

# Real Skills Online

Written guidance for leaders

# Register your organisation

Start planning targeted workforce development at [realskills.tepou.co.nz](https://realskills.tepou.co.nz)

Click **Register your organisation**

**Fill in your details** and click **Create organisation**

You will receive an automated email from [realskills@tepou.co.nz](mailto:realskills@tepou.co.nz) acknowledging we have received your registration and will get back to you in a couple of days. Once your access has been verified, you will receive a confirmation email along with instructions on how to use the website.

**Follow the link in this email to access Real Skills Online.**

**Real Skills Online** TE POU

**Kia ora!**  
Real Skills Online is a workforce development tool for leaders. It provides a free and easy way to gather, assess and review information about your workers' knowledge and skills in *Let's get real* and other sector frameworks. This information can help identify areas where capability is strong and areas that might need development in order to provide the right services for people and whānau. Use the information from this tool to help inform your workforce planning.

**Log in**  
Email  
Password  
Log in  
[Forgot password?](#)

**Are you a leader and want your staff to complete online assessments?**  
Register your organisation

**Want to do a self-assessment, but don't have a login?**  
Find out how to get assessed

The Te Pou website has [more information about Real Skills Online](#). Contact [RealSkills@tepou.co.nz](mailto:RealSkills@tepou.co.nz) if you have any questions.

#### T&Cs:

Using this tool means you agree to your data being combined anonymously into reports generated by Te Pou that may be used to inform workforce development initiatives. Data entered is securely stored and can only be accessed by those entering the data and their respective managers. The Real Skills Online assessment tool is copyright to Te Pou Limited and is covered by our [website terms and conditions](#).

**Real Skills Online** TE POU

**Create an organisation**  
Create a new organisation, and an administrator account for that organisation.  
To join an existing organisation, contact your organisation's Real Skills Online champion

**Organisation**  
Organisation name: Te Pou  
Organisation type: NGO  
How big is your organisation?: 50 - 100 people

**Administrator account**  
First name: Trish  
Last name: Gledhill  
Email: trish.gledhill@tepou.co.nz  
Password: .....  
Phone: 0000000  
The region you work in: Auckland  
Your position: Project Lead

By creating an organisation account you agree with our [terms](#).

Create organisation Cancel

# Real Skills Online landing page: My Dashboard

My Dashboard is your Real Skills Online landing page. Here you will find your individual **in progress** and **completed** assessments.

Begin a new assessment by clicking **Let's get started**

View your individual results by clicking **View results**

You will see some tabs at the top of the page: **Resources for learning, Frameworks, Team results, Team summary, People and teams, and Help.**



My Dashboard   Resources for Learning   Frameworks   Team results   Team summary   People and teams   Move people   Help   Olivia ▾

## My Dashboard

Real Skills Online lets you rate your knowledge against some of the mental health, addiction and disability frameworks.

### In progress

You don't have any assessments in progress.



Let's get started!

### Complete

Let's get real  
Essential

11 Aug 2020

View results



View all

# Add team/s

Staff members need to be in a team of at least three in order for an aggregated report to be generated for managers. It is up to you how you structure your teams, some people do it by regions, others by department.

Click **People and teams**

Click **Add team**

Type in your team's name

Click **Save changes**

To create multiple teams, repeat these steps.

## People and teams

Select a team to invite people.

All people

Teams

Admin team

Blueprint

People in **Te Pou**

Show 10 entries

Search:

Add team

### People and teams

Create a new team

Team name  
Practice

Close

Save changes

# Add people

Select your **team**

## Invite people in bulk

Click **Bulk invite**

Type in or copy and paste your team's email addresses, separating them by a comma, tab, space or line break.

Click **Send invite**

## Invite people individually

Click **Invite Person**

Fill out the persons details. You can give them permission to run reports on teams/s as well as manage a team/s.

Click **Send invite**

Team members will receive an email inviting them to Real Skills Online.

## People and teams

Teams

Admin team

All people

Practice

Business operations

Invite person

Bulk invite

Edit team

Delete team

Add team

No one has joined "Practice" yet.

### People and teams **Bulk**

Paste a list of email addresses to invite to Practice.

The email addresses can be separated by comma, tab, space or line break.

Email address/s

olivia.risi@tepou.co.nz, rachel.kapeli@tepou.co.nz,  
trish.gledhill@tepou.co.nz, allan.drew@tepou.co.nz,

**Send invite** **Cancel**

### People and teams **Individual**

Invite people to the Practice team

First name  
Olivia

Last name  
Risi

Email  
olivia.risi@tepou.co.nz

Region  
Auckland

Teams this person can report on  
Teams chosen here will be provided as options for this person to run reports on.

