

FOR A CULTURE OF GENUINE CONNECTION



THE  
DISCOVER  
OHANA  
WORKBOOK

*30th Anniversary Edition*

Based on The Ohana Way 2.0

SCOT CONWAY

# **THE DISCOVER OHANA WORKBOOK 2.0**

*30<sup>th</sup> Anniversary Edition*

Ohana Project Worksheets  
Ohana Project Journal Sheets  
Ohana Personal Journal

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## PROLOGUE

The Ohana Project Workbook 2.0 is intended to accompany the course: Discover Ohana 2.0. The workbooks are commercially available so that participants in the course can purchase additional workbooks for their own personal use or to keep a blank copy of the book in their personal or business libraries.

Once you've been through Discover Ohana, it can be useful to come back and go through the workbook again even if you are not re-taking the course. This is especially important for leaders who are seeking to bring Ohana to their organizations.

To be even more powerful, re-read the relevant chapters in The Ohana Way 2.0 as you go, and listen to the audio lessons or watch the videos as well. Periodic review is powerful.

Three times is the rule.

If you want to know something well, you need to learn it at least three times. This is a standard recommendation for any material you're learning for real-life application – the Conway Programs or anyone else's. Once simply is not enough unless you are actually putting material into actual practice right away. Unless you are putting 100% of Ohana into practice at a high level on your first pass, expect that review will be useful. Expect that as you find some elements have advanced, other elements of Ohana then become your new priorities.

If you pursue the path of Be Ohana, Build Ohana, Bring Ohana to the World, the path ends with certification to teach The Ohana Way and coach others in Ohana. Before teaching it, instructors and coaches would do well to go back through the journal and do the exercises themselves. Having extra copies for that purpose is a wise move.

It begins here with this workbook, the Discover Ohana course, and the accompanying book and media that goes along with it. We wish you the very best on your Ohana Journey so that you might Be Ohana for others, Build Ohana in your organizations, families, and circles of friends, and together you can Bring Ohana to the World – and you, individually, can learn all you need to know to develop a deep understanding of all the supporting skills to Bring Ohana by training others to walk the same path you've walked.

Aloha!



## THE OHANA WAY TWO-PAGE

**Scot Conway, Ph.D., J.D.**

*The Ohana Way Fundamentals* is the short version of the book. *The Ohana Way 2.0* is the full-length version and contains a deeper dive into the Ohana Five by Five.

OHANA – “Ohana means family, and family means no one gets left behind... or forgotten.” (*Lilo and Stich*, 2002)

Ohana means family. Family includes those bonded by affection and something in common. It represents an ideal that we illustrate by using ohana as an acronym.

OHANA means:

- O-Oasis
- H-Harmony
- A-Assertiveness
- N-Nobility
- A-Aloha

OASIS – Be a Refreshing Refuge. Being an Oasis and helping create an Ohana Oasis means I always make it better by being here. I help create a refuge from the usual, the annoying and the difficult.

HARMONY – Embrace Infinite Diversity in Infinite Combinations Aimed at Greatness. Great music is made from melody and harmony. Many instruments, notes, and singers work together to make all sorts of different and amazing music. Harmony means we don't have to be alike to be together.

ASSERTIVENESS – Moving Forward on Purpose with Respect for Others. We Live Life on Purpose. We live assertively, learn assertively and love assertively. We practice assertive listening, assertive relationships, assertive parenting, and assertiveness in any and all areas of life.

NOBILITY – Be our Highest and Best Selves. The metaphor of the Royal Knight dives deep into our ideals of princeliness and princessliness in their highest and best forms. We pursue knightly chivalry and samurai bushido in service to high ideals.

ALOHA – Love in All Its Many Meanings and Manifestations. Love is I want the best for you, I want to be the best for you, and I want you to have transcendent joy. Aloha also includes hello and goodbye in Hawaiian.

## OHANA FIVE BY FIVE

### OASIS

Be a Refreshing Refuge.

- 1: Leave No Trace; Better Than You Found It
- 2: Be a Safe Person; Create a Safe Place
- 3: Give to Givers Who Give
- 4: Win/Win or No Deal
- 5: Resolve (My, Your, Our), Concede (Trade Wins), Compromise

### HARMONY

Embrace Infinitely Diversity in Infinite Combinations Aimed at Greatness.

- 1: Just Be Polite
- 2: More For, Less Against. Focus on What You Do Want.
- 3: Facet Truths: Bring Truth Appropriate to the Relationship
- 4: Differences are Issues to Navigate, Not Causes for Condemnation
- 5: Bad Things are Problems to Solve, Not Causes for Condemnation

### ASSERTIVENESS

Moving Forward on Purpose with Respect for Others.

- 1: I Have a Point; You May Also Have a Point
- 2: More Yes/And, Less No/But
- 3: Define Your Win: Values, Goals, and Roles
- 4: Compelling Future: Choose. Plan. Check In
- 5: Ecology Check

### NOBILITY

Royal Knight: Be our highest and best selves.

- 1: Inspired Action from Emotional Insight
- 2: Be a Light, Not a Judge
- 3: Self-Leadership
- 4: 360 Degree Leadership: 4P360
- 5: Living By a Code

### ALOHA

Love:

1. I want the best for you.
2. I want to be the best for you.
3. I want you to have transcendent joy.
  - 1: Love Stack: Agape, Phileo, Eros
  - 2: Love Is & Love Is Not: A Self-Check
  - 3: Phileo Bank Account: Positive On Purpose
  - 4: Love, Joy, Peace; God, People, Self
  - 5: 100 Ways to Win: YORI



## OHANA JOURNAL GUIDE

The previous “two-page” is meant as an easy reference for you. Feel free to make copies. We often make them front-back to carry, or we just post it on mirrors, medicine cabinets, refrigerators, bulletin boards... anyplace it can be a quick reminder!

### THREE OPTIONS

There are three separate journal options:

Ohana Project Worksheet  
Ohana Project Journal Sheet  
Ohana Personal Journal

Each of them is a different exercise.

The Worksheet asks you to consider an example or counter-example of the particular aspect of Ohana being explored. Then you make a note of what happened, the principle(s) involved, and your thoughts.

The Journal Sheet asks you for an initial rating, a recent personal situation and what it illustrates, what you learned from what you did, and how you can use what you learned.

The Personal Journal has writing prompts for personal journaling related to the subject. It is both a personal journal and a prompt for more journaling you might choose to do in your existing journal.

Choose the one the one that is most useful to you.

Overachievers might do all three to extract all the insight and wisdom they can from the exercise. For most of us, we'll pick the one that is either most helpful to us or easiest to do. Any standard you choose to make the decision is okay.

### INSTRUCTIONS FOR OHANA PROJECT WORKSHEET

We often learn best by thinking about examples in our own lives. The Ohana Project Worksheet is to help us take a look at some of those examples (good examples and bad examples).

If we have one or more good examples that serve as role-models, that gives us something to imitate (Example). If we have one or more bad examples that serve as

warnings, that gives us something to consider and distinguish ourselves from (Counter-Example).

The Ohana Journal Prompts will suggest we look to our own lives and experience of people, groups, businesses, or other organizations that we have experienced or seen do it right and what it is that they do.

Alternatively, or additionally, we can take note of people, groups, businesses or other organizations that we have observed or experienced doing it poorly and think through their negative example to how we might improve it if we had influence.

## **EXAMPLE/COUNTER-EXAMPLE**

Just name the Example. It can be a particular company, a particular store, a particular department. Detail it as specifically as you might like. In particular, if you're not sure it's a consistent thing (such as if it's a bad example). You might note the company, individual store, department, shift, or whatever other details you might like.

*Sample: GNC Rancho San Diego. Both Roger and his son Chris.*

If you don't have any particular experience or observation that illustrates the point at hand, it's perfectly okay to leave it blank. If you have one of each, feel free to include one of each, or print a second page and do Examples on one and Counter-Examples on the other. Of course, it's also perfectly okay to take note of as many examples as you like.

