

HawaiiBusiness IN PARTNERSHIP WITH  First Hawaiian Bank. PRESENT

— THE 10<sup>TH</sup> ANNUAL —

# LEADERSHIP

*Conference*

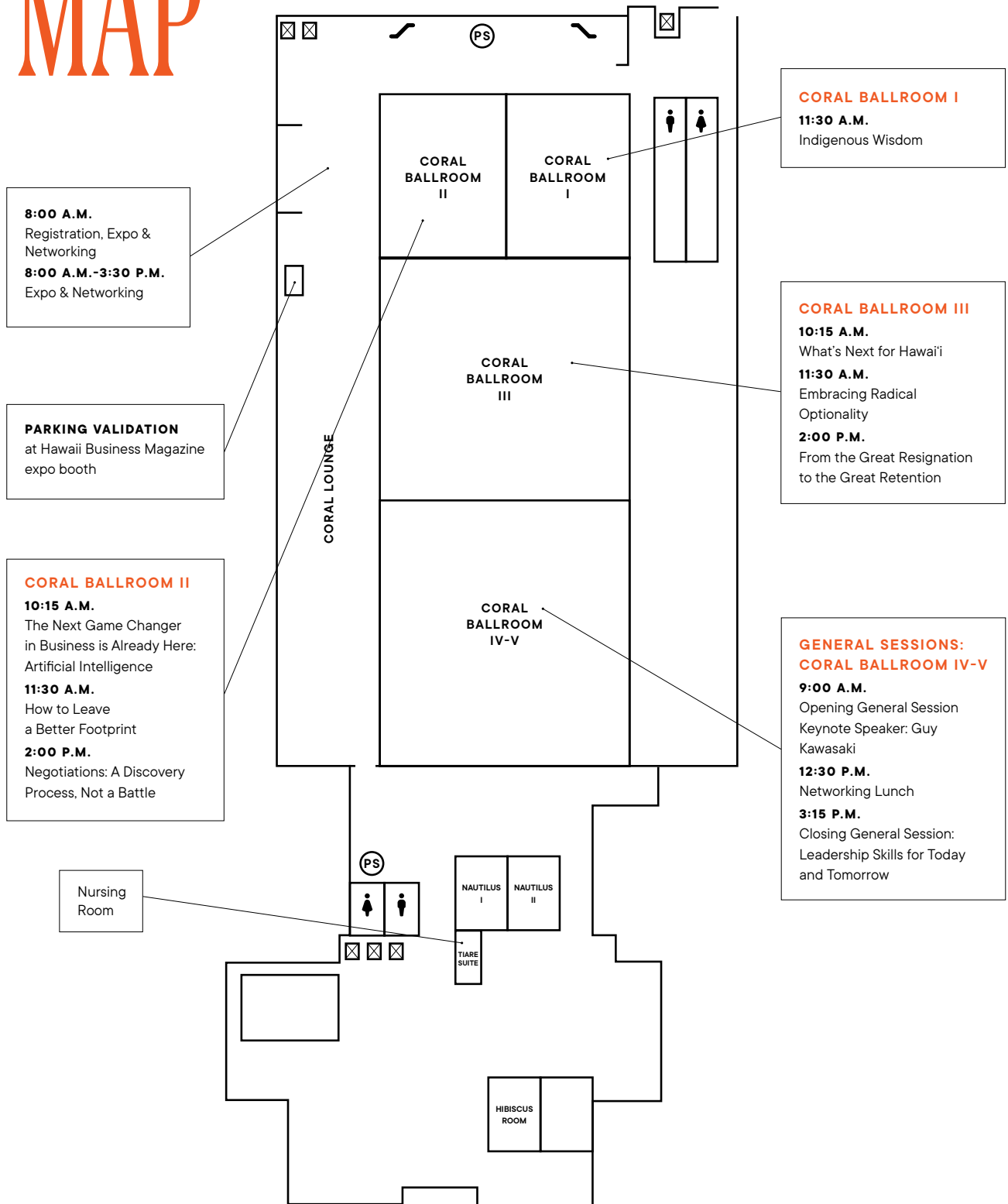
JULY 20, 2023

# AGENDA

**THURSDAY, JULY 20, 2023**

<b>8:00-9:00 A.M.</b>	<b>REGISTRATION &amp; NETWORKING EXPO</b>	<b>CORAL LOUNGE</b>
<b>9:00-10:00 A.M.</b>	<b>OPENING GENERAL SESSION</b> <b>KEYNOTE SPEAKER: GUY KAWASAKI</b>	<b>CORAL BALLROOMS</b> <b>IV-V</b>
<b>10:15-11:15 A.M.</b>	<b>MORNING SESSIONS I:</b> <ul style="list-style-type: none"><li>• THE NEXT GAME CHANGER IN BUSINESS IS ALREADY HERE: ARTIFICIAL INTELLIGENCE</li><li>• WHAT'S NEXT FOR HAWAII</li></ul>	<b>CORAL BALLROOM II</b> <b>CORAL BALLROOM III</b>
<b>11:30 A.M. - 12:30 P.M.</b>	<b>MORNING SESSIONS II:</b> <ul style="list-style-type: none"><li>• INDIGENOUS WISDOM</li><li>• HOW TO LEAVE A BETTER FOOTPRINT</li><li>• EMBRACING RADICAL OPTIONALITY</li></ul>	<b>CORAL BALLROOM I</b> <b>CORAL BALLROOM II</b> <b>CORAL BALLROOM III</b>
<b>12:30-2:00 P.M.</b>	<b>LUNCH &amp; NETWORKING EXPO</b> <ul style="list-style-type: none"><li>• NETWORKING LUNCH</li><li>• NETWORKING EXPO</li></ul>	<b>CORAL BALLROOMS</b> <b>IV-V</b> <b>CORAL LOUNGE</b>
<b>2:00-3:00 P.M.</b>	<b>AFTERNOON SESSIONS:</b> <ul style="list-style-type: none"><li>• NEGOTIATIONS: A DISCOVERY PROCESS, NOT A BATTLE</li><li>• FROM THE GREAT RESIGNATION TO THE GREAT RETENTION</li></ul>	<b>CORAL BALLROOM II</b> <b>CORAL BALLROOM III</b>
<b>3:15-4:15 P.M.</b>	<b>CLOSING GENERAL SESSION</b> <ul style="list-style-type: none"><li>• LEADERSHIP SKILLS FOR TODAY &amp; TOMORROW</li></ul>	<b>CORAL BALLROOMS</b> <b>IV-V</b>

