

## **Dr. C. Kimo Alameda, Ph.D**

Date: Wednesday, August 24, 2016, 10:15 A.M. to 12:00 P.M.

Presentation: "How to Preserve the Good to Perpetuate the Great"

### Notes:

Psychologist working as Executive on Aging for Big Island's Office of Aging.

He said he was an outsider who became an insider, working for 20 years for the state, then for the County.

He spoke on the conference theme of "Ho`omau," noting the following:

- "Ho`omau is about going from good to great."
- "It's about people, family, friends."
- "It's perseverance." As an example, he described his experience running his first Half Ironman World Championship competition, involving running 70.3 miles (113 kilometers). He did it in 9 hours 20 minutes, then the next year, he did it in 7 hours and 50 mins. He joked he is the only manager who has done the Half Ironman.
- "Confronting adversity and challenge with dignity and grace." As an example, he said to listen and be respectful to Kapuna. Learn how they overcame adversity.
- "Go back to the importance of persistence. You gotta take the next step."
- "It's how you do it – remember friendship, kindness and aloha – it's priceless."
- "The biggest obstacle to being great is being great." He explained – once you obtain a goal, sometimes people feel there is no opportunity for further growth, but must persevere the good and move to great, to maintain excellence within yourself."
- As an example of going from good to great, he described overcoming the difficulty in the process of bringing disability concerns into Office of Aging – he said he make the office "in-reach" of disabled people by putting an office within the Hawaii Aging and Disability Resource Center.
- He described how other county departments, including civil defense, finance, fire, public works, and corporation counsel, improved through "ho`omau," going from good to great.
- He advised three steps to follow: 1) commitment, 2) investment, and 3) get the word out.
- "Everybody deserves aloha and respect." He emphasized customer service for all county employees.
- For handling hostility – he advised, "treat people as they can be" rather than as they are in the moment. Change "confront" to "carefront."
- He suggested having a protocol of customer services. Show your mission statement.
- "Aloha, help, a hui ho."
- "Happy people provide good customer service."