



Volume 19, Issue 2  
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### Kick-Off Event!

We had our first in person 2023 kick-off meeting since the pandemic this past February! We heard company updates and our president, Chason Ishii shared his vision for Atlas as we continue to grow. We welcomed Alt Kagesa from Pacific Training and Development to share the importance of a healthy work-life balance, recognized colleagues who hit career milestones, and enjoyed seeing our neighbor island friends over a hearty breakfast buffet. As a thank you to all of our employees' hard work, everyone received a customized Atlas Insurance YETI rambler water bottle!



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### CORE VALUES

**Pono  
Lokahi  
Alaka'i  
Ho'okele  
Kakou  
Imi'ike**

*Left to right: Chason Ishii, 5 years—Chase Kurosaki, Brenda Pa, Chris Wong, Greg Matsuura; 40 years—Estela Carbillon; 5 years—Tricia Miyashiro, Lisha Nakamura; 10 years—Kevin Wong & Sylvia Durrer; Missing: 15 years—Romela Antonio, and 20 years—Carol Davis.*

Submit your articles, pictures  
or suggestions to:  
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## Kick-Off, Cont.





### Kick-Off, Cont.





### Valentine's Day!

Atlas and the Office Activities Committee (OAC), celebrated Valentine's Day by showing LOVE to our colleagues by catering Mr. Tea milk tea drinks for our staff. And thank you to Karen who made ono chocolate covered strawberries and mochi! It was such a nice treat in the afternoon!





### Congrats, Justin!

Congratulations to Justin Salgado on his promotion to Associate Account Executive in the Personal Lines Sales Department. Justin ended 2022 as the top Sales Producer due in part directly because of expanded networking efforts to develop his referral sources. Within the last 12 months, Justin joined a BNI networking group to build new relationships with many different industries and he is now a part of the leadership committee for his chapter. When it comes to internal networking, he has worked with our Benefits department to provide a Personal Lines resource at Open Enrollment fairs, participated in several Personal Lines events for both networking and community awareness purposes and lastly, he was able to gain a number of new referral sources through direct email networking initiatives. Last year Justin also assisted in a project to educate prospective clients about the release of the NFIP Flood 2.0 program and this year is focused on promoting the Insurance Analysis process to educate new clients about their insurance coverage relative to the ongoing changes to the Personal over the last few years.



### Design Thinking

Members of our team had the pleasure of participating in Design Thinking Hawaii's boot camp designed to help our team communicate effectively through empathy. Employees participated in design thinking activities involving understanding needs/problems, insight formation, learning, creating, testing, and feedback. Mahalo to Ian and Keith, cofounders of Design Thinking Hawaii for facilitating such a meaningful event for our team!





# Risky Business Corner

## Communicating: “It’s a Personal Thing”



By: Alan Blades

I wanted to share a few thoughts I had about communication. We all do it, we all depend on it, and for the most part, we’re all pretty good at it. Although *everyone* communicates differently. There are people who know exactly what they want, these are straight to the point people. And then there are others, like me, who will take 15 minutes to explain why I like Chips Ahoys over Oreos. I dislike them both equally by the way, Kauai short breads are the best! And then there are some people who *know* what they want to say, but they have a hard time expressing themselves.

In our business, knowing what a person needs is paramount. In our department, Client Consultation Services, we have to know *what* the client needs *before* they even realize that they need it. We have to be able to see things and situations that they don’t or *can’t* see. The only way to truly know a person’s needs is to *truly* know that person. This is called, “Personal Connectivity” letting that person know that you “see them” and that you “respect them” and that you understand their needs and are eager to help. Here are a few ways you can connect.

### **“Listening” is different than “Hearing”**

When a person is explaining their needs, or concerns, be sure to pay close attention to *what* they are saying, they need to know that you share their sense of urgency and or understand their frustration and will do whatever you can to better or resolve the situation.



### **“Asking questions is a good thing”**

Sometimes, you’ll find more information in the things that “aren’t said” so asking questions can be the best source of information you can have.



## *Risky Business Corner*



### Communicating: “It’s a Personal Thing”, Cont. By: Alan Blades



#### **“Be Calm be Courteous”**

Besides breaking your slippa’ strap at the beach, nothing is more frustrating than having a conversation with an upset person. Breath in, wait, listen, do not interrupt when they’re speaking, when they do finish, let them know you understand the situation, then together, explore the possible solutions. It’s very important to follow *up* with the client and follow *through* with the resolutions to the problem

#### **“Always – Always Recap ”**

Once you’ve listened, asked all of your questions, located all of the pertinent information, shared your broken slippa’ strap at the beach story, summarize your understanding of the conversation, and confirm with the person that it’s *correct*, and you’re sure you have everything *you* need so you can get your client everything *they* need, you can end the conversation with a smile, and a warm hearth felt Mahalo.



Personal Connectivity = Happy Connected People



### Atlas Gives Back!



F O U N D A T I O N

The Atlas Insurance Agency Foundation continuously gives back throughout the year with corporate sponsorships or straight donations to organizations/ non-profits. Please don't forget that Island Holdings will match your personal donation to a 501C3 \$1.00 for \$1.00, up to \$500 per employee. Contact Dana Tokioka at [dtokioka@atlasinsurance.com](mailto:dtokioka@atlasinsurance.com) for more details.

\$3,500



\$1,000

