

Talanoa

Vaioleti (2011, 2006)

Te Tāhū Hauora
Health Quality & Safety
Commission



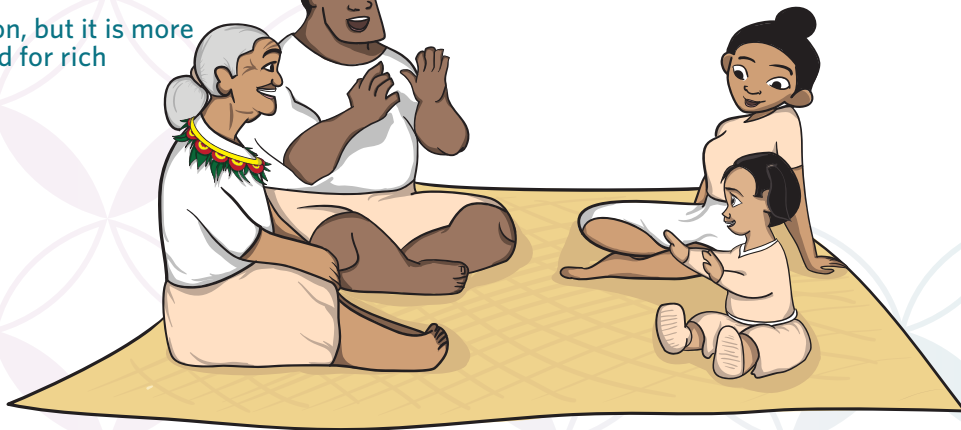
What does it mean?

Tala means to talk, tell. Noa means the void, empty space, zero or the sense of balance and harmony. In talanoa, it is the sum of noa and tala that adds to the total concept.

Talanoa is often expressed as a conversation, but it is more than that. Four protocols need to be fulfilled for rich conversation and honest sharing.

- ✦ Faka'apa'apa - respect, humility
- ✦ 'Ofa - love
- ✦ Māfana - comfort, warmth
- ✦ Mālie - humour, connection

These four protocols, when activated, allow the safety of topics to be raised, the respect for sharing, the love for reciprocity and understanding in the exchange of ideas, the warmth and comfort of no judgment, the malie to laugh and cry in the exchange of stories and emotions.





How will health services seek to listen to understand and act?

What disaggregated data or soft intelligence do we need to understand our ethnic groups' aspirations and needs in the community?

How do you create opportunities for communities to say what they think and experience and not what they think you want to hear?

Vaioleti TM. 2006. Talanoa research methodology: A developing position on Pacific research. *Waikato Journal of Education* 12: 21-34.

Vaioleti TM. 2011. *Talanoa, manulua and founa ako: Frameworks for using enduring Tongan educational ideas for education in Aotearoa/New Zealand* (Unpublished doctoral thesis). University of Waikato, Hamilton, New Zealand.