## **THE STORY**

This can be as brief or detailed as you like. Since you are provided a doc-file, if you tend to do more detailed stories, you can expand that part before you print. If you tend to tell very short stories such as just note a few reminders of the bigger story, feel free to shorten it. This is just your place to write down "what happened."

*Sample: They know my name when I walk in and have a general idea of what I usually buy and for whom. They are very good about recommendations, often suggesting products that are cheaper because the other customers seem to like them better. I feel I can always relax when they make suggestions, and it always seems like they are really interested in helping me reach my goals rather than sell me stuff. As a result, I be sure to always shop there first for any supplements I might need.*

## **THE PRINCIPLES.**

This is where you think about why the story exemplifies the Ohana Ideal. We have the who and the what. We look at the why and how here. Here's a tricky part of

thinking about this: If we're looking at a Counter-Example, why would they do it that way? Is it a mistake? Or might they have a reason? Even if there's a good example, what might the risk be?

For instance, if our Example is Nordstrom giving us a refund even though we have no receipt and the item has been worn. We might see that as very Ohana. What's the risk? Customers might abuse the privilege. If our Counter-Example is a place that refuses to take returns except with a receipt and with things unused and in new condition and only issues store credit, we might find that rather un-Ohana, but why would they do that? Might it be a perception that too many people are purchasing and returning items, using them as a free rental for things?

Then we can consider how we would evaluate such a thing and see if we find anything that helps us in our business. Nordstrom has evidently concluded that their return policy builds enough extra business and customer satisfaction that it is a net business gain. Another store may not have done an analysis, or they might have done one just in the returns department to assess loss but have no information on negative impact on sales, or they have made a complete analysis or best guess with what data is available, and they decided on this policy.

*Sample: Roger earned his degree in biochemistry, and both Roger and Chris are constantly reading up on the newest supplements and keeping up on reviews of the product. They ask customers what they like and why so they can pass information along to other customers. Combined, that makes me feel I am getting quality recommendations, and it helps all the customers feel we're one giant family. I've noticed that whenever regulars show up in the store, Roger and Chris introduce us to one another, further enhancing the feeling of family. They also ask questions about what we might have talked about before, take note of when they've seen people we both know, and they'll ask about how life is going - and how the dojo is going in my case.*

## **THOUGHTS**

This is where you take note of what you think you would do, or at least what you think would be a good idea. You might think about what they do and balance a business consideration with an Ohana Principle. Such as if you did find that a generous refund policy was creating a problem, how could you implement such a policy in the spirit of Ohana?

Nordstrom has their policy worked out for them since early in their business. If another store was having an issue, a question might be to find out if customers complained about the policy. If receipts were a problem, perhaps electronic receipts that could be looked up rather than just paper receipts. If individual customers seemed to have a pattern of buying and returning dresses, perhaps a three-time policy where they are told on the second return that they can do this return, but if this keeps happening

they will be disallowed from returns. If they show up a third time, then a manager can approve a third return, have a pleasant scripted/outlined chat with the customer, and then that customer cannot make such returns again.

If it happens a lot, a store might even consider a modest restocking fee so that they become more of a back-door rental company than a buy-and-return store. Then you consider an Ohana way to do that with customers and what you'd like to express to customers while they shop.

*Sample: When we make recommendations to clients, it's important they feel we're making the recommendation because it's good for the client, not just good for us. We should use our own clients as good examples to other clients, and remember stories. Because stories can sometimes get jumbled or easily forgotten because we tend to see several people at once, it might help to have a place to write down any key things we might want to specifically remember and refer to our notes before we see them again.*

*As we learn about clients, we should introduce them to one another, especially if we find they have something in common. We should be open to talking about outside interests.*

*Of note, do not judge any particular thing or complain about any particular thing lest the client be a fan or supporter. In particular, leave politics out of the dojo other than the most generic, inarguable principles. If someone starts to be anti-something (double-fast if we know another client is on the opposite side of the issue), gently stop it with a note that while many of us have passionate opinions about important subjects, we try to minimize starting conversations likely to lead to conflict at the dojo.*

## INSTRUCTIONS FOR OHANA PROJECT JOURNAL

The Ohana Project Journal focuses on our own individual experience of being the example or a potential example. It lets us reflect more deeply on our own opportunities to put Ohana and the Ohana Five-by-Five into practice.

Ideally, it reflects us applying the principles and continuing to refine our skill. It may reflect that we have gained greater insight than we have yet been able to put into practice in the moment. Either is okay. The point is to be moving forward.

The simple path to mastery is to just keep getting better. Even if you get just a tiny bit better at anything, that's winning. We might wish to be perfect right away, but history will tell us how well we do. Just remember that everything we do well today we did not well at one time. The goal is to keep getting better – no matter the pace.

## **SELF-RATING**

The rating baseline is 0 for being completely neutral. This means you do not do it well or poorly – probably not at all – most commonly meaning it’s something you never considered and no version of it has shown up in your life. This would be uncommon, but possible. Negative numbers are for poor performance, meaning we violate the principle. Positive numbers are for positive performance, meaning we follow or embody the principle.

There’re self-rating opportunities for a before-and-after. You can decide your own baseline date. It might be past-to-present, or present-to-future and you’ll come back at the end of program for the follow-up ratings. You could also choose to do a past-to-future and rate yourself based on some past date you choose for your baseline and then come back and follow-up after the program sometime.

## **A RECENT SITUATION FOR PERSONAL APPLICATION**

Consider the topic at hand, and take note of some recent event relevant to the topic, whatever “recent” means to you. Write down enough of the situation so you know what event you’re talking about. You can write it out in whatever level of detail you choose. If you would like others to understand it, more detail is helpful.

Sample [Topic: Oasis – Be a Safe Person; Create a Safe Place]: *I was on the phone with a mother, and her adult child called. She excused herself and took the call. When she came back, she apologized profusely for interrupting our conversation to take a call from her daughter and started to explain why it was so important. I asked, “May I make a request?” She told me that she froze – feeling like I was angry at her and was going to frame my displeasure this way.” Then I just told her I’d rather have her thank me for respecting her as a mother and waiting while she took the call, and that no apology is necessary.*

## **WHAT THE SITUATION ILLUSTRATES FOR ME**

This is more of an interpretation question. The situation illustrates a point or a principle. It might prompt a realization, a new insight, or be an observation. Consider what that might be and write that here.

Sample [Continued]: *I thought about how often people reflexively judge – so often so that others seem to just expect it – sometimes from close friends and family even more than strangers. We’re so accustomed to argument, punishment, and complaint that we brace for it every time someone might want something different. As I reflect on this, it seems very common. It might be nearly universal. It also reminds me that some people have trouble accepting compliments because of how often compliments are either part of an ulterior motive or a lead-in to a criticism.*

## WHAT I LEARNED FROM HOW I DID

The definition of a lesson is “something I can use.” This is some kind of practical action you might be able to take based upon what you learned.

Sample [Continued]: *I think I handled it very well, and now she knows that when I have a request, I’m up-leveling our interaction rather than chastising her. As I use this experience to understand how often people expect to be in trouble, I think I can see how incredibly relieved people are to find a person who is safe and will still address issues. It seems some people that are “safe” because they don’t attack also often do not address issues. I need to both be safe AND address issue.*

## HOW I CAN USE WHAT I LEARNED

When you have something you can use, here take note of how you can use it.

Sample [Continued]: *With greater realization on how often people expect any request might be a lead-in to being chastised, judged, or condemned, I think I can improve my response to acknowledging the positive nature of their response first, and suggest my request as a preference that I think will up-level our relationship. Then I need to make sure that my requests really would consistently up-level our relationship based upon Ohana principles.*

## INSTRUCTIONS FOR OHANA PROJECT JOURNAL

The questions in this section vary from lesson to lesson. Some might start with observations or review, and others jump straight to questions. They vary from first person to second person or third person, as seemed to flow from the content. It’s just there as a thinking prompt and writing prompt to get yourself going.