Teams to report on  
Practice

Teams this person can manage  
This person will be able to edit and invite people to any teams provided here.

Teams to manage

**Send invite** **Close**

# Select a Framework

Choose a framework to complete a self-assessment against. These include:

1. ***Let's get real***
2. ***Let's get real: Disability***
3. **Te Whare o Tiki**
4. **And Competencies for the peer workforce**

Click **Start**.

## Frameworks

Here are the frameworks you can complete a self-assessment against. Click **Start** to begin.

### Let's get real

The *Let's get real* framework describes the essential values, attitudes, knowledge and skills we need to deliver effective services in partnership with people who have mental health and addiction needs, wherever and whenever they are in contact with health services. As such it applies to everyone working in health.

Start

### Let's get real: Disability

An assessment of the essential knowledge and skills needed to deliver quality services to disabled people, and their families and whānau.

Start

### Te Whare o Tiki

An assessment of the knowledge and skills required to effectively respond to the needs of people with co-existing mental health and addiction problems, and their families and whānau.

Start

### Competencies for the peer workforce: Core competencies

An assessment of the seven core competencies necessary for the mental health and addiction service user, consumer and peer workforce.

Start

### Competencies for the peer workforce: Core competencies + Peer support work

An assessment of the ten core competencies necessary for peer support workers in the mental health and addiction service user, consumer and peer workforce.

Start

### Competencies for the peer workforce: Core competencies + Consumer advisors

An assessment of the ten core competencies necessary for consumer advisors in the mental health and addiction service user, consumer and peer workforce.

Start

# Let's get real

## The intent of *Let's get real* is to:

- have shared values and attitudes when working with people and whānau with mental health and addiction needs
- develop the knowledge and skills of the workforce described in the seven Real Skills.

Familiarise yourself with the *Let's get real* **values** and **attitudes**.

Click on the **values** and **attitudes** tabs

You might also find the glossary of **Māori terms** helpful "**click to view it now**".

Choose an assessment level: **Essential**, **Enhanced** or **Leadership**. Each has a description for who these indicators apply to.

Click **Start now**.

## Let's get real

The *Let's get real* framework describes the essential values, attitudes, knowledge and skills we need to deliver effective services in partnership with people who have mental health and addiction needs, wherever and whenever they are in contact with health services. As such it applies to everyone working in health.

### Before you get started

Familiarise yourself with the *Let's get real* values and attitudes by clicking on the buttons below. You might also find the glossary of Māori terms helpful. You can go this at anytime from the drop down menu, or [click to view it now](#).

### Select your level to begin an assessment

Now begin your assessment by selecting from the three levels below. We recommend starting at the Essential level before completing other levels based on your work role and experience.

Values

Attitudes

## Select an assessment level

### Essential

These indicators apply to everyone working in health regardless of context, organisation, role or profession, including people working in voluntary roles.

Start now

### Enhanced

These indicators build on and are additional to the essential indicators. They apply to everyone working in mental health and addiction support work and clinical roles, and others who want to further develop their skills to work effectively with people experiencing mental health and addiction needs.

Start now

### Leadership

These indicators apply to everyone who is leading, guiding, supporting, educating and resourcing the work of others in health: for example, clinical directors, senior clinicians, portfolio managers, service managers, consumer and peer leaders, mentors, educators, professional advisors, general managers, team leaders, chief executives and board members.

Start now

# Completing a self-assessment

Identify areas of the **seven Real Skills** where you are **competent** and areas where you might **need development**.

After completing your assessment of each Real Skill, click **Save and continue** to move onto the next Real Skill.



## Working with people experiencing mental health and addiction needs

Working with Māori

Working with whānau

Working within communities

Challenging discrimination

Applying law, policy and standards

Maintaining professional and personal development

# Let's get real › Essential

## Working with people experiencing mental health and addiction needs

Everyone working in health engages meaningfully and works in partnership with people who experience mental health and addiction needs, and focuses on the person's strengths to support wellbeing and recovery.

### Expected outcome

People accessing health care have their mana protected and enhanced, experience respect, engage in shared decision-making and receive support to achieve their health and wellbeing goals.

