



Volume 20, Issue 10  
October 2024

### UnBOOlievable Halloween!

Our Halloween celebration was full of spooky surprises and tasty (or questionable!) treats! Thanks to our OAC (Office Activities Committee), employees had a blast bringing in their own unique and unusual food combos like chocolate rice pudding, skewered hot dogs & marshmallows, along with musubi from Café Iyasume & Japanese candy! Congratulations to the costume contest winners— Jimmy Lui-Kwan (Most scary), Christen Tominaga (Funny/LOL) and The Bees—Brenda, Jessica, Kryn, Katherine, and Zhi (Most Creative/DIY). From funny and wacky costumes to festive tricks and treats, it was a Halloween to remember at Atlas!

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### CORE VALUES

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

Email Article Submissions to:  
kribilla@atlasinsurance.com



## UnBOOlievable Halloween!, Cont.





## UnBOOlievable Halloween!, Cont.





## Halloween House!

We're excited to share that one of our very own, Karen Hong, and her husband, Alan, were featured on Hawaii News Now for their extravagant Halloween display in Hawaii Kai every year! Their home has become a must-see destination, bringing the community together to celebrate the magic (and chills!) of Halloween with incredible decorations, lights, and festive spirit.



## PL Referrals!

Please continue to refer your friends and family (all islands) for a personalized **Insurance Analysis** for our Personal Lines Referral Program! Staff receives **\$25** per referral and then **\$25** for every referral bound.

If you would like to participate in this program, please contact Irene Zilisch, at (808) 533-8704 or [izilisch@atlasinsurance.com](mailto:izilisch@atlasinsurance.com).

Here are the staff that helped with the program for the month of October 2024!



*Elaine Gascon, 1 referral; Elaine Panlilio, 6 referrals, 4 bound; Grant Murakami, 1 referral; Jana Mukogawa, 2 referrals; Jessica Pippin, 1 referral; Kryn Tsutahara, 1 referral, 1 bound; Matt Terry, 1 referral; Russ Park, 3 referrals, 3 bound.*



## Welcome, Amy!

Please welcome Amy Watabayashi to the Atlas team! She is a Business Development and Benefit Consultant in our Employee Benefit unit. Amy brings over 25 years of experience in the insurance industry and was most recently at Pacific Guardian Life where she was Assistant Vice President of Employee Benefit Sales. She might be a familiar face to some of you as she was a Senior Benefit Consultant with Atlas from 2009-2010!

Amy is a Hawaii Pacific University graduate with a B.S. in International Business and holds her Hawaii Life, Disability, and Property & Casualty licenses. Welcome to the team, Amy!



## WELCOME & CONGRATULATIONS!



## Congratulations, Ken!

Let's congratulate Ken Fujiwara on his promotion to Personal Lines Operations Supervisor. Ken has been an invaluable member of our team for the past eight years. His unwavering commitment to continuous improvement, exceptional work ethic, and dedication to supporting Personal Lines have enabled him to excel in various roles including Account Manager, Trainer, and Supervisor.

Ken has consistently maintained a positive attitude, even in the face of difficult challenges. His tenacity ensures that our procedures are not only clear but also efficient. Additionally, Ken was the lead in developing our Personal Lines Training and Development plan, tailored for each role within our Department. Ken's dedication to assisting everyone in Personal Lines and his commitment to providing outstanding service to our clients are just a few of the reasons he is highly deserving of this promotion. We look forward to your continued contributions to our team. Congratulations Ken!



## Atlas Rise & Grind Treat—Island Popper!

This month's Atlas Café event featured a delicious selection from Island Poppers, a local gourmet popcorn shop known for their mouth-watering creations! Our employees enjoyed the iconic "Tsunami Mix," a unique take on the iconic Hurricane Popcorn mix locals love! So ono!





## Client First Program

### *Customer Satisfaction*



**Atlas recently began working with Market Trends Pacific to survey clients on our performance. We started to gather positive comments and would like to begin sharing it with the company. Here is what our clients are saying about us!**

"I have had excellent customer service from Jordan Viernes & Paul Fogata in your Honolulu office.

*Lilian K.*

"Great service from Colissa Kagihara. Thank you! Colissa Kagihara is great to work with. Aloha."

*Kimo K.*

"Really appreciated being able to talk to a person [Darnell] and more importantly the communicated was the same person and that made it personal and comforting. I'm new with Atlas and so far really appreciated how personal and tentative they were. They made me look forward toward all the other opportunities they have for me."

*Lia B.*

"About 2 weeks ago, I called you [Tricia] for help on a sensitive situation with my insurance policy. My policy had not been renewed by Island Insurance due to a their recent 'review process for fire insurance' - I believe due to the Lahaina incident. There were also some miscommunication which prompted my call to you. Your immediate action by assigning Sharilyn Tanaka to help resolve this issue was greatly appreciated ... I was facing a temporary premium generated by my bank in the amount of \$7,500.00+ for fire insurance coverage. Sharilyn proved to be the epitome of what customer service is all about. Her example of what is required in this arena deserves recognition. She not only walked me through the process of what needed to be done but was personally involved to ensure that it got done. But it was her attitude of wanting to be of help that impressed me. As a result, my fire insurance policy with Island Insurance has been renewed and hopefully avoid any penalties. Please convey my sincerest thanks to Sharilyn for not only her patience and personal assistance but mostly for her positive approach to helping customers. And my thanks to you for your quick action."