# MAP



## KEY:

(PS) – Parking Pay Station

♂ ♀ – Restroom



FROM OUR EDITOR &  
INTERIM PUBLISHER

## HawaiiBusiness magazine

Aloha,

Welcome to *Hawaii Business Magazine's* 10th annual Leadership Conference. I know this day will be filled with many thought-provoking conversations, exchanges of good ideas, inspirational messages and chances for you to connect directly with local leaders and your peers.

Every year, I use this conference to step back from my everyday work and listen to other people – drawing information, energy, enthusiasm and visions from them. My learning happens in the keynote sessions, the workshops, the expo area and the ordinary conversations I have with attendees. Throughout, I recharge my mind and soul, and I hope you do the same.

Thank you to First Hawaiian Bank for partnering with us as presenting sponsor since the inception of this event in 2014. And thank you this year to our Gold Sponsors: Kamehameha Schools, Hawaii News Now, Anthology (Finn Partners) and Alaska Airlines.

We are also grateful to our Silver Sponsors – Turo, Hawaiian Telcom and HEMIC – to our Special Partner, UH's Shidler College of Business, and to our Print Partner, JPG. The Leadership Conference would not be possible without all of their support.

And mahalo nui loa to the speakers and panelists who are generously providing their time and expertise to expand our understanding and spark our imaginations.

On behalf of the team at *Hawaii Business Magazine*: Thank you for attending.

Mahalo,

Steve Petranik,  
EDITOR AND INTERIM PUBLISHER



FROM FIRST HAWAIIAN BANK



## First Hawaiian Bank.

Aloha!

We are excited to celebrate a milestone year of partnering with Hawaii Business Magazine to host the tenth annual Leadership Conference. This event has grown to serve as a crucial platform for knowledge exchange and fostering meaningful connections.

As we reflect on the state of Hawaii's economy since we've last met, we find ourselves at a critical juncture. Our islands have always been a unique blend of tradition and innovation, a place where the spirit of aloha is complemented by an entrepreneurial drive. It is essential that we navigate the challenges and opportunities that lie ahead with foresight, collaboration, and a commitment to sustainable growth.

In an increasingly interconnected world, the power of relationships cannot be underestimated. It is through networking that we cultivate new partnerships and create a foundation for collaborative initiatives that will propel our businesses and economy forward.

Today, we are coming together as thought leaders to exchange ideas, challenge the status quo, and shape the future of this place we call home. I encourage each of you to actively engage, share your insights, and contribute to the discussions that will unfold throughout the conference.

On behalf of First Hawaiian Bank, thank you for taking the time to be here. Your presence, expertise and commitment to the betterment of Hawaii makes this gathering truly remarkable. My hope is that you leave this experience with a renewed determination to create a thriving business landscape that benefits future generations.

Mahalo,

Bob Harrison

CHAIRMAN, PRESIDENT & CEO  
FIRST HAWAIIAN BANK

FROM OUR GOLD SPONSORS



At Alaska Airlines, we know that great service begins with great employees. We hire people whose values align with our own: our employees do the right thing, are kind-hearted, deliver on performance and are remarkable. Beyond hiring exceptional people, we look for opportunities to provide them with the skills, development and training needed to deliver exceptional service. Our diverse, talented, and dedicated employees are the backbone of our organization, going above and beyond every day to contribute to Alaska's purpose: creating an airline people love.

This is why we are so proud to help cultivate Hawai'i's emerging leaders by supporting this annual conference and welcoming our very own **David Beyer**, director of risk management, to today's outstanding line-up of speakers. Mahalo to *Hawaii Business* for making this event possible—we look forward to an inspiring day!

[ANTHOLOGY]

**FINN**

PARTNERS

We hope today's conference will provide insights, tools, and relationships to help you and your company move forward with greater confidence and success. As leaders, we are

required to confront challenges on a daily basis. But true leadership is responding to the challenges and opportunities of the future, and responding to the many changes the future will bring. This conference is an invaluable bellwether for what those changes may be.

Anthology Marketing Group is proud to sponsor *Hawaii Business Magazine's* Leadership Conference, as well as the Wahine Forum just a few months ahead. We are also pleased to partner with *Hawaii Business* for the semi-annual BOSS Survey that tracks the outlook and sentiment of more than 400 local business owners and executives, and the 808 Poll which provides a resident point-of-view on related topics. These scientific surveys provide valuable insights for our business community and are shared in the print and online editions of *Hawaii Business*.

We look forward to sharing an exciting day with all of you.

—DENNIS CHRISTIANSON, MANAGING PARTNER



While the post-pandemic world may seem uncertain, Hawaii News Now is embracing the innovation that is arising amongst all our industries. We are focused on telling these positive stories both with our award-winning news product, and with the excellent storytelling we achieve when we partner with community leaders and business partners across the islands. Uplifting local brands and diving into what it means to operate responsibly are at the forefront of our organization. We use these principals to not only guide our product, but also to support our employees, and to encourage an innovative, thoughtful and engaged culture at Hawaii News Now.

