



# Financial Center

# TOPA TALK

TOPA TALK - A Newsletter Published by  
Topa Management Company (Hawaii)

DECEMBER 2009

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## At Your Service

### Fort Street Tower

Aloha Sushi	585-7374
Bin's Convenience	521-8886
Carrot Patch	531-4037
Clark Hatch Fitness	536-7205
Cookie Corner	532-9072
Donna's Closet	224-1421
Flowers for You	521-2020
Ft. Street Bar & Grill	523-1500
Young Laundry	521-2286

### Bishop Street Tower

Amfac Center Barber	538-7811
Andy Mohan, Inc.	521-1222
Bishop Street Deli	627-5499
Best Printing (HonBlue)	531-2121
Carrot Patch	531-4037
Charles Schwab & Co.	534-9700
First American Title	447-4017
For the Love of Coffee	266-0759
KD Jewelry	545-7841
Komala Curry House	454-7181
Scottrade, Inc.	521-8573
Styling Crew	533-7800
Subway Sandwich	545-3945

## WELCOME TO TOPA FINANCIAL CENTER

**Bishop Street Tower** Relyant Security Services

**Fort Street Tower** Kobayashi, Kanetoku, Doi, Lum & Yasuda CPAs LLC

## Building Events

### Pearl Harbor Day

Monday, December 7, 2009

### Craft Fair

Wednesday and Thursday

December 9 and 10, 2009

10:00am to 2:00pm

20th Floor - Fort Street Tower

### Christmas Entertainment

Thursday, December 17, 2009

Flute a'la Harp

Rotunda

### Christmas Day

Friday, December 25, 2009

**Building Closed**

### New Year's Day

January 1, 2010

**Building Closed**

### Martin Luther King, Jr. Day

January 18, 2010

**Building Open**

### Valentine's Day

February 14, 2010

### Presidents' Day

February 15, 2010

**Building Open**

## Interactive Lobby Directories

Topa Financial Center utilizes state-of-the-art, touch-screen digital directories in high traffic lobbies providing visitors with a convenient way to locate businesses while offering an exciting new advertising opportunity for Downtown Honolulu. *Advertising space is available.*

## Tenant Satisfaction Survey

Topa Management Company at Topa Financial Center strives to provide you with an exceptional leasing and tenant experience. Please take a minute to complete the online *Tenant Satisfaction Survey* at <http://www.TopaFinancialCenter.com>. Your comments and suggestions are appreciated!

## Effective eMail Writing

Approximately two million e-mails are sent every second, which translates to over two billion e-mails sent each day. Many e-mail writers do not seem to be concerned about format or content of their "permanent" e-mails. Here are some suggestions for composing effective e-mails:

### Recipients

Carefully select recipients and resist the urge to send an e-mail list to a distribution list, which adds to the overload of others. Use the "cc" box for those who have a need to see the message. Avoid using the "bcc" box for blind copies. If someone discovers that you are sending blind copies, you can damage your reputation as an open and honest communicator. However, using "bcc" is an important strategy for purposely protecting e-mail addresses on a distribution list.

### Subject Line

A powerful subject line should be limited to six words and should help the reader determine the eMail content.

- \* Be Specific. For example, "ABC Company Newsletter July 2009"
- \* Be Clear. Avoid slang, technical terms, abbreviations and acronyms.
- \* Only use the red exclamation point symbol when you have a truly urgent need or request.
- \* Avoid creating subject lines that look like spam such as "Reminder," "Thank You," or "Help".

### Salutation

An e-mail does not need a salutation if it is being distributed to a large number of people within your organization or if it is an impersonal announcement about a change in policy or procedure.

For other recipients, the salutation includes the person's first name followed by a comma and a blank line. Other salutations such as "Good morning," or "Hello" followed by the person's name, a comma, and a blank line are acceptable.

### Message

Each e-mail should discuss only one topic. Send

separate e-mails for additional topics. If it is necessary to have several topics in one e-mail, include side headings. The primary message should be in the first three sentences.

The following are additional eMail writing tips:

- \* Keep the message to one screen or two at the most.
- \* Use short familiar words.
- \* Use short sentences which are easier to read on screen.
- \* Limit each sentence to one idea.
- \* Use short paragraphs.
- \* Use a separate paragraph for each separate topic question that requires a response.
- \* Do not indent the opening line of each paragraph.
- \* Leave one blank line between paragraphs.
- \* Provide the reader with complete information. Not too much information, just what is needed.
- \* Avoid frequent exclamation points and smile icons.
- \* Use abbreviations such as BTW and LOL only in informal messages.
- \* Take time to compose important messages. Draft and save important messages to be reviewed later in the day or following day. Consider asking a colleague to review your draft.
- \* Never compose while angry, annoyed, or tired.
- \* Proofread carefully.
- \* Set your eMail preferences to auto spell check eMails before sending.
- \* To close an informal e-mail, leave a blank line and key your name. For a formal e-mail, it is acceptable to sign with "Sincerely" or "Regards" followed by your name and contact information.