### Engagement

Warmly welcomes and appropriately greets people and whānau accessing services

Competent

Need development



Establishes a connection and rapport with people accessing services

Competent

Need development



Invites people accessing services to bring support person/people

Competent

Need development



You've answered 21/21

Save and continue





# Viewing individual results and making an action plan

View results online and **download your results** as a pdf

**Create an action plan** for the areas where you need to develop your knowledge and skills.

Your organisation may have a template available, or **download the Real Skills Online action plan** template.

## Your results

You can use your results to create a plan for the areas where you need to develop your knowledge and skills. Your organisation may have a template available, or you can [download this action plan template](#).

### Downloads

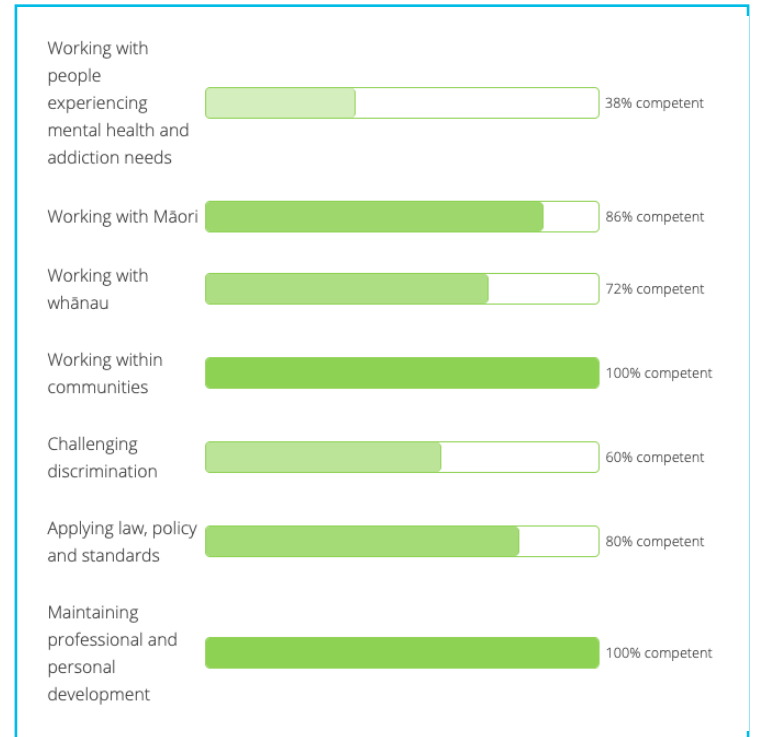
[Download your results](#)  
[Download action plan](#)

**Framework:** Let's get real **Level:** Essential

### Your comments

Here you can write some reflections on your assessment.

[Save comments](#)



# Team results

Run a report to assess the overall knowledge and skills of your team in a selected framework and level.

Click the **Team results** tab  
Complete the required fields and **Run report**  
Results can be viewed online or **downloaded as a PDF**.



## Team results

Assess the overall knowledge and skills of your team in a selected framework and level.

Framework  
Let's get real

Level  
Essential

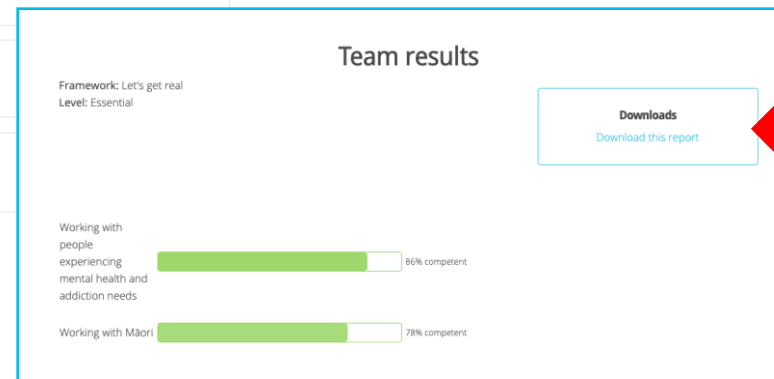
Assessments up until  
11-09-2020

Select all of the teams to report on Practice

Report on team leaders only?

Yes

Run report



# Team summary

To see who has started and completed a self-assessment in a team click the **Team Summary** tab.

Select **team**, select **framework**, then click **Go**.



## Team summary

Show who has started or completed assessments in a team.

Team \* Practice

Framework \* Let's get real

Go



# Increasing your knowledge and skills

Resources for learning will increase your knowledge and skills in the *Let's get real* values, attitudes and seven Real Skills, at the essential, enhanced and leadership levels.