—KATIE PICKMAN, GENERAL MANAGER, HAWAII NEWS NOW



Kamehameha  
Schools

Deeply moved by the courage and determination of her great-grandfather, Kamehameha 'Ekahi, Ke Ali'i Bernice Pauahi Bishop devoted her life to service by uplifting her people and empowering them to determine their own future. She chose education as the transformative pathway for social, cultural, political and economic change for the lāhui. Reflecting on our founder, we applaud *Hawaii Business* for the inspiring leadership lessons to create a better Hawai'i.

Mahalo,

JACK WONG, CEO, KAMEHAMEHA SCHOOLS

## FROM OUR SILVER SPONSORS



Welcome to the 10th Annual *Hawaii Business* Leadership Conference.

Hawaiian Telcom is proud to serve as a silver sponsor of this unique event that helps to build connections and create a stronger, more resilient state together.

As Hawaiian Telcom celebrates our 140th anniversary this year, we're proud to carry on King David Kalākaua's legacy and commitment to innovation by continuing to expand our fiber infrastructure to provide fast, reliable broadband service to more people in more places in Hawai'i. Laying this future-proof foundation for greater digital access is a huge undertaking but our team is driven by the opportunity to make such a positive, long-lasting impact for our communities.

Let's take advantage of this opportunity to connect with each other today and to shape the future of our island home.

—SU SHIN, PRESIDENT & GENERAL MANAGER,  
HAWAIIAN TELCOM



HEMIC is proud to sponsor the 10th Annual *Hawaii Business* Leadership

Conference. As a 100% local company dedicated to serving Hawaii's businesses and workers, it's our kuleana to help local businesses reduce risk and secure a safe, sound future. The Leadership Conference fulfills a similar mission: helping island companies develop more skilled, knowledgeable managers, and cultivate the next generation of leaders for our entire business community.

Mahalo, and have an exciting and productive day.

—MARTY WELCH, CEO, HAWAII EMPLOYERS' MUTUAL  
INSURANCE COMPANY, INC. (HEMIC)



Turo, the world's largest peer-to-peer car sharing marketplace, strives to ensure that local communities are thriving. Exception-

al Turo hosts in Hawai'i offer mobility options for locals and visitors, embodying innovation and a positive impact in business and beyond. We are proud to be a sponsor of this year's Leadership Conference, a wellspring of inspiration for all who attend.

—ANDRE HADDAD, CEO, TURO

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HawaiiBusiness IN PARTNERSHIP WITH  First Hawaiian Bank PRESENT

THE 10<sup>TH</sup> ANNUAL  
**LEADERSHIP**  
*Conference*

 First Hawaiian Bank	Aloha United Way	Better Business Bureau Great West + Pacific	Blue Startups
Chamber of Commerce YP	ClimbHI	Hawaii Employers Council	Hawaii Literacy
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 HawaiiBusiness			

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**#HBLEADERSHIP**

**Don't forget to drop your completed bingo cards at the Hawaii Business expo table and enter for a chance to win two roundtrip tickets from**

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**\*CARD MUST BE FILLED AND YOU MUST BE PRESENT TO WIN.**



# OPENING GENERAL SESSION



## OPENING REMARKS FROM



**Steve Petranik**  
EDITOR AND INTERIM PUBLISHER,  
HAWAII BUSINESS MAGAZINE

## OPENING REMARKS FROM



**Bob Harrison**  
CHAIRMAN, PRESIDENT & CEO,  
FIRST HAWAIIAN BANK

## KEYNOTE SPEAKER



## Guy Kawasaki,

**CHIEF EVANGELIST, CANVA AND CREATOR,  
REMARKABLE PEOPLE PODCAST**

Guy Kawasaki is the chief evangelist of Canva and the creator of Guy Kawasaki's Remarkable People podcast. He is a brand ambassador for Mercedes-Benz, an executive fellow of the Haas School of Business (UC Berkeley), and an adjunct professor of the University of New South Wales.

He was the chief evangelist of Apple and a trustee of the Wikimedia Foundation. He is also the author of *Wise Guy*, *The Art of the Start 2.0*, *The Art of Social Media*, *Enchantment*, and eleven other books.

Kawasaki has a BA from Stanford University, an MBA from UCLA, and an honorary doctorate from Babson College.

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## THINK **BIG** GO **DEEPER** OPEN MINDS PROPEL ACTION **MAKE WAVES**

LET US **MAKE WAVES** FOR YOU (IT'S WHAT WE DO)

[ANTHOLOGY]

**FINN**

PARTNERS

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# MORNING SESSION I

## The Next Game Changer in Business is Already Here: Artificial Intelligence

10:15 - 11:15 A.M. | CORAL BALLROOM II

Businesses and nonprofits are increasingly incorporating artificial intelligence to automate routine administrative tasks, analyze data and streamline recruiting. During this session, Ian Kitajima, President of PICHTR and former “tech sherpa” will discuss the different types of AI and how they can help organizations boost productivity. His presentation will also include AI apps that can help individuals generate requests for proposals, take and summarize meeting notes, and create presentations, websites and logos. This session will include a 40-min presentation followed by 20-mins of discussion. We encourage attendees to come to share what they are doing with AI.



**Ian Kitajima**  
PRESIDENT, PICHTR

Prior to joining PICHTR, Mr. Kitajima was the “Tech Sherpa” and Director of Corporate Development at Oceanit for over 21 years developing and commercializing next generation technologies for defense, medical, clean energy, and consumer applications. While at Oceanit he co-founded 3 venture startups, initiated new areas such as nanotechnology and applied AI, and championed the Design Thinking and computer science movements in public education for over a decade.