### Signature Block

Create one or more signature files for formal and less formal emails. Always include the companies Web address and phone number. Avoid quotes, pictures, or graphics unless these items are part of the company's signature line.

(By Susan Jaderstrom/Joanne Miller)

### How to Mediate a Dispute

Conflict at home and work will happen. While most of the time the people involved can work it out, sometimes mediation is necessary. Psychology Today gives these tips when you're put in the role of a mediator.

#### Don't play detective

Let both parties share their perceptions and desires in front of each other.

#### Set ground rules

Before anyone begins to speak tell both parties that bullying is not acceptable and neither party can walk away until the issue is resolved.

#### Use non-verbal cues

Nodding while each party is speaking communicates a validation of ideas. Be careful about pointing or other antagonistic cues. When one party is talking to you, look to the other party to encourage two-way communication.

#### Break new ground

Finding common ground is good and finding new ground may be better. Propose a solution that neither party has considered.

### Working Moms are Good Moms

In the last thirty years, greater proportions of both men and women agree that employed women can indeed be good mothers.

In 1977, 49% of men agreed (strongly or somewhat) that a mother who works outside the home can have just as good a relationship with her children as a mother who does not work outside of the home. Today, 67% agree. From 1977 to 2008, the percentage of women agreeing moved from 71% to 80%.

Additionally, both men and women who grew up with employed mothers exhibit greater acceptance of working mothers than those whose mothers did not work outside the home.

Source: Families and Work Institute report.

### Lessons from the Economy Meltdown

The current financial tsunami can teach you a few things.

- \* Review weekly or monthly balances and statements listing all the positions of your financial investments.
- \* Be aware that new investing gadgets such as "long-short" mutual funds aren't certain to save you.
- \* Expect wild swings over short periods to become the new norm, meaning you should consider trading less and holding on longer.
- \* Keep a larger than usual cash reserve so you're prepared to pick up investments on sale.
- \* Practically every investment has become riskier than it used to be, so assess your portfolio and adjust accordingly.

Source: Kiplinger's Personal Finance Advisor

### Winter Grilling!

#### Grilled Pizza

Roll out the dough and brush one side with olive oil. Lay pizza dough on the grill at medium heat. Brush the top side with olive oil while bottom side is cooking. Flip over when the bottom side is slightly browned and crispy. Add the toppings of your choice. Close grill cover for 5-10 minutes depending on your ingredients.

#### Grilled Eggplant

Eggplant is moist and must be dry and salted. Salt will pull out juices that cause bitterness and to help the eggplant from absorbing too much oil making it greasy. We recommend course salt which is easier to remove so you don't get a dish that is too salty!

#### Try new Rubs

Redneck Shake "makes spices fer yer vittles." These fantastic rubs have won numerous awards since hitting the scene in 2004. The rubs are low in sodium, contain No MSG and are Gluten Free. They are fantastic on just about anything. They make a perfect gift for anyone who loves grillin'!

<http://www.redneckshake.com>.

## Fathers Gaining Better Work/Life Balance

Employed fathers, especially Millennials (under 29 years old), are spending more time with children today than their age counterparts did three decades ago, where employed mothers' time has not changed significantly according to the report "Times Are Changing Gender and Generation at Work and at Home," which examines the evolution of work-related gender roles over the past three decades.

On average, employed fathers of all ages spend three hours per workday with children under 13 today compared with two hours in 1977. For employed mothers of all ages, time spent with children has remained at 3.8 hours. Today's Millennial fathers spend 4.3 hours per workday compared with 2.4 hours spent by their age counterparts in 1977. Mothers under 29 today average 5.0 hours compared with 4.5 hours in 1977.

Men are taking more overall responsibility for the care of their children. In 1992, 21% of women said that their spouses or partners were taking as much or more responsibility for the care of their children as they were. By 2008, that percentage has risen to 31%. Interestingly, 49% of men reported taking as much or more responsibility for the children as their wives, indicating a perception gap.

Changing gender roles appear to have increased the level of work life conflict experienced by men. Men's work-life conflict has increased significantly from 34% in 1977 to 45% in 2008, while women's work-life conflict has risen less dramatically and not significantly from 34% to 39%.

Fathers in dual-earner couples experience more work-life conflict than mothers. In 1977, 35% reported experiencing some or a lot of conflict. In 2008, that figure has risen to 59%. The level of conflict experienced by mothers in dual-earner families has not changed significantly during that time period (41% in 1977 and 45% in 2008).

Source: Families and Work Institute report.



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## Quotes

An adventure is only an inconvenience rightly considered. An inconvenience is an adventure wrongly considered. - G. K. Chesterton

Last night I stayed up late playing poker with Tarot cards. I got a full house and four people died.

- Steven Wright

Anxiety is the rust of life, destroying its brightness and weakening its power. A childlike and abiding trust in Providence is its best preventive and remedy.

- Tyron Edwards

Philosophy is a game with objectives and no rules. Mathematics is a game with rules and no objectives.

- Anon

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## Building Management

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