Click the **Resources for learning** tab

Click **each of the seven Real Skills** to access a wide range of new and existing resources from the Te Pou website.

My Dashboard

Resources for Learning

Frameworks

Team results

Team summary

People and teams

## Resources for Learning

Resources you can use to develop your knowledge and skills.

### Let's get real

Seven  
Real Skills

- Working with people experiencing mental health and addiction needs.
- Working with Māori.
- Working with whānau.
- Working with communities.
- Challenging discrimination.
- Applying law, policy and standard.
- Maintaining professional and personal development.

**Te Pou o te Whakaaro Nui** | Supporting organisations to develop their workforce – Hikitia! Hāpainga! Matua Raki

Sign in/Register

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## Working with Māori

Essential level resources for everyone working in health regardless of role, profession or organisation

- Working with Māori online learning modules assist workers to increase their understanding of working effectively with Māori tāngata whai ora and whānau to improve health outcomes. Our very popular Working with Māori e-learning has been updated to reflect the values, attitudes, knowledge and skills of the essential level of the refreshed *Let's get real* Real Skill Working with Māori. The new module is also more easily navigated, accessible and compatible with a wide range of devices and browsers.

Complete Working with Māori e-learning

- Te Kete Ararau is an app developed by Oranga Tamariki. It is an interactive learning resource intended to support day-to-day mahi (work) when engaging with Māori young people and their families. The app includes pronunciation of vowels, greetings and iwi, as well as examples of karakia and waiata.
- Te Taura Whiri i te Reo Māori (Māori Language Commission) website provides language resources such as posters, booklets and wallet cards about Māori greetings, phrases and pronunciation.
- Te Kāhui Māngai (Directory of Iwi and Māori Organisations) is an online tool used to find out basic information about iwi, hapū and marae.
- Kaitakawaenga (Māori liaison) video from the Health Quality & Safety Commission highlights the importance of establishing rapport and understanding Māori customs in health services.
- Whānau Ora information and contact details are available on the Te Puni Kōkiri (Ministry of Māori Development) website. Whānau Ora providers and initiatives help connect whānau with appropriate services and support to achieve better outcomes in a range of areas including health, education, housing and employment.
- Te Whare Tapa Whā section on the Ministry of Health's website provides a brief overview of this Māori model of health developed by Sir Mason Durie.
- He Korowai Oranga - Māori Health Strategy sets the overarching framework that guides health and disability services to achieve the best health outcomes for Māori.
- Rongōā Māori: Traditional Māori healing on the Ministry of Health's website provides a list of funded rongōā Māori providers across Aotearoa.
- Waka Huia spotlight on Moe Milne is a video that highlights the importance of te reo Māori and cultural identity in wellbeing.
- Like Minds: Wairua spirituality is a video from Like Minds, Like Mine that explains the concept of wairua and its importance to Māori tāngata whai ora and whānau. Waka Huia spotlight on Dr Aroha Yates-Smith also highlights the importance of wairua for Māori.
- 100 Māori leaders in mental health showcases key people who have made an impact on Māori mental health.
- Te Au is the National Māori Suicide Prevention Centre of Aotearoa. The website provides information about Māori suicide prevention initiatives across the country.
- Depression.org.nz is a website for people and whānau who are looking for information or support. It features informative videos from Māori clinicians and kaumatua advice.

Enhanced level resources for everyone working in mental health and addiction roles

- Te Rau Ora provide resources that highlight the importance of te reo Māori, te ao Māori, and Māori models of practice in mental health and addiction.
- Te Reo Hāpai - The Language of Enrichment by Kerī Opai provides a collection of Māori words and terms that adequately and accurately reflect the best use of te reo Māori in the mental health, addiction and disability sectors now and into the future.

# Help

Click **Help** to find a number of frequently asked questions.

If you need some help or have a query, please contact

[realskills@tepou.co.nz](mailto:realskills@tepou.co.nz)



## Help

If you need some help or have a query about this website, please contact [realskills@tepou.co.nz](mailto:realskills@tepou.co.nz).

### Frequently asked questions

What is Real Skills Online?

Real Skills Online is a workforce development tool, created by Te Pou Limited. It has been designed using existing competency frameworks to help readily identify areas individuals and the wider workforce need to develop to enhance engagement with tāngata whai ora.

Why assess against these frameworks?

What should I do with my results?

Can managers see my results?

For the Let's get real frameworks, which level should I do?

What happens if I switch employers?

The webpage looks weird!

Why can't I see the reports tab?



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