He is a Board member for several organizations such as PBS Hawaii, Public Schools of Hawaii Foundation, the Workforce Development Council, University of Hawaii Alumni Association, and the Hawaii Institute for Public Affairs.

Mr. Kitajima is a proud public-school graduate of Castle High School, Windward Community College, and received is BBA with a double major in Marketing & International Business from the University of Hawaii at Manoa.

## Visit the First Hawaiian Bank booth in the Conference Expo!



Donate \$20 to Lanakila Pacific and receive  
a headshot session today.



**First Hawaiian Bank.**

# MORNING SESSION I

## What's Next for Hawai'i

10:15 - 11:15 A.M. | CORAL BALLROOM III

Coming out of the pandemic, many of us hoped we'd return to a period of stability. Instead, we find ourselves in a volatile economic environment with interest rate fluctuations and inflation challenges that add complexity to our local economy. A panel of four top local leaders offers an outlook on the state's economy and insights for executives, business owners and emerging leaders who are looking to navigate through this period of uncertainty and help prepare their teams for what comes next.



**MODERATOR:**

**Steve Petranik**

EDITOR & INTERIM PUBLISHER  
HAWAII BUSINESS MAGAZINE

Steve Petranik has been an editor and reporter for almost four decades and now is the editor of Hawaii Business. Before joining the magazine in 2009, he spent 18 years as an editor at the Honolulu Star-Bulletin and five years at the Honolulu Advertiser. He's reported from six countries on three continents and his stories have appeared in the New York Times, Washington Post and Los Angeles Times.



**Josh Green**  
GOVERNOR  
STATE OF HAWAII

Governor Josh Green is a proud husband, father and physician. For the past 20 years, Governor Green cared for Big Island families as a doctor. He served in the State House of Representatives and the State Senate from 2004 to 2018. As chair of the Senate Health and Human Services Committee, he passed "Luke's Law," which provides care for children with Autism Spectrum Disorder, as well as tobacco and e-cigarette regulations, which increased the legal age for purchasing tobacco and e-cigarettes to 21. Passionate about housing solutions, Governor Green helped create "Kauhale" communities to get unsheltered veterans, kūpuna and others into safe housing options. These efforts are ongoing and will continue to be one of his top priorities as Governor. Governor Green expanded the role of Lieutenant Governor by spearheading the largest healthcare response in state history during the COVID pandemic. These critical emergency efforts resulted in Hawaii having the nation's lowest COVID-19 fatality rate.



**Bob Harrison**  
CHAIRMAN, PRESIDENT & CEO  
FIRST HAWAIIAN BANK

Robert Harrison is the Chairman of the Board, President and Chief Executive Officer of First Hawaiian, Inc. and First Hawaiian Bank. Mr. Harrison joined First Hawaiian Bank in 1996 and has over 35 years of financial industry experience. He currently serves as Chairman of First Hawaiian Leasing, Inc. and First Hawaiian Bank Foundation. Harrison's community service includes membership on several boards including the Hawaii Bankers Association, Hawaii Business Roundtable, Hawai'i Community Foundation and the Hawaii Medical Service Association.



**Emily Reber Porter**  
CHIEF OPERATING OFFICER  
MACNAUGHTON

Emily joined MacNaughton in 2015 after 15 years of cross-functional legal and business experience in Hawaii, Washington D.C., and California. She leads and oversees strategic and operational initiatives across the company.

Emily is a graduate of Punahou School, Princeton University, and Harvard Law School, and was a Fulbright Scholar in Japan. Emily is passionate about contributing to her community and serves on the boards of Young Brothers, Kua-loa Ranch, Punahou School, Oahu Transportation Services, Outrigger Canoe Club and MacNaughton Foundation.



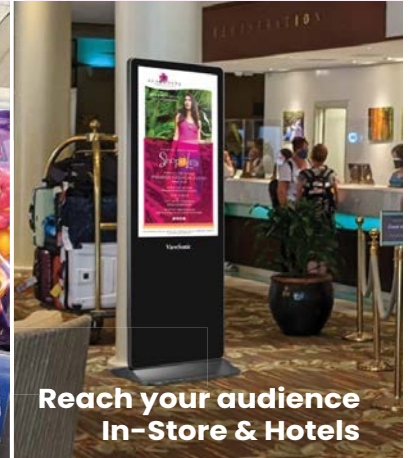
**Dr. Jill Hoggard Green**  
PRESIDENT & CEO  
THE QUEEN'S HEALTH SYSTEMS

Jill Hoggard Green, PhD, RN is President and CEO of The Queen's Health System, which comprises four hospitals and more than 70 primary and specialty care locations and labs throughout the Pacific region. As Hawaii's largest private employer, Queen's has more than 8,400 employees and more than 1,700 physicians.

Dr. Hoggard Green has dedicated her life to improving patient care and was named one of 50 Most Influential Clinical Executives by Modern Healthcare in 2021.



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HawaiiBusiness

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**EVENT SERIES**

TOPIC:

**We Need More  
Workforce  
and Affordable  
Housing**

**Wednesday, Sept. 20, 2023**  
**8:45 a.m. to 11:00 a.m.**  
**at YWCA Laniakea**  
**Elizabeth Fuller Hall**

PRESENTED BY **G70**

# MORNING SESSION II

## Indigenous Wisdom

11:30 A.M. - 12:30 P.M.  
CORAL BALLROOM I

This session will look at cultural wisdom and traditional values, exploring how indigenous perspectives can guide us and help address today's complex issues. We invite you to deepen your roots of identity, knowledge, and cultural values to help you build your own authentic leadership style.