*Norman C.*

"Irene Zilisch is very helpful. I will choose you next year again....."

*Sven Z.*



## Mastering the Art of Difficult Conversations

This month, we proudly congratulate two of our brave speakers, Cale Guillermo and Zhi Hao Liu, for completing their second speeches as they continue to advance in their Pathways programs. Both have shown tremendous growth in their communication skills, with Cale Guillermo being awarded Best Speaker at the end of the meeting.

Cale's speech tackled a sensitive and complex issue: the underrepresentation of certain ethnic groups in leadership positions within Hawaii's business climate. It's a challenging and controversial subject, often avoided in many circles. However, Cale embraced the opportunity to dive into this difficult topic, recognizing that sometimes the most uncomfortable conversations are the most necessary. His goal was to make this sensitive issue relatable to the audience, creating a space for understanding and dialogue rather than discomfort or division. In the workplace, we all inevitably face challenging conversations—whether discussing difficult topics with colleagues, addressing tough feedback with team members, or navigating uncomfortable discussions with clients. Toastmasters offers a safe environment to develop these crucial communication skills. Being able to approach and handle sensitive matters with tact, empathy, and confidence is an invaluable skill for leaders and professionals alike.

Cale's courageous decision to take on this topic serves as a reminder of why joining Toastmasters can be such a beneficial experience. It's not just about public speaking—it's about becoming a more effective communicator in all situations, especially the

difficult ones. As managers and team leaders often find themselves navigating these tricky conversations, the ability to do so with confidence is key to fostering a positive and inclusive work environment.

A big congratulations to Zhi Hao Liu as well, who continues to make great strides in his Pathways journey. We are excited to see the growth and progress both Cale and Zhi have demonstrated, and we look forward to hearing more powerful and thought-provoking speeches from them in the future. If you're interested in developing your communication skills and learning how to navigate tough conversations with confidence, we encourage you to join our Toastmasters club!





## Risky Business Corner

### Key Stress Management Strategies for a Healthier Workplace



By: Libby Aldosa

Workplace stress is a common experience for many employees, regardless of industry or position. While a certain stress level is normal and can even motivate us to perform well, chronic or unmanaged stress can adversely affect our physical and mental health. Stress that is left unmanaged could lead to burnout, reduced productivity, and an increased risk of workplace accidents. Managing stress effectively is crucial for maintaining a healthy, safe, and productive work environment. Here are some practical tips to help manage stress in the workplace.

Before stress can be managed, it must first be recognized. Recognizing these symptoms early allows you to take action before stress becomes unmanageable. Common signs of workplace stress include:

- Difficulty concentrating or making decisions
- Increased irritability or mood swings
- Frequent headaches or muscle tension
- Trouble sleeping or feeling exhausted even after rest
- A feeling of being overwhelmed or anxious

One of the most effective ways to manage stress at work is to take regular breaks. Short clarity breaks during the day allow you to recharge and refocus. Stepping away from your desk for as little as five minutes to stretch, take a walk, or grab some fresh air can significantly reduce stress levels. Lunch breaks should be used to unplug from work, giving your mind and body a chance to rest before returning to tasks.



Mindfulness techniques like meditation, deep breathing exercises, and yoga can significantly reduce stress levels. These practices encourage relaxation, increase mental clarity, and help you stay calm during high-pressure situations. Taking just a few minutes daily to focus on deep breathing or practice mindfulness can help you manage stress more effectively.



## *Risky Business Corner*

### Key Stress Management Strategies for a Healthier Workplace, Cont.



By: Libby Aldosa

Often, workplace stress stems from feeling overworked or overwhelmed by tight deadlines. If your workload is becoming too heavy, don't hesitate to ask for help when possible. Learning to set boundaries is essential for managing stress. This might involve saying "no" to additional projects when you're already at capacity or delegating tasks when appropriate. Being clear in communicating what you can and cannot handle prevents burnout and ensures that you're able to give your best effort to the tasks at hand.

Don't be afraid to reach out for support when you feel overwhelmed. Whether it's a conversation with a trusted colleague, supervisor, or a mental health professional, sharing your concerns can relieve some of the emotional burden.

Workplace stress is inevitable but doesn't have to take over your life. You can effectively manage stress and create a healthier, more productive work environment by recognizing the signs of stress, prioritizing breaks, practicing mindfulness, setting boundaries, and seeking support. A balanced, stress-managed approach to work will benefit your well-being and long-term success.





## 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 Tradewind Group 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.

\$5,000



\$2,500



\$1,000