Here’s a key: The writing prompts are intended as a starting point rather than a constraint. It isn’t that you should only write based on that prompt – but let it spark your own thinking and go with it wherever your creative insights take you. You might find that in some areas, you might have a very short answer, and in others it might start you writing what could be a chapter in a book! Either one is perfect. The point is that explore each Ohana element in a way that is meaningful for you.

There’s a section for “Other thoughts and insights.” The principle might have sparked a thought that isn’t contained in the other prompts. That’s encouraged!



# OHANA

*Ohana Means Family.*

***Family means no one gets left behind...  
or forgotten.***

**Oasis  
Harmony  
Assertiveness  
Nobility  
Aloha**

# OHANA PROJECT WORKSHEET

TOPIC: Ohana: Ohana Means Family

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)

# OHANA PROJECT JOURNAL SHEET

TOPIC: Ohana: Ohana Means Family

**MY STARTING SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

A RECENT SITUATION FOR PERSONAL APPLICATION.

WHAT THE SITUATION ILLUSTRATES FOR ME.

WHAT I LEARNED FROM HOW I DID.

HOW I CAN USE WHAT I LEARNED.

**MY FOLLOW-UP SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

# OHANA PERSONAL JOURNAL

## TOPIC: Ohana: Ohana Means Family

### PERSONAL THOUGHTS AND INSIGHTS

Some Families are Great, Some are Terrible, and a Great Many are In Between. Ohana is an IDEAL. What does the IDEAL of “family” mean to me?

We May Not Choose Our Relatives, But We DO Choose Our Ohana. How would I express “family” with the people I have chosen to keep in my life?

With Family, we may have a mandated connection by blood and marriage, yet we also get to choose the best relationship for who we each are as individuals. Are there some relationships in my Ohana that would be better if we changed something?

What might make it better? Would it be helpful to add something? Would it be helpful to limit something? Would it be helpful to take something out of the relationship? What are some of your thoughts on this?

Ohana is reciprocal. That means there should be some measure of give/give, not just give/take in Ohana relationships. Are there some places where my relationship in my Ohana is out of balance? If so, what shifts might be helpful?

Other thoughts and insights:

# **OHANA**

*No One Gets Left Behind*

# OHANA PROJECT WORKSHEET

TOPIC: Ohana: No One Gets Left Behind

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)



# OHANA PROJECT JOURNAL SHEET

TOPIC: Ohana: No One Gets Left Behind

**MY STARTING SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

A RECENT SITUATION FOR PERSONAL APPLICATION.

WHAT THE SITUATION ILLUSTRATES FOR ME.

WHAT I LEARNED FROM HOW I DID.

HOW I CAN USE WHAT I LEARNED.

**MY FOLLOW-UP SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

# OHANA PERSONAL JOURNAL

## TOPIC: Ohana: No One Gets Left Behind

### PERSONAL THOUGHTS AND INSIGHTS

No one gets LEFT behind... but they might choose to STAY behind. What does that mean for me in my life?

“No one gets ditched. No one gets kicked out. No one becomes the butt of jokes. No one gets bullied.” At the same time, not everyone is a good fit for every group. How can you make any separation behavior-based rather than personal?

Ohana won't ditch you, but Ohana won't drag you along kicking and screaming either. It's up to you. You're invited. (Explore)

What are some exceptions? Children, of course. They don't get to stay behind. Or a team that we didn't put together and isn't our team. What are some thoughts when we have the Ohana we have, and that's not going to change?

Part of “no one gets left behind” means you don't “ghost” (vanish without warning or explanation). If you or someone is leaving, what might be a good, mature way to do it?

Other thoughts and insights:

# **OHANA**

*(No One) is Forgotten.*

# OHANA PROJECT WORKSHEET

TOPIC: Ohana: (No One) Is Forgotten

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)

# OHANA PROJECT JOURNAL SHEET

TOPIC: Ohana: (No One) Is Forgotten

**MY STARTING SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

A RECENT SITUATION FOR PERSONAL APPLICATION.

WHAT THE SITUATION ILLUSTRATES FOR ME.

WHAT I LEARNED FROM HOW I DID.

HOW I CAN USE WHAT I LEARNED.

**MY FOLLOW-UP SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

# OHANA PERSONAL JOURNAL

## TOPIC: Ohana: (No One) Is Forgotten

### PERSONAL THOUGHTS AND INSIGHTS

What does it mean to me “No one is forgotten”?

Part of “no one is forgotten” means people can pop up any time and expect to be liked and loved as they were they left. Assuming they left well, how do we receive people back who were gone for a while?

If they didn't leave well (they just vanished without warning or explanation, or if they actually left poorly or on bad terms), how do we receive them back? Do we? Do we set boundaries? Do we have conversations? Do we accept them first and observe behavior? (This is worth thinking about and exploring a it.)

Others may not always remember me. How do I return without making others feel awkward for not remembering me?

Others may return and I don't remember them. How do I welcome others back when I sincerely do not remember them?

Other thoughts and insights:



# **OHANA 101**

*Hero, Villain, Victim*

# OHANA PROJECT WORKSHEET

TOPIC: Ohana 101: Hero, Villain, Victim

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Ohana 101: Hero, Villain, Victim

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WHAT THE SITUATION ILLUSTRATES FOR ME.

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# OHANA PERSONAL JOURNAL

## TOPIC: Ohana 101: Hero, Villain, Victim

### PERSONAL THOUGHTS AND INSIGHTS

Hero – One who makes it better. Villain – One who makes it worse. Victim – One for whom it is made worse.

What does “Guaranteed Lack of Perfection” mean About ME to ME?

What does “Guaranteed Lack of Perfection” mean About Others to Me?

The Hero Frame means I treat Me AND the Other Person both as people who “Want to Make It Better.” How I feel when someone seeks my help to make things better? Have the conversations *generally* (with exceptions, perhaps) gone better when I’m seeking to make things better rather than blame someone else?

What does “The PROBLEM is the Villain” (it’s the problem that makes it worse) do to shift the energy and attitude of a discussion? (Even if the problem got to us through the other person... or through me)

How does the metaphor of “Heroes Teaming With Heroes” shift the energy and attitude of the problem-solving discussion?

“Do not argue for a proposition where winning means you lose everything that’s really important to you” means that we should not be arguing in favor of something if winning that argument and being believed sabotages our own desires. How have we experienced that in past?

Other thoughts and insights:

# **OHANA**

*Settling Into Ohana*

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TOPIC: Ohana: Settling Into Ohana

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TOPIC: Ohana: Settling Into Ohana

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## TOPIC: Ohana: Settling Into Ohana

### PERSONAL THOUGHTS AND INSIGHTS

The Power of The Pause. Pause, Prepare, Proceed, Practice begins with “Pause.” Especially in moments we might be very inclined to just react to a negative emotion, what is the Power Of The Pause?

The Power of Prepare. If we Pause, and we do not choose our framework, the Pause just delays our initial reaction. How does “Prepare” help me have a better interaction by using the Power of Prepare? What Framework might I get better at Preparing?

Proceed comes after pausing to prepare. What are some of my “proceed” moments, and before those, what could I do to have sufficient Pause and Prepare time and space before I proceed?

Practice means I carry the Prepared attitude with me as I move forward. How well do I hold the Practice in my discussions? If exceptionally well, can I abbreviate the Pause, Prepare time? If not as well as I might like, how might I expand my Pause, Prepare time? If I do well for a while, but I lose hold on my prepared attitude at times, how might I recapture it? What are some options for Pause, Prepare in those moments?

Take Your Time, Then Speed Up means to get it right first, and then practice doing it faster until it becomes automatic. Is there anywhere I might need to slow down and take my time? Is there anywhere I’ve been delaying speeding up?