### MODERATOR:

**Dr. Mālia Ka'aihue**

FOUNDER & PRESIDENT, DTL HAWAII

Mālia Ka'aihue is a highly recognized entrepreneur and an award-winning author who is deeply involved with Hawaiian culture and Hawai'i's community. She attended the University of Hawai'i at Mānoa where she received a bachelor's degree in Hawaiian Studies and Language, as well as her master and doctoral degrees in Political Science. Waiohinu is her kulaiwi, Hilo is her onehānau, and she lives in Mākaha with her kāne

Duane DeSoto, on the block he grew up on, with their eight children and one mo'opuna.

Pacific Business News has recognized Mālia as a Woman to Watch in 2013, Forty Under 40 Class of 2016, an Industry Leader in 2017, top 25 Women Owned Businesses in 2019, and most recently an awardee for Hawai'i's Fastest 50 in 2020. In addition, Mālia was featured on the cover of *Hawaii Business Magazine's* 20 For the Next 20 in 2019. Mālia was a Pacific Century Fellow in 2015, Omidyar Fellow in 2017 and Mana Up Fellow in 2019. In January of 2020, Mālia became a dōTERRA Founder 2.0! Mālia is the founder of DTL Hawai'i, Aloha Modern, 'Āina Archaeology, Kūmau Productions, Nā Kama Kai, Actions of Aloha and OLA Hawai'i.



**Ku'ulani Muise**

BRAND DIRECTOR & FOUNDER,  
MAUI NUI VENISON

Ku'ulani was raised on Moloka'i with a deep sense of the interconnectedness of people to place and to one another and that the health of these relationships are integral to living and thriving on an island. She co-founded Maui Nui Venison with her husband, Jake, to balance Axis deer populations on Maui to solve for the unique challenges of this species in Hawai'i, while also channeling that work into nutrient-dense food for our communities. She is a firm believer in the power of story and, while raising keiki, turned to writing and illustrative work as modes of storytelling. As Brand Director of Maui Nui, she works to tell its story in continuum with the long-running stories that situate and ground us all in the larger context of place. She, Jake, and three young children, reside in Kahua, Hawai'i.



**Dr. No'eau Peralto**

EXECUTIVE DIRECTOR  
HUI MĀLAMA I KE ALA 'ŪLILI  
(HUIMAU)

Born and raised in Waiākea Uka, Hilo, Hawai'i, No'eau is a proud descendant of kūpuna from Koholālele, Hāmākua, Hawai'i. He is a community builder, educator, cultivator of seeds and stories, and holds a PhD. in Indigenous Politics. He is the founding member, Executive Director, and former president of the Board of Directors of huiMAU. huiMAU is a community nonprofit organization based in Hāmākua Hikina on Hawai'i Island, whose mission is to re-establish the systems that sustain our community through place-based educational initiatives and 'āina-centered practices that cultivate abundance, regenerate responsibilities, and promote collective health and well-being.



**Leonani Puailihau**

SENIOR COMMUNITY RELATIONS  
MANAGER, TURO

Leonani Puailihau is Turo's Senior community relations manager and a respected leader for her community on O'ahu's west side. She has a deep connection to 'āina and people and has dedicated herself to supporting economic growth, community development, and the advocacy of Hawaiian culture. Leonani has held roles as an educator and program administrator, served as a leader in community relations for different organizations and held board positions on establishments such as Pūnana Leo o Wai'anae, Ka Wai'hona School Board and Kapolei Community Development Corporation. She has also earned the role of Founder in a multi-million-dollar international company. Leonani has always been driven by her passion for her people and her culture, leading with her na'au in all that she does.



**Dr. Aaron Salā**

FOUNDER AND CEO  
GRAVITAS PASIFIKA

Aaron Salā is Founder and CEO of Gravitas Pasifika, a boutique firm intent on harnessing the power of creative storytelling to advance Native Hawaiian, local Hawai'i, and Pasifika worldview through the creative industries. He is also founder of The Native Imaginative, a 501c3 not-for-profit corporation committed to the engagement with, education about, and elevation of Native Hawaiian and Pacific Islander communities through curriculum development and cultural consultancy, arts advocacy, and professional development. With a PhD in ethnomusicology from the University of Hawai'i, his academic research in Hawaiian and Pasifika music, language, and culture has informed a robust portfolio inclusive of work especially around cultural consulting, creative direction, and media production.

# MORNING SESSION II

## How to Leave a Better Footprint

11:30 A.M. - 12:30 P.M. | CORAL BALLROOM II

More and more, investors and consumers are examining the social and environmental impact of companies before deciding where to spend their money. Hear from leaders of the state's most charitable organizations on the importance of community stewardship, strategies to perpetuate a culture of giving and why it's crucial to uplift Hawai'i residents now.



### MODERATOR:

**Steve Petranik**

EDITOR & INTERIM PUBLISHER  
HAWAII BUSINESS MAGAZINE

Steve Petranik has been an editor and reporter for almost four decades and now is the editor of Hawaii Business. Before joining the magazine in 2009, he spent 18 years as an editor at the Honolulu Star-Bulletin and five years at the Honolulu Advertiser. He's reported from six countries on three continents and his stories have appeared in the New York Times, Washington Post and Los Angeles Times.



**Cameron Nekota**

EXECUTIVE VICE PRESIDENT  
AND DIVISION MANAGER, FIRST  
HAWAIIAN BANK

Cameron Nekota is an executive vice president and division manager at First Hawaiian Bank. He also serves as the president of the First Hawaiian Bank Foundation, where he oversees the distribution of \$2-3 million annually to non-profits.

Additionally, Nekota serves as a director for the James Campbell Company and sits on the boards of non-profits such as The Queen's Health Systems, St. Andrews Schools, and the Waianae Coast Comprehensive Health Center.



