH, BLAH, BLAH BLAH, BLAH, BLAH BLAH, BLAH, BLAH BLAH, BLAH, BLAH."	• Talk **slowly** and **clearly** • Use slightly **shorter** sentences • Use common, **everyday** words • **Avoid** jargon, codes, confusing words • **Explain** confusing concepts or words
Allow extra time	• **Allow extra time** for others to **process** what was said • If you ask a question, **pause**, and **give time for a response** • This can take up to 20 seconds
Visuals January February Before After	• Use visuals like a **timeline** or **flowchart** to support what is being said • This can help everyone understand the **process** or the **tim**e things might take
Final decision or plan	• It can be helpful to provide a **simple handwritten summary** of what was talked about and agreed on • It is hard to remember everything that was discussed, and it might take time before the minutes are sent out

Moretalk
Communication Assistance