

26 November 2021

Kia ora

**Request for Official Information responded to under the Local Government and Official Information and Meetings Act 1987 (LGOIMA) (the Act) – reference: OIR 2122-113**

I refer to your information request we received on 1 November 2021 for the following:

***I write in reference to the Takutai Kapiti Panel Meeting1 - Minutes that was held on 29 September 2021.***

***1. I would appreciate it if you could please provide an audio/video of the actual meeting.***

The meeting was not recorded. The minutes are available on the Takutai Kapiti website here: [Takutai Kāpiti project: Our Journey – Takutai Kāpiti \(takutaikapiti.nz\)](https://www.takutaikapiti.nz)

***2. In addition, I see that the minutes missed the names of the 6 iwi panel members - could you please provide the names of those iwi members that are on the panel.***

We are still working through the appointment of all iwi panel members. We have confirmed representation from Ngā Hapu o Ōtaki. Once representatives are mandated, we will work through a process for public announcement.

Therefore, we refuse your request for information which relates to the names of the iwi panel members, under section 17(d) of the Act, as the information requested will soon be publicly available

***3. Furthermore, the minutes indicate (5.1) that the panel will receive communications training - could you please provide a copy of the training materials.***

Please find **attached** a copy of the handout from the training which took place on 7 November 2021.

***4. Also, the minutes indicate that the panel will be undertaking a site visit - can you please list which sites the panel will visit and the criteria used by the Council to identify the sites for the panel and if a date has been confirmed for the site visit.***

The site visits took place on Saturday 6 November. The panel visited the following sites: Paekākāriki, Raumati Beach, Raumati, Paraparaumu, Waikanae, Te Horo and Ōtaki. The sites were chosen by Jacobs.

**5. I would appreciate it if you could please list how many meetings for CAP (dates) have already happened and when the next meeting(s) are scheduled.**

CAP meetings have taken place on 29 September 2021 and 6 November 2021. Two further meetings are scheduled for 24 November 2021 and 15 December 2021. Minutes from each meeting are available on the Takutai website following approval by the CAP at each subsequent meeting.

**6. Lastly, could you please provide the list of payments made to panel members for the 29 September meeting.**

Each panel member is to be paid a meeting attendance fee, in line with the recommendations of the Co-design working group report presented to Council on 10 December 2020. The amount agreed at that Council meeting of 10 December 2020, is for each CAP member to be paid \$206 and the CAP Chair \$575.

You have the right to request the Ombudsman to review this decision. Complaints can be sent by email to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz), by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi



**Sean Mallon**

Group Manager Infrastructure Services  
Te Kaihautū Ratonga Pakiaka



# **FRONTING CHALLENGING QUESTIONS**

**TRAINING BOOKLET**

## Why are you communicating?

- Think about what you want to achieve out of the interaction
- How do you want to be perceived
- Is about educating, informing, gathering information?
- What's the environment you're operating in

## Preparing for constructive communication

- Challenge thought processes that can doom the discussion before it begins
- Think about being constructive — it sets the stage for a better conversation
- Avoid guessing other people's motivation or agenda
- Remember you don't have crystal ball either
- Set a realistic goal for the communication
  - Do you want to show them they are wrong ie win the argument
  - Do you want to give them some information to think about
  - Do you want to show them you understand their perspective and help them understand yours

## Techniques for constructive communication

- Prepare for the communication
- Know your audience
- Get your content ready – have key messages sorted out
- Use bridging phrases to get back to your points
- Keep the conversation on track
- Don't feel you have to engage with the questions
- Examples often help understanding
- Offer follow-up resources if appropriate
- Deliver confidently
- Use active and interesting language
- Avoid jargon

## Barriers to communication

- People have unrealistic expectations that their needs will be met
- They may feel frustration and disappointment
- The person you are speaking to is defensive or negative (and it is human nature to get more defensive)

### The emotional brain

When someone is angry they feel under threat and respond with their emotional brain

- Impulsive
- Irrational
- Self-centred

### The thinking brain

This is the rational problem-solving, logical mode

- You see both sides of the issue
- You can think constructively about the issue

**Remember, difficult or angry people usually have what they believe is a valid cause**

## Techniques for negative communication

- Speak in a calm and steady voice
- Remain calm – don't react to emotive arguments or tone
- Listen to other views – everyone has a right to express their opinion
- Respond to valid points – and when they are raised, address them logically
- Use positive body language – look confident
- Keep emotions in check – remain objective and don't take the discussion personally
- Be a patient listener – give the speaker your full attention and don't interrupt
- Use active listening techniques – reflect back
- Don't get defensive – it leads to arguments
- Remember you can't listen properly when you are busy planning a response
- The first five minutes will often set the scene for the rest of the conversation – so start positive as it gives more chance of open communication
- Leave your ego behind – who cares who gets the credit?
- Empathise – try to see their point of view



## Sometimes you just have to say no

- Hard to do – and sometimes we don't when we should
- We worry about the impact on relationships
- Use the “yes no” sandwich – to help preserve relationships but make a stand
- Delivering a respectful, decisive no can strengthen relationships

**If you have learned how to disagree without being disagreeable, then you have discovered the secret of getting along -- whether it be business, family relations, or life itself.”**

[Bernard Meltzer](#) (US radio host)