**Ku'uhaku Park**

SENIOR VICE PRESIDENT,  
GOVERNMENT & COMMUNITY  
RELATIONS, MATSON

Ku'uhaku T. Park was appointed senior vice president, government and community relations of Matson Navigation and senior vice president of Matson in February 2022. Park directs Matson's government relations and Hawai'i community service activities. He also leads the company's philanthropy efforts in promoting and developing Matson Giving. His extensive background working with state, county, and federal government officials on transportation matters and his strong record of community involvement have been integral to Matson's success over the years. He currently sits on the board of directors of the Institute for Human Services, St. Francis Healthcare System of Hawaii, the Blood Bank of Hawaii, PBS Hawaii, the Tax Foundation of Hawaii, Ka Leo Hawaii Media, and the YMCA of Honolulu.



**Crystal Rose**

TRUSTEE, KAMEHAMEHA SCHOOLS  
AND PARTNER, LUNG, ROSE, VOSS  
AND WAGNILD MANAGER, TURO

Prominent attorney, astute business woman, Crystal Rose, has shaped the face of Hawai'i business in the last few decades. And, she has done it with both grit and grace. Crystal is a Trustee of the Kamehameha Schools and serves on the boards of Hawaiian Airlines and Central Pacific Bank as well as Gentry Homes, Inc. Crystal is a founding attorney at Lung, Rose, Voss & Wagnild. She actively contributes both her time and energy to various Native Hawaiian and other community organizations and projects, from education to environmental, to youth and family services.



**John Fink**

PRESIDENT & CEO  
ALOHA UNITED WAY

John Fink has been the President & CEO of Aloha United Way since June 2020. His pre-AUW career includes General Manager stints at KFVE-TV and KHNL-TV. John's "Think About It" opinion segments run weekly in MidWeek magazine, after having been featured on KHNL/KFVE for 19-years. John also serves on boards/committees with the Hawai'i Visitors and Convention Bureau, the (Aloha) Stadium Authority, Hawaii State Junior Golf Assn., Koa Anuenue, the Hawai'i Bowl, and the Diamond Head Classic.



# MORNING SESSION II

## Embracing Radical Optionality

11:30 A.M. - 12:30 P.M. | CORAL BALLROOM III

The pace of change in today's world is at an all-time high. Organizations and leaders are faced with uncertainty and volatility thanks to the global pandemic, the ever-changing digital landscape, impacts of climate change, social and geopolitical conflicts, and more. This session will explore the concept of Radical Optionality, a new strategic paradigm that allows companies to turn uncertainty from a disruptive threat into a potential source of advantage. In an article by Harvard Business Review, the concept "encourages organizations to embrace complexity, learn to search and execute ideas simultaneously, and engage with customers on their personal journeys." Local leaders will discuss the ways that adopting Radical Optionality can establish resiliency and lead to long-term success.



**MODERATOR:**

**Lori Teranishi**

FOUNDER & CEO, IQ360

Lori is the founder and CEO of iQ 360, providing award-winning strategic communications solutions to business leaders, global corporations, innovative startups, nonprofits and government agencies. Lori's expertise lies in business consulting, crisis communications, issues management, corporate positioning and marketing strategy. She has a successful track record repositioning brands, launching and executing major change initiatives, counseling companies in the sustainability and ESG space and protecting reputations in the face of high-profile litigation, mass company layoffs and regulatory investigations. Her work has been recognized nationally and she is a frequent speaker on trends in communication. Before founding iQ 360, Lori oversaw product and technology PR as a vice president at Visa, where she launched a global loyalty program. She also served as chief of staff to Visa's chief operating officer. Lori was named a Ragan's Top Woman Leader in Communications in 2020.



**Bettina Mehnert**  
PRESIDENT & CEO  
AHL

A respected visionary and leader, AHL's president and chief executive officer, Bettina Mehnert, FAIA, LEED AP is a force in the evolution and innovation in Hawai'i's architectural sector. Her philosophy blends a focus on sustainability, technology, firm culture, client cultivation, and community service as inseparable filaments of professional leadership, keeping her 77-year-old firm firmly faced towards the future. Mehnert has been honored with numerous awards and in 2016 was named a Fellow in the American Institute of Architecture (AIA), a prestigious honor held only by 53 architects in Hawai'i since 1948. She was named CEO of the Year by *Hawaii Business Magazine* in 2019.



**Dr. Paul Turnbull**  
PRESIDENT  
MID-PACIFIC INSTITUTE

Dr. Paul Turnbull is the ninth President of Mid-Pacific Institute. Throughout his academic career, Dr. Turnbull has placed children first in his thinking and actions. He has been involved in the development of academies, innovative college and business partnerships, and is committed to the innovative, diverse and cutting-edge philosophies that have guided Mid-Pacific to national prominence. Dr. Turnbull earned his Ph.D. from the University of California, Santa Barbara and his Masters of Education from University of Victoria, Canada.



**Robynne Maii**  
CHEF & OWNER  
FÊTE

Born and raised in Honolulu, Robynne Maii is the chef and owner of award-winning restaurant Fête in Honolulu's Chinatown. Robynne pursued modern dance and English at Middlebury College before obtaining culinary and pastry arts degrees at Kapi'olani Community College. She received her master's degree in food studies from New York University and played an integral role in developing and teaching the culinary program at The Art Institute of New York City and CUNY's Kingsborough Community College. She was named the 2022 James Beard Award Foundation Best Chef for the Northwest and Pacific Region on her first nomination. Robynne is the first Hawai'i-born recipient to win this award in 19 years and is the first Native Hawaiian woman to win a James Beard Foundation award.