Other thoughts and insights:

# OASIS

*Be a Refreshing Refuge*

- 1. Leave No Trace;  
Better Than You Found It***
- 2. Be a Safe Person; Create a Safe Place***
- 3. Give to Givers Who Give***
- 4. Win/Win or No Deal***
- 5. Resolve, Concede, Compromise***

# OHANA PROJECT WORKSHEET

TOPIC: OASIS – Be a Refreshing Refuge

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# OHANA PERSONAL JOURNAL

## TOPIC: OASIS – Be a Refreshing Refuge

### PERSONAL THOUGHTS AND INSIGHTS

“Make it better because I’m there.” Are there people that do that for me? Do I do that for others? Consider and explore.

Have a Refuge by Being a Refuge. Oasis is reciprocal. Do I find I am also trusted by the people I trust?

I make it easier on others because I’m around.

Refreshing. Oasis is a place people can drop their guard because they have no opponents here. It’s a place where I know I will not have to fight or defend myself. Do I have that? Where? Am I that? For whom?

Life-giving. Oasis is a place people come to be restored. How do I help others be restored? Who are my life-givers?

Other thoughts and insights:

# OASIS

*1. Leave No Trace;  
Better Than You Found It*

# OHANA PROJECT WORKSHEET

TOPIC: Oasis – No Trace; Better

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## TOPIC: Oasis – No Trace; Better

### PERSONAL THOUGHTS AND INSIGHTS

Leave No Trace is a wilderness principle. Make sure nothing is worse for having been there. Minimize the inconvenience to others by our presence. How well do I do at making sure my presence doesn't spoil things for others? What do I do for that?

The Compensate Principle means we compensate for where we are a negative, such as when we're a guest and we're using their groceries, utilities, and space. How can we help some positives of our presence compensate for the necessary negatives?

Better Than You Found It is making sure things are better because you were there. We might pick up litter others left behind. We might help out while we're around so that when we leave, our friends are better off because we were there. Where do I exercise "better than you found it" and what are some common ways I do that?

Where might I appreciate others doing these things for me more? Does what I desire for myself give me any hints as to what I might do for others?

Other thoughts and insights:

# OASIS

*2. Be a Safe Person; Create a Safe Place*

# OHANA PROJECT WORKSHEET

TOPIC: Oasis – Safe Person; Safe Place

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Oasis – Safe Person; Safe Place

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# OHANA PERSONAL JOURNAL

## TOPIC: Oasis – Safe Person; Safe Place

### PERSONAL THOUGHTS AND INSIGHTS

How safe am I? If it's private, keep it private. No judgment. No condemnation. How do I do? Is there something I ought to do better? In what way?

Gossip: Someone who will gossip to you about others will gossip to others about you. Do I participate? Do I make sure the person knows what's going around? Explore.

Negative Humor is a mean thing we wrap in a funny thing to give ourselves social permission to be mean. How do I feel when I'm the butt of the joke? Do I use negative humor? Do I think it's okay? Why or why not?

The Past is Never a Weapon. If it's not relevant to today, it should not be a weapon today. How do I feel when someone brings up something from my long ago past that is either embarrassing or from a time when I didn't know better? Do I ever do that?

Create a Safe Place means the Be a Safe Person rules apply to be at the place or a member of the group. Do I have safe places? Do I provide any? If someone in a place is being an unsafe person, how might I handle that to restore safety?

Other thoughts and insights:

# OASIS

## *3. Give to Givers Who Give*

# OHANA PROJECT WORKSHEET

TOPIC: Oasis – Give to Givers Who Give

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*DO YOU REMEMBER A TIME YOU WERE GIVEN TO.... WHEN YOU SAW A GIVER GIVING AND GAVE/WANTED TO GIVE...*

*WHAT ARE THE TOP THREE OR MOST CLEAR OR...*



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# OHANA PERSONAL JOURNAL

## TOPIC: Oasis – Give to Givers Who Give

### PERSONAL THOUGHTS AND INSIGHTS

Give. This can take many forms. A common list is Time, Talent, and Treasure. What are ways I have most frequently given? What are ways I have most commonly received?

Give to Givers Who Give. When we give to givers, we keep abundance in motion. When we give to takers, it stops.

Takers and Receivers. Takers are there to get stuff and often feel entitled. They also sometimes get upset if someone doesn't keep indulging them. Receivers accept what is offered gratefully. How well have I done making that distinction? How well have I been a grateful receiver as well as a generous giver?

Quietly Sift the Takers Out of Your Life. This doesn't mean you have to get rid of the people themselves, just the taking part of the relationship. When you can recast the relationship so the person can no keep taking. What might that look like in my life?

Other thoughts and insights:

# OASIS

## *4. Win/Win or No Deal*

# OHANA PROJECT WORKSHEET

TOPIC: Oasis - Win/Win or No Deal

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# OHANA PERSONAL JOURNAL

## TOPIC: Oasis - Win/Win or No Deal

### PERSONAL THOUGHTS AND INSIGHTS

Win means I just focus on winning what I want, and others fend for themselves whether they negotiate a win for themselves. I don't care whether there's a win/win or a win/lose so long as I win. Have I experienced that from either side of a win deal?

Win/Lose (I get what I want and make sure you don't), Lose/Win (I give up what I want and let you have your way), and Lose/Lose (I don't care if it costs me to make sure you lose) – what have I done, experienced being son to me, or seen? Explore

Win/Win is an ideal. What are some simple Win/Wins I've gotten to be a part of? How did we do that?

What are some bigger Win/Win deals I've been a part of? How did we do that?

Win/Win or No Deal recognizes that sometimes trying to get to Win/Win is complicated and cannot be achieved. Then you default to No Deal – you don't do a deal that forces you or someone else to lose. You walk away from a losing deal for you, but you also walk away from a deal that is going to be a losing deal for someone else.

There are always some exceptions. Here we would apply something called The Rule On Rules: The rule is the rule unless there is a good reason to do otherwise. Have you been in a situation where Win/Win Or No Deal was not possible or not reasonable? Of course, there are always hypotheticals you could think of – but what have you actually encountered?

Other thoughts and insights:

# OASIS

*5. Resolve, Concede, Compromise*

# OHANA PROJECT WORKSHEET

TOPIC: Oasis – Resolve (My, Your, Our),  
Concede (Trade Wins), Compromise

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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TOPIC: Oasis – Resolve (My, Your, Our),  
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## TOPIC: Oasis – Resolve (My, Your, Our), Concede (Trade Wins), Compromise

### PERSONAL THOUGHTS AND INSIGHTS

Resolve means we seek to create a Higher Third Alternative so we both win, ideally each wins even bigger and better than if they had gotten their way. It's ideal, but it can be time consuming and, frankly, not always worth it. Do I have issues in key relationships that could use resolution to create a solution? How might I best get collaboration to create a resolution?

My Way + Your Way = Our Way. Resolve is achieved by creating a unique deal that is the new "our way" that uses "my way" and "your way" to create this new thing. It's innovative. Where have I experienced this? What was it like?

Concede is trading wins. On a long arc of time, the wins offered should be roughly balanced so it's not always one of them giving the other their way, lest it devolve into a giver-and-taker relationship. How do I do at graciously letting someone else have their way? How do I do at asking for me to have my way this time? Explore.

Compromise is we each win a little and lose a little. It's an easy way to maintain some balance, and used often. How well do I demonstrate flexibility so we can arrive at solutions we can both live with? Explore.

Other thoughts and insights:

# HARMONY

*Embrace Infinite Diversity in  
Infinite Combinations Aimed at Greatness*

- 1. Just Be Polite**
- 2. More For, Less Against.  
Focus on What You Do Want**
- 3. Facet Truths: Bring Truth Appropriate  
to the Relationship**
- 4. Difference are Issues to Navigate,  
Not Causes for Condemnation**
- 5. Bad Things are Problems to Solve,  
Not Causes for Condemnation**

# OHANA PROJECT WORKSHEET

TOPIC: HARMONY – Infinite Diversity in  
Infinite Combinations Aimed at Greatness

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# OHANA PERSONAL JOURNAL

## TOPIC: HARMONY – Infinite Diversity in Infinite Combinations Aimed at Greatness

### PERSONAL THOUGHTS AND INSIGHTS

A key is “aimed at greatness.” It’s not diversity for the sake of diversity. Like a collection of instruments all playing the same great symphony, there is a joint aim that all the differences come together to make happen. How well do I join in with my uniqueness to contribute to something great?

