



Whakawhanaungatanga: How connections create communication

Introduction, kia ora!



*Ko Rae o Te Papa Te Maunga,
Ko Waihou Te Awa,
Ko Tikapa Te Moana,
Ko Tohorā Te Waka,
Ko Tirohia Te Marae,
Ko Hako Te Tangata,
Ko Ngāti Hako Te Iwi,
Nō Hauraki ahau,
Ko Hogan tōku Whānau,
Ko Saraya ahau*



Genetic Counselling



Genetic counselling is a communication process, which aims to help individuals, couples and families understand and adapt to the medical, psychological, familial, and reproductive implications of the genetic contribution to specific health conditions.



Genetic Counselor

An established relationship through shared experiences and working together which provides people with a sense of belonging.

Whanaungatanga and
Whakawhanaungatanga



Why is it important?



"Especially in Māori, because we've got a fear, I think of authority...Māori don't want to impede on someone or be hōhā, that's a big one...especially within Maoridom, and they don't want, you know, like to bother people"

	Racism	Cultural alienation	No relational rapport	Ineffective communication	Rushed staff	Cost	Transport	Time
Arlidge, 2009	✓	✓		✓	✓	✓	✓	✓
Gilmour, 2016				✓		✓	✓	✓
Kerr, 2010		✓	✓	✓	✓			
Kidd, 2013	✓	✓	✓	✓		✓	✓	
Lee, 2013						✓	✓	✓
Nikora, 2011				✓		✓		✓
Penney, 2011	✓	✓	✓	✓	✓		✓	
Reid, 2015	✓	✓						
Slater, 2013			✓	✓	✓	✓	✓	
Stevenson, 2016	✓	✓		✓	✓	✓	✓	
Tinirau, 2011						✓	✓	✓
Walker, 2008	✓		✓	✓		✓		✓
Williams, 2003	✓	✓	✓	✓				
Wilson, 2012	✓	✓		✓	✓			✓



How do we change?

Getting it right: effort in communication

I trust [CIDG practitioner] and [CIDG practitioner]... it felt like they actually cared about, you know, I wasn't just another patient. You know, they actually reached out to me continuously after, you know, my [heart event].



Getting it right: cultural consideration

(I was) believing that he was just taking me for a ride, take the pills and everything like that. And then sometimes I wouldn't be riding...And this other crack came in and, ohh, he's really good. He set me up with this nurse. I don't know if you know her, X. She's a high nurse in the heart sector. She set me up. Get me on the pills. How I should be taking and when I should be taking them. That's what I needed, you know



Getting it right: taking time

Yeah, well, he gives a sense, like a feeling like he cares, and he doesn't mind if he's going a little bit over the time to give you the proper information. Yeah, like he'll do a little print out and then explain to you a little diagram off Google sort of thing. Yeah, that's how you know. He respects you and you know, you're not just the next in line, yeah



Let's tie this up



1. Introduction

- Who are you? What are you here to do? How will you help?

2. Communication

- Purposeful, personable, and prompt

3. Culture consideration

- How do you show that you are culturally considerate?

4. Taking the time

- Speed, spaces, and stops

5. Maintaining

- How can you maintain the relationship?



Pātai?