**Kevin Yim**  
VICE PRESIDENT OF MARKETING  
FCH ENTERPRISES, INC.

Kevin Yim is the Vice President of Marketing & Communications for FCH Enterprises, the parent brand of Zippy's Restaurants and its affiliated companies. He has led the process of revitalizing the Zippy's brand through design, new digital services, like online ordering, brand collaborations, and a new loyalty program. Prior to Zippy's, he led marketing teams at other iconic Hawaii brands, such as Hawaiian Airlines and Bank of Hawaii. He currently serves on the boards of HUGS Hawaii, the Aloha Diaper Bank, Goodwill Contract Services of Hawaii, and the Movers & Shakas program.



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# AFTERNOON SESSION

## Negotiations: A Discovery Process, Not a Battle

2:00 - 3:00 P.M. | CORAL BALLROOM II

Negotiating is a way to solve problems. In a successful negotiation, both parties are satisfied. Being able to manage complicated negotiations is an important skill, but it rarely comes naturally. During this session, discover tactics that will yield results in both face-to-face and remote negotiations.



**MODERATOR:**

**Tyler Iokepa Gomes**

CHIEF ADMINISTRATOR, KILOHANA -  
A DIVISION OF THE COUNCIL FOR NATIVE  
HAWAIIAN ADVANCEMENT

Tyler Iokepa Gomes is the Chief Administrator of Kilohana at the Council for Native Hawaiian Advancement, where he oversees the organization's transformative approach to destination stewardship in the visitor industry. Gomes began his career as a Public Defender after graduating from the William S. Richardson School of Law with a JD and Certificate in Native Hawaiian Law in 2012 and the University of Hawai'i at Mānoa in 2009 with a Bachelor's Degree in 'Ōlelo Hawai'i.



**Trever Asam**  
PARTNER  
CADES SCHUTTE LLP

Trever Asam is a partner at the law firm Cades Schutte LLP and represents clients in federal and state tax matters before the IRS and State Department of Taxation. His negotiation skills are regularly tested by these agencies, as well as by his two sons ages 10 and 13. Trever is also one of Hawai'i's leading attorneys for nonprofit and tax-exempt organizations. Before beginning his legal career, Trever was a seventh-grade teacher in the District of Columbia Public Schools.



**Makalika Naholowa'a**  
EXECUTIVE DIRECTOR  
NATIVE HAWAIIAN LEGAL CORP.

Makalika Naholowa'a is the Executive Director at the Native Hawaiian Legal Corporation. Makalika is also the President of the National Native American Bar Association, Vice-Chair of the Board for the Council for Native Hawaiian Advancement, a member of the Hawai'i Access to Justice Commission, and a member of the Board for the Women's Fund of Hawaii. Before joining NHLC in December 2021, Makalika was a lawyer and manager at Microsoft Corporation. She also practiced law handling IP and unfair competition matters at Perkins Coie LLP in Seattle. Makalika holds a J.D. from Columbia Law School and a B.S. in Mathematics with a Concentration in Computer Science from Arizona State University.



**David Beyer**  
DIRECTOR OF RISK MANAGEMENT  
ALASKA AIRLINES

David has served as the Director of Risk Management for the Alaska Air Group (Alaska Airlines, Horizon Air and McGee Air Services) since 2010. He is also Board Chair, General Manager and Corporate Secretary of Alaska's Hawai'i-based captive insurance company, ASA Assurance, Inc. David is the Vice-Chair and a Director of the Hawai'i Captive Insurance Council. He earned both an MBA and JD from Gonzaga University and is a licensed attorney. He started his journey with Alaska Airlines in 2006 negotiating contracts for goods and services within IT and Supply Chain Management.

# AFTERNOON SESSION

## From the Great Resignation to the Great Retention

2:00 - 3:00 P.M. | CORAL BALLROOM III

Workers today want to feel supported, connected and engaged more than ever. In this post-pandemic world, that means companies need to emphasize supportive cultures, employee well-being and work-life balance. Accomplishing this doesn't always require monumental changes to benefits or pay; managers can also take simple steps like organizing team outings, implementing an open-door policy or practicing vulnerability with their staff. During this session, leaders from Hawai'i's Best Places to Work will discuss what they are doing differently to attract and retain their best talent.



**MODERATOR:**

**Sarah Guay**

**PRESIDENT & CEO  
HAWAII EMPLOYERS COUNCIL**

Sarah Guay was appointed President and Chief Executive Officer in June 2022. In her role, she collaborates with HEC's Board of Governors, membership, and staff to address the ever-evolving needs of Hawai'i's employers and is responsible for the organization's leadership, day-to-day operations, and strategic initiatives. Sarah has more than 20 years of experience leading local organizations' initiatives related to human resources, change management, and workplace culture. Prior to joining HEC, she served as Vice President of Human Resources at HEMIC where she led the digitization of their Human Resources function. Guay also played an instrumental role in leading the change management efforts behind American Savings Bank's campus development. She is a director with the Oahu Economic Development Board, serves on the Executive Committee of the Big Brothers Big Sisters Hawaii Board of Directors, and serves as an Advisor for the Patsy T Mink Center for Business and Leadership. She and her husband have three awesome kids and enjoy spending time at the beach in Kailua where they live.



**Jondi Anderson**

**VICE PRESIDENT  
HR HAWAII OPERATIONS  
SERVCO PACIFIC INC**

Jondi Anderson is the Vice President for Servco Pacific Inc. responsible for overseeing the company's Human Resources function for its Hawaii operations. In her role, Jondi oversees programs, policies, and processes that support what she considers the career lifecycle for Team Servco in Hawaii. Her passion is in maintaining a strong inclusive culture driven by Servco's core values of respect, service, teamwork, and innovation.