How well do I help others show up with their uniqueness to contribute to something great? How do I do it? How might I improve in this?

Infinite Diversity means there are no limits to the individuality of people. Everyone is unique, so every relationship is also unique. The key is recognizing how to bring unique individuals together in pairs or groups to craft something great. Where have I really seen it work? How can I use insight from that to make it happen more often?

Infinite Combinations. Every combination is different. Every introduction of a new person changes the combination. How can we shift things in the group to bring in someone’s unique value to make the group dynamic even better? Have I seen it? Can I help it happen?

Other thoughts and insights:

# HARMONY

## *1. Just Be Polite*

# OHANA PROJECT WORKSHEET

TOPIC: Harmony: Just Be Polite

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Harmony: Just Be Polite

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# OHANA PERSONAL JOURNAL

## TOPIC: Harmony: Just Be Polite

### PERSONAL THOUGHTS AND INSIGHTS

Just Be Polite may be easiest when others are polite. How well do I reflect politeness with reciprocal politeness?

Just Be Polite may be hardest when others are impolite. How do I or can I maintain my composure and conduct myself in a civilized, courteous way even with rude people?

When we have rivalries or issues with people, some people argue that being polite is being inauthentic. Politeness is a behavior and attitude, not pretending to like or respect someone you neither like nor respect. Have we seen people excuse their own rudeness and justify it with another virtue? Have I done it? What are some examples and explore.

Etiquette is a useful guide for courtesy. Are there some courtesies that I commonly use? Commonly enjoy? Are there some I would like to do more of? Less of? Explore.

Other thoughts and insights:

# HARMONY

*2. More For, Less Against.  
Focus on What You Do Want*

# OHANA PROJECT WORKSHEET

TOPIC: Harmony: More For, Less Against.  
Focus on What You Do Want.

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## TOPIC: Harmony: More For, Less Against. Focus on What You Do Want.

### PERSONAL THOUGHTS AND INSIGHTS

Less Against. How often have I expressed “against” without really thinking about what the “for” is? Have I had times when all I know is what I’m “against” and don’t even have a “for” at all?

More For. If I figure out what I’m for, I have a mental target to aim for. I can also have a mental image that helps my subconscious auto-pilot to an outcome. How I can be “more for” and less “against.”

Focus on what you do not want is common. It’s not good, but it’s common. Where have I seen people (maybe me!) focus or talk about what we don’t want, when there are a lot of things that might be just as bad or worse even if we got away from the “don’t want” thing? Explore.

Focus on What You Do Want. Pick something you’ve complained about recently (don’t want), and create a mental picture of the positive counterpart – what you DO want. How does that feel different? How does that change how you can plan?

Other thoughts and insights:

# HARMONY

*3. Facet Truths: Bring Truth Appropriate to the Relationship*

# OHANA PROJECT WORKSHEET

TOPIC: Harmony: Facet Truths: Appropriate

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TOPIC: Harmony: Facet Truths: Appropriate

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# OHANA PERSONAL JOURNAL

## TOPIC: Harmony: Facet Truths: Appropriate

### PERSONAL THOUGHTS AND INSIGHTS

All of us have many facets. We have combinations of roles, traits, demographics, beliefs and more that are all true about us. What are some key ways I think of myself?

Facet Truths means however we show up, we show up with truth with whatever facets as might be appropriate in the moment. The author's example is that he shows up differently in court as a lawyer than in a kid class as a karate teacher. It's all true, it's just different slices of the total truth about him. What are some different ways I show up in my day-to-day life?

Appropriate Truth. Some slices of the truth are relevant in different areas. Where have I seen or experienced truth (or maybe not-truth) show up in times or places where it might not have been the time or the place?

Just because it's true doesn't mean it belongs. Have I seen or experienced someone defending inappropriate truths, or even distracting or damaging truths, on the basis of it being true?

Other thoughts and insights:

# HARMONY

*4. Differences are Issues to Navigate, Not Causes for  
Condemnation*

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# OHANA PERSONAL JOURNAL

## TOPIC: Harmony: Differences are Issues to Navigate, not Causes for Condemnation

### PERSONAL THOUGHTS AND INSIGHTS

Often, people are judgmental (decide someone is bad) over what is really just a difference. Where have I seen that toward me? Or where might have done it?

Differences can be enriching. Where have I experienced a richer life or unique, great experience through a difference? Where have I used differences to introduce someone to something new that they liked?

Differences are often necessary on teams. A well-rounded team is often composed of individuals with different aptitude, skills, and personalities. Where have I seen teamwork with people in different positions work well? Where has it turned into conflict?

Issues to navigate. Differences don't always work well together without creating friction or conflict unless we make an effort to make it so. Where it's worked well, how? Where it hasn't, why?

Judgmental is deciding someone is bad or fundamentally wrong. Condemnation is deciding someone is worthless or inferior. Where have I seen that or experienced that happening over mere differences?

Other thoughts and insights:

# HARMONY

*5. Bad Things are Problems to Solve, Not Causes  
for Condemnation*

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WHAT I LEARNED FROM HOW I DID.

HOW I CAN USE WHAT I LEARNED.

**MY FOLLOW-UP SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

# OHANA PERSONAL JOURNAL

## TOPIC: Harmony: Bad Things are Problems to Solve, not Causes for Condemnation

### PERSONAL THOUGHTS AND INSIGHTS

Bad things are bad things. We don't sugar coat a bad thing like it's not bad. Where might I have just ignored a bad thing or treated it like just a difference when it might have been something to solve?

Bad may be subjective. Maybe I think it's bad and other person doesn't, or I think it's fine but others think it's bad. Have I run into bad things being subjective? Do I tend to argue it or just accept that we see it differently and solve it anyway?

Problem to solve. The solution to bad things is to remove the bad things from play. In the story, the stealing was removed from play by removing opportunity. What kind of solutions might work?

Judgmental is deciding someone is bad or fundamentally wrong. Condemnation is deciding someone is worthless or inferior. Where have I seen that or experienced that happening over mere differences?

Other thoughts and insights:

# ASSERTIVENESS

*Moving Forward On Purpose with Respect for  
Others*

- 1. I Have a Point;  
You May Also Have a Point**
- 2. More Yes/And, Less No/But**
- 3. Define Your Win:  
Values, Goals, and Roles.**
- 4. Compelling Future:  
Choose, Plan, Check In**
- 5. Ecology Check:  
Me, Others, The World**

# OHANA PROJECT WORKSHEET

TOPIC: ASSERTIVENESS – Moving Forward  
On Purpose with Respect for Others

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)

# OHANA PROJECT JOURNAL SHEET

TOPIC: ASSERTIVENESS – Moving Forward  
On Purpose with Respect for Others

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# OHANA PERSONAL JOURNAL

## TOPIC: ASSERTIVENESS – Moving Forward On Purpose with Respect for Others

### PERSONAL THOUGHTS AND INSIGHTS

Moving Forward. Do I think about what my “forward” is? It might be different than someone else’s “forward.” When I have I recently done this well?

On Purpose – Intentionally. Do I choose my strategy and my actions and do them? How might I improve?

On Purpose – Larger Purpose. Do I stay focused on my bigger picture? How might I improve? How might I help others improve?

With Respect for Others. How I feel when others disrespect me in pursuit of the agenda-of-the-moment? How well do I show high regard for others as I pursue my goals? What sort of improvement might I like to see here?

Live Assertively. This is choosing our life and living it. In what ways do I do that well? In what ways would I like to improve?

Practice Assertiveness in any of many skills. What skills might I like to do more assertively and how might I do that?