**Beverly Ament**

**PRESIDENT  
ISLAND INSURANCE  
COMPANY, LTD**

Beverly Ament was appointed President of Island Insurance in 2019. Prior to that, she served as Executive Vice President and Chief Underwriting Officer, responsible for management of commercial and personal lines. She has been with the company since 1996.

A graduate of St. Andrew's Priory and the University of Northern Colorado, Bev is on the Chamber of Commerce Hawaii's Board of Directors, St. Andrew's Schools' Board of Trustees, and is Hawaii Property Insurance Association's Chairman of the Board.



**Gina Woo Anonuevo**

**EXECUTIVE VICE PRESIDENT AND  
CHIEF COMPLIANCE OFFICER  
FIRST HAWAIIAN BANK**

Gina Anonuevo is Executive Vice President and Chief Compliance Officer of the Corporate Compliance Group, a position she has held since 2011, overseeing the Bank's bank-wide Compliance Management Program, which includes the Bank Secrecy Act/Anti-Money Laundering Program. She joined First Hawaiian Bank in 2006 as Executive Vice President and General Auditor where she directed the Bank's internal Audit Division, conducting credit examinations and system-wide internal audits. She was appointed a member of the Bank's Senior Management Committee in January 2015 and serves as a member of the First Hawaiian Bank Foundation board. She previously was an FDIC Commissioned Bank Examiner with the Federal Deposit Insurance Corporation, a California State Bank Examiner, and a Business Tax Auditor with the San Francisco City and County. She currently serves on the Board of Directors for the Hawaiian Humane Society.



**Ben Godsey**

**PRESIDENT & CEO  
PROSERVICE HAWAII**

Ben Godsey serves as the President and Chief Executive Officer of ProService Hawaii. He is passionate about building ProService into a company that improves the lives of our clients and their employees, so we can build a brighter future for businesses in Hawaii together. Since 2005, under Ben's leadership, ProService has been an advisor to businesses, growing consistently by introducing many first-to-market HR and workforce management innovations to better service Hawaii employers. Prior to joining ProService, Ben was the co-founder of Headland Partners, a search fund formed to acquire and run small businesses.



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# CLOSING GENERAL SESSION

## Leadership Skills for Today and Tomorrow

3:15 - 4:30 P.M. | CORAL BALLROOM IV-V

Some leadership qualities are timeless while others seem especially suited for today's world. Local leaders offer insights into the leadership characteristics that are especially needed to succeed now and in the future.



### MODERATOR:

**Judge Michael Broderick**

PRINCIPAL  
BRODERICK DISPUTE RESOLUTION

Judge Michael Broderick (retired) has held high level positions in all three sectors. He worked as an attorney at a nationally prominent law firm, he was the Director of the Hawaii State Judiciary and a State Court Judge, and for ten years he was the CEO of the State's largest social services non-profit. Currently, he has a full-time practice as an executive coach, mediator and facilitator. He has moderated many panels over his career, on a wide array of subjects.



**Susan Eichor**

CEO  
AIO

Susan is the CEO of aio, a diverse family of companies, dedicated to living and promoting the unique values of Hawaii, its culture and its people.

Prior to aio, Susan was part of the Verizon Hawaii leadership team and has also served as a strategic advisor for telecommunications companies in the Pacific.

Susan's board service and advisory roles include FICOH, HPM Building Supply, Diamond Head Theatre, UH Shidler College of Business and the Hawaii Bowl.



**Scott Seu**

PRESIDENT & CEO  
HAWAIIAN ELECTRIC  
INDUSTRIES

Scott Seu is president and CEO of HEI, the parent company to Hawaiian Electric and American Savings Bank. The HEI family of companies are united by a common purpose – to create a better Hawai'i, one that is thriving economically, environmentally, culturally and socially.

Scott is very active in our community, serving as board chair of Hale Kipa and as a board member of Teach for America-Hawai'i, Partners in Development Foundation and The Queen's Health System.



**Elisia Flores**

CEO  
L&L FRANCHISE, INC.

Elisia Flores currently serves as CEO of L&L Franchise, Inc. which has 218 restaurants across the country and in Japan. She is responsible for setting the strategic vision of the company and driving new growth initiatives. She has been instrumental in developing key partnerships to expand the L&L brand, strengthening the brand across markets and implementing national revenue generating programs for the franchises. Prior to joining L&L, Ms. Flores worked for over 8 years at General Electric Company (GE). Ms. Flores serves on the board of directors of Hawaiian Electric Industries and American Savings Bank. She serves on the boards of Hawaii Pacific Health, Diamond Head Theatre, and the Hawaiian Humane Society. In 2022, Elisia was appointed by the Governor of Hawaii to serve on the East West Center Board of Governors.



**Kūhiō Lewis**

CHIEF EXECUTIVE OFFICER  
COUNCIL FOR NATIVE  
HAWAIIAN ADVANCEMENT

Kūhiō Lewis is the Chief Executive Officer of the Council for Native Hawaiian Advancement. Under Kūhiō's leadership, CNHA expanded its services to the Native Hawaiian community and the broader public through the establishment and administration of the Hawaiian Trades Academy, the Pop-Up Mākeke, the KūHana Business Program, Kīlohana, and a nationally recognized emergency financial assistance program. He is deeply committed to his community, serving on numerous non-profit, community, governmental, and Native Hawaiian boards.



**Suzanne Vares-Lum**

PRESIDENT  
EAST-WEST CENTER

Ms. Suzanne (Suzy) Puanani Vares-Lum serves as the President of the East-West Center. In 2022, she launched a new strategic plan that advances the Center's mission to promote understanding and relationships among people and nations of the United States, Asia, and the Pacific through cooperative study, research, and dialogue. As a retired Major General with 34 years of service, Vares-Lum held roles addressing national security challenges in the region.

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