Other thoughts and insights:

# **ASSERTIVENESS**

*1. I Have a Point;  
You May Also Have a Point*

# OHANA PROJECT WORKSHEET

TOPIC: Assertiveness: I Have a Point;  
You May Also Have a Point

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Assertiveness: I Have a Point;  
You May Also Have a Point

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# OHANA PERSONAL JOURNAL

## TOPIC: Assertiveness: I Have a Point; You May Also Have a Point

### PERSONAL THOUGHTS AND INSIGHTS

Have you experienced others just assuming your side was wrong without being willing to hear your points? What did that feel like? Would you intentionally do that to others?

Not “I’m right so you’re wrong” or “You’re wrong so I’m right.” Have you ever experienced someone assuming that they’re right just because they could show someone else is wrong?

When you have a position, do you think about how you might support your position? Are you willing to accept that the same principles might be applied against you sometimes, too? Do you apply your principles consistently?

You May Also Have A Point. I need to be open to idea that someone else also has a point. Even if I can support my position, am I willing to consider that other positions might also be supportable? Am I willing to hear them out?

Golden Rule says that if I need others to consider I have a point, I should consider that they may have a point. If I want them to listen, I should also be willing to listen. How well do you do?

Other thoughts and insights:

# **ASSERTIVENESS**

## *2. More Yes/And, Less No/But*

# OHANA PROJECT WORKSHEET

TOPIC: Assertiveness: More Yes/And, Less No/But

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Assertiveness: More Yes/And, Less No/But

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# OHANA PERSONAL JOURNAL

## TOPIC: Assertiveness: More Yes/And, Less No/But

### PERSONAL THOUGHTS AND INSIGHTS

Saying “No/But” often (not always) is a way to eliminate what came before. It’s like having to sweep the earlier idea off the table before feeling secure enough to present your own idea. Have I had my ideas invalidated with a “no,” “but,” “however,” or some other way before someone shares their own idea? How do I feel? How does that affect my willingness to share ideas?

Are there times I find myself having to discredit other ideas before sharing my own? How might I let their idea stand and ADD my idea to the mix for consideration?

“Yes, that’s a great idea, and here another...” is both empowering to the earlier idea and adds more ideas to work with.

Yes/And creates an upward spiral that edifies. How can I use this to affirm others and myself and generate some great ideas?

Yes/And unleashes creativity. First, everyone is more willing to share if ideas are validated. Second, having more good ideas to work with gives everyone more to work with. Third, sometimes what might have started as an idea so “bad” that it was meant as a joke has in it the seed of genius!

Other thoughts and insights:

# **ASSERTIVENESS**

3. Define Your Win: Values, Goals, and Roles.

# OHANA PROJECT WORKSHEET

TOPIC: Assertiveness: Define Your Win  
(Values, Goals, and Roles)

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)



# OHANA PROJECT JOURNAL SHEET

TOPIC: Assertiveness: Define Your Win  
(Values, Goals, and Roles)

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# OHANA PERSONAL JOURNAL

## TOPIC: Assertiveness: Define Your Win (Values, Goals, and Roles)

### PERSONAL THOUGHTS AND INSIGHTS

Define Your Win. Have I ever had a short-sighted, momentary definition of a “win” and ended doing damage to larger, more important, big-picture goals? Have I seen it done? What would have been better?

Values. How well do I know my own values? Have I defined them? Put them in order? Use them in my decision-making? What are some of my key values?

Goals. What are some of my goals? What are some of the bigger picture goals they are aimed at supporting? How do they support my values in either the goal itself or the process to achieve it?

Roles. What are some key roles in my life? Have I thought about how I define those roles? How I balance them? Explore.

Other thoughts and insights:

# **ASSERTIVENESS**

*4. Compelling Future:  
Choose, Plan, Check In*

# OHANA PROJECT WORKSHEET

TOPIC: Assertiveness: Compelling Future  
Choose, Plan, Check In

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Assertiveness: Compelling Future  
Choose, Plan, Check In

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# OHANA PERSONAL JOURNAL

## TOPIC: Assertiveness: Compelling Future Choose, Plan, Check In

### PERSONAL THOUGHTS AND INSIGHTS

Pain gets you moving, but other than getting out of pain, it tells you very little of what to do next. Have I ever just done enough so it stops hurting me, angering me, scaring me... and then not really done much more? Have I watched others do that?

Pleasure tells you where to go. When you have a COMPELLING future, it not only tells you “leave this spot” it specifically tells you “go that way.” It pulls you. Do you now or have you ever had a goal that was so exciting that it motivated you for a long time?

Think about what excites you, then CHOOSE. There are three basic kinds of goals: Destination Goals (what we usually think of when we say goals), Process Goals (when we set a goal to engage in a process rather than pursue a destination), and Compass Heading Goals (when we move in a direction, but there is no “finished”). What could you choose that would inspire you? What team goal could you have to inspire others?

PLAN means we decide how we will pursue the plan. Experiment First! When you make a plan, first test it for a day, a few days, maybe a week. Tinker with it. Adjust it. Figure out what will actually work for you, and build in some flexibility so you have room for life to happen. Have you ever been limited or derailed because the plan didn't have flexibility built in?

CHECK IN. Periodically ask “How is this working out for me?” Ever find a cool new upgraded goal as you pursued one? Do you give yourself permission to change?

Other thoughts and insights:

# **ASSERTIVENESS**

*5. Ecology Check:  
Me, Others, The World*

# OHANA PROJECT WORKSHEET

TOPIC: Assertiveness: Ecology Check

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Assertiveness: Ecology Check

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# OHANA PERSONAL JOURNAL

## TOPIC: Assertiveness: Ecology Check

### PERSONAL THOUGHTS AND INSIGHTS

Is it good for me? To count as assertive, a thing should be good for me or at least not bad for me. Do I do well at making choices that are good for me?

Is it good for others? To count as respectful for others, a think should be good for others or at least not bad for others. Do I do well at making choices that respect others?

Is it good for the world? This considers the bigger picture. Things we do should be good for the world or at least not be bad for the world.

The Three Question Check: Ideally, all three answers should be good. If at least one of them is good and none of them are bad, we are probably okay. If you're looking at a choice as it isn't positive for all three, consider if there might be a better way. Reflecting on recent choices, how well did they fit these criteria? What might have been better?

Other thoughts and insights:

# NOBILITY

*Royal Knight:*

*Be Our Highest and Best Selves*

- 1. *Inspired Action from Emotional Insight***
- 2. *Be a Light; Not a Judge***
- 3. *Self-Leadership***
- 4. *360-Degree Leadership: 4P360***
- 5. *Living By A Code***

# OHANA PROJECT WORKSHEET

TOPIC: NOBILITY – Highest and Best Self

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: NOBILITY – Highest and Best Self

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# OHANA PERSONAL JOURNAL

## TOPIC: NOBILITY – Highest and Best Self

### PERSONAL THOUGHTS AND INSIGHTS

On my best days, the days I'm most proud of myself and how I showed up as a great human being... what am I like?

Knight in Shining Armor as someone who helps, who is chivalrous, a protector, and honorable... how can this metaphor help me live an elevated life?

Royal, building on the idea of being ladies and gentlemen, being noble, up to being princes or princesses, representing my kingdom (company, family, group)... how can this metaphor help me live an elevated life?

Royal Knight – by combining metaphors, in what way does this help elevate my metaphor can how I can use it to inspire my highest and best self?

Other thoughts and insights:

# **NOBILITY**

*1. Inspired Action from Emotional Insight*

# OHANA PROJECT WORKSHEET

TOPIC: Nobility: Inspired Action from Emotional Insight

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Nobility: Inspired Action from Emotional Insight

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# OHANA PERSONAL JOURNAL

## TOPIC: Nobility: Inspired Action from Emotional Insight

### PERSONAL THOUGHTS AND INSIGHTS

Our Lowest and Worst Self often arises when we have our most intense negative emotions, commonly anger. In what way have we experienced others or ourselves operating from their most intense negative emotions?

Negative Emotions are there to give us important information about negative situations. For each of these, what is a recent example of what we have observed or experienced?

Fear: Something is coming. I'm not ready. Self-Protection Reaction: Hide

Anger: One of my personal rules has been broken. Self-Protection Reaction: Impose Rule by Force

Hopelessness: Exactly what I'm doing exactly the way I'm doing it will never produce the result that I want. Self-Protection Reaction: Quit

Overwhelm: More than I can handle. Self-Protection Reaction: Freeze

Hurt: I have been damaged. Self-Protection Reaction: Create Space

Doubt: I am not sure that's true. Self-Protection Reaction: Suspend Belief

Frustration: I did enough. Why didn't it work? Self-Protection Reaction: Pause

Confusion: It makes sense, but it is not making sense to me. Self-Protection Reaction: Stop

Positive Emotions are Emotions of Duplication. What great feelings have we had recently and what can we duplicate to experience them again?

Other thoughts and insights:

# NOBILITY

*2. Be a Light; Not a Judge*

# OHANA PROJECT WORKSHEET

TOPIC: Nobility: Be a Light, Not a Judge

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Nobility: Be a Light, Not a Judge

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# OHANA PERSONAL JOURNAL

## TOPIC: Nobility: Be a Light, Not a Judge

### PERSONAL THOUGHTS AND INSIGHTS

Being a Judge means we decide if someone is a bad person, usually because they did something we think is bad or that we interpret as bad. Of course, others are doing the same to us. Many people think being less judgmental is a virtue. Your thoughts?

Being a Light means we provide insight and guidance and let others make their own decisions for their own reasons. What do I think of operating that way? How might I like to be treated that way? How might I do more?

Definition of a Problem: Something with a Solution. If there is not solution, it's not a problem; it's a Fact of Life. How well do I make that distinction? How well do I seek solutions to problems? How well do I define problems so they can be solved?

Facts of Life are things to which we adapt. How well do I adapt to Facts of Life I might otherwise complain about?

Do I want more Light Bringers in my life? In what key ways might a light-bringer have made a difference at a time I felt judgment and condemnation?

Do I want to be more of a Light Bringer? Where might I have been more a Light Bringer and less of a Judger/Condemner, and what difference might it have made?

Other thoughts and insights:

# **NOBILITY**

## *3. Self-Leadership*

# OHANA PROJECT WORKSHEET

TOPIC: Nobility: Self-Leadership

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Nobility: Self-Leadership

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# OHANA PERSONAL JOURNAL

## TOPIC: Nobility: Self-Leadership

### PERSONAL THOUGHTS AND INSIGHTS

Self-Leadership: I decide, and then I do. Simple as that. How well do I make a decision and then follow through on the decision I made? Do I have strong areas and weak areas? Explore.

The problem with Self-Leadership is that a follower who has permission of the leader to not do a thing does not have to do that thing. When I'm both, I get to decide if I'm going to do that thing I don't want to do. How well do I do the deciding part? How well do I do the following through part (without even asking for permission to get out of it)?

"If I can't even get me to do what I tell me to do, why should others do what I tell them to do?" "If I say I'm going to do something, and then I don't, I'm teaching myself that I can't trust my own words." There are several ways to express the importance of good Self-Leadership. How important have I considered it up to now and why? Has my perception of its importance changed? Explore.

Other thoughts and insights:

# **NOBILITY**

*4. 360-Degree Leadership: 4P360*

# OHANA PROJECT WORKSHEET

TOPIC: Nobility: Leadership: 4P360

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Nobility: Leadership: 4P360

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# OHANA PERSONAL JOURNAL

## TOPIC: Nobility: Leadership: 4P360

### PERSONAL THOUGHTS AND INSIGHTS

360-Degree Leadership means anyone can lead in any direction (up, down, across, diagonally...). How have I influenced others without direct line-authority over them?

Four Pillars: Powerful, Practical, Principled, Positive. Compare or contrast with leadership techniques or styles I've seen.

Four Rules: Copper (Think Through It), Silver (Do No Harm), Gold (Treat Others the Way You Want to be Treated), Platinum (Treat Others the Way They Want to be Treated). How can these rules help leadership in any direction? Compare and contrast to personal experience and/or observation.

Reverse Leadership is showing others what works on me. This can be a combination of telling people how to approach me, and, mostly, by my example of what I let influence me. Are there any places I might wish to adjust how I let people influence my choices? Explore.

Other thoughts and insights:

# **NOBILITY**

## *5. Living By a Code*

# OHANA PROJECT WORKSHEET

TOPIC: Nobility: Living By a Code

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Nobility: Chivalry/Bushido

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# OHANA PERSONAL JOURNAL

## TOPIC: Nobility: Chivalry/Bushido

### PERSONAL THOUGHTS AND INSIGHTS

In the Ladies and Gentlemen list, are there any items to which you object? If so, what do those mean to you? Are there any you particularly like? Is there a reason for that?

In the Ladies and Gentlemen list, are there any that you're not sure how to do or might need to practice? Which ones? Any additional skills not-on-the-list you might like to learn?

Always be encouraging of any attempt at courtesy. How do I or how can I encourage good behavior and honor reasonable attempts at being polite?

Traditional Chivalry included the following virtues that still have application. Which do you find important to you today and in what form? Anything you might wish to work on?

A traditional samurai code includes the following. Which of these resonate with you? What do they mean to you? Which might you wish to work on more, and in what way?

Gi (Honesty)

Yu (Courage)

Jin (Compassion)

Rei (Courtesy)

Meyo (Honor)

Makoto (Sincerity)

Chugo (Duty)

Personal Code. A personal code might be unique to you. Do you have a more individual, personal code? What are some key elements of it?

Other thoughts and insights:

# ALOHA

## *Love In All Forms*

*I want the Best for You*

*I want to Be the Best for You*

*I want you to have Transcendent Joy*

- 1. Love Stack: Agape, Phileo, Eros**
- 2. Love Is and Love Is Not: A Self-Check**
- 3. Phileo Bank Account:  
Positive On Purpose**
- 4. Love, Joy, Peace; God, People, Self**
- 5. 100 Ways to Win: YORI**

# OHANA PROJECT WORKSHEET

## TOPIC: Aloha: Love In All Forms

1. I Want the Best for You
2. I Want to Be the Best for You
3. I Want You to Have Transcendent Joy

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Aloha: Love In All Forms

1. I Want the Best for You
2. I Want to Be the Best for You
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# OHANA PERSONAL JOURNAL

## TOPIC: Aloha: Love In All Forms

1. I Want the Best for You
2. I Want to Be the Best for You
3. I Want You to Have Transcendent Joy

### PERSONAL THOUGHTS AND INSIGHTS

What might have been different if I had this definition from my earliest relationships?

How do I see the three-part definition of love at work in my own life?

How I express love?

How I receive love?

How might this look different in different areas of my life?

What would shift by making an Aloha Spirit one of my highest values?

Other thoughts and insights:

# ALOHA

*1. Love Stack: Agape, Phileo, Eros*

# OHANA PROJECT WORKSHEET

TOPIC: Aloha: Love Stack: Agape, Phileo, Eros

Agape - Unconditional: Character Based

Phileo - Conditional: Relationship Based

Eros - Experiential: Sensation Based

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PROJECT JOURNAL SHEET

TOPIC: Aloha: Love Stack: Agape, Phileo, Eros

Agape - Unconditional: Character Based

Phileo - Conditional: Relationship Based

Eros - Experiential: Sensation Based

**MY STARTING SELF-RATING:**

(-10 thru 0 to +10)

**DATE OF RATING:**

A RECENT SITUATION FOR PERSONAL APPLICATION.

WHAT THE SITUATION ILLUSTRATES FOR ME.

WHAT I LEARNED FROM HOW I DID.

HOW I CAN USE WHAT I LEARNED.

**MY FOLLOW-UP SELF-RATING:**

(-10 thru 0 to +10)

**DATE OF RATING:**

# OHANA PERSONAL JOURNAL

## TOPIC: Aloha: Love Stack: Agape, Phileo, Eros

Agape - Unconditional: Character Based

Phileo - Conditional: Relationship Based

Eros - Experiential: Sensation Based

### PERSONAL THOUGHTS AND INSIGHTS

Unconditional does not mean Unlimited. What do I think about this? How does that feel?

What does it mean to me to love unconditionally, but to have relationships conditionally?

We start with who we are and who the other person is (character) and build relationships. How do I start with who I am and who the other person is as I start to build a relationship?

How does our role in one another's lives affect how the Love Stack works? Example: If a business relationship starts with one vendor and one client, what part of our character matters, and what might that relationship look like? Compare to friendship or romance.

Experience-based love can create memorable high points. What are some high points that are important to me in different types of relationships? What are some high points I'm good at delivering?

Other Thoughts and Insights:

# ALOHA

## *2. Love Is and Love Is Not*

# OHANA PROJECT WORKSHEET

## TOPIC: Aloha: Love Is, Love Is Not...

Love IS Patient, is Kind, does Rejoice with the Truth, Bears All Things, Believes All Things,  
Hopes All Things, Endures All Things, and Love Never Fails

Love is NOT Jealous, Not Boastful, Not Arrogant, does Not Act Unbecomingly,  
does Not Seek Its Own, is Not Provoked, does Not Take Into Account a Wrong Suffered,  
and does Not Rejoice in Unrighteousness

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)

# OHANA PROJECT JOURNAL SHEET

## TOPIC: Aloha: Love Is, Love Is Not...

Love IS Patient, is Kind, does Rejoice with the Truth, Bears All Things, Believes All Things, Hopes All Things, Endures All Things, and Love Never Fails  
Love is NOT Jealous, Not Boastful, Not Arrogant, does Not Act Unbecomingly, does Not Seek Its Own, is Not Provoked, does Not Take Into Account a Wrong Suffered, and does Not Rejoice in Unrighteousness

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A RECENT SITUATION FOR PERSONAL APPLICATION.

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WHAT I LEARNED FROM HOW I DID.

HOW I CAN USE WHAT I LEARNED.

**MY FOLLOW-UP SELF-RATING:**  
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**DATE OF RATING:**

# OHANA PERSONAL JOURNAL

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Love is NOT Jealous, Not Boastful, Not Arrogant, does Not Act Unbecomingly, does Not Seek Its Own, is Not Provoked, does Not Take Into Account a Wrong Suffered, and does Not Rejoice in Unrighteousness

### THOUGHTS AND INSIGHTS

What things on the love-is-not list has been a weakness of mine?

What particular things tend to trigger some of these in me?

How well have I distinguished between what Love IS and what Love Is NOT? How did that look?

Have I experienced love-is-not things being called love? How did that feel?

LOVE IS (Score from -10 to +10)

I am Patient

I am Kind

I Rejoice with the Truth

I Bear All Things

I Believe All Things

I Hope All Things

I Endure All Things

My Love Never Fails

LOVE IS NOT (Score from -10 to +10)

I am Not Jealous

I am Not Boastful

I do Not Act Unbecomingly

I do Not Seek My Own

I am Not Provoked

I do Not Take Into Account a Wrong Suffered

I do Not Rejoice in Unrighteousness

Are there any areas where I might improve? What's an idea or two that might help?

Other Thoughts and Insights:

# **ALOHA**

*3. Phileo Bank Account:  
Positive On Purpose*

# OHANA PROJECT WORKSHEET

TOPIC: Aloha: Phileo Bank Acct: Positive On Purpose  
Negative is Four Times More Powerful Than Positive

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)



# OHANA PROJECT JOURNAL SHEET

TOPIC: Aloha: Phileo Bank Acct: Positive On Purpose  
Negative is Four Times More Powerful Than Positive

**MY STARTING SELF-RATING:**  
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**DATE OF RATING:**

A RECENT SITUATION FOR PERSONAL APPLICATION.

WHAT THE SITUATION ILLUSTRATES FOR ME.

WHAT I LEARNED FROM HOW I DID.

HOW I CAN USE WHAT I LEARNED.

**MY FOLLOW-UP SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

# OHANA PERSONAL JOURNAL

TOPIC: Aloha: Phileo Bank Acct: Positive On Purpose  
Negative is Four Times More Powerful Than Positive

## THOUGHTS AND INSIGHTS

Now that I know Negative is Four Times More Powerful Than Positive, how does that affect my view on an event when I thought someone was over-reacting?

How does that affect my view on when someone thought I was overreacting and I thought they were being insensitive or uncaring.

Reflecting on this principle, what adjustments might I want to make with whether or not I excuse (give myself permission) to be negative? What might those adjustments be?

What adjustments might I want to make on how I handle other people's negative behavior now that I know they probably don't know about the negative multiplier?

Other Thoughts and Insights:

# **ALOHA**

*4. Love, Joy, Peace; God, People, Self*

# OHANA PROJECT WORKSHEET

TOPIC: Aloha: Love, Joy, Peace; God, People, Self

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)

# OHANA PROJECT JOURNAL SHEET

TOPIC: Aloha: Love, Joy, Peace; God, People, Self

**MY STARTING SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

A RECENT SITUATION FOR PERSONAL APPLICATION.

WHAT THE SITUATION ILLUSTRATES FOR ME.

WHAT I LEARNED FROM HOW I DID.

HOW I CAN USE WHAT I LEARNED.

**MY FOLLOW-UP SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

# OHANA PERSONAL JOURNAL

TOPIC: Aloha: Love, Joy, Peace; God, People, Self

THOUGHTS AND INSIGHTS

Love, Joy, and Peace together is Bliss. What of these three do I do well? Which do I think could use some additional development? What might that be?

Joy is the final step in a sequence of Pleasure (experience), Happiness (circumstances), to Joy (what's real or true whether I'm experiencing it or not). How well do I focus on joyful things?

Simple Joys are noticing little things that are frequent or easy. How do I do at savoring those? Are there any adjustments I might want to make with frequency or mindfulness?

External Peace is being conflict-free with others. Doing it in a healthy way usually leads to internal peace, while an unhealthy way tends to disrupt internal peace. How do I do at creating, maintaining, and restoring peace in healthy ways? Are there any adjustments I might wish to make?

If I believe in a personal God, what does it mean to me personally to "love God"?

People and Self: What do I see in how my Self-Love and Others-Love is similar or different? How might it be improved?

Self: If I treated others the same way I treat myself, would others want that relationship? If someone treated me the same way I treat myself, would I want that relationship? Are there any adjustments I should make?

Other Thoughts and Insights:

# ALOHA

*5. 100 Ways to Win: YORI*

# OHANA PROJECT WORKSHEET

TOPIC: Aloha: 100 Ways to Win: YORI

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)



# OHANA PROJECT JOURNAL SHEET

TOPIC: Aloha: 100 Ways to Win: YORI

**MY STARTING SELF-RATING:**  
(-10 thru 0 to +10)

**DATE OF RATING:**

A RECENT SITUATION FOR PERSONAL APPLICATION.

WHAT THE SITUATION ILLUSTRATES FOR ME.

WHAT I LEARNED FROM HOW I DID.

HOW I CAN USE WHAT I LEARNED.

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(-10 thru 0 to +10)

**DATE OF RATING:**

# OHANA PERSONAL JOURNAL

## TOPIC: Aloha: 100 Ways to Win: YORI

### THOUGHTS AND INSIGHTS

Trust comes in two forms: I can believe you, and I can count on you. One what issues can we improve our clarity on our communication, our understanding, or both?

All of us can be counted on for some things and less so on other things. What are some things people have expected of you that you're just not good at? Where have you expected things of others that they're just not good at? Discuss.

YORI: You, Others, Relationship, Intimacy. It begins with looking to yourself, how you show up, and knowing thyself. It means the first place you look when there's a problem to solve is yourself. In what areas do you already do well, and where might you improve?

Others is knowing other people and understanding people. How well do you do?

Relationship is treating the relationship as a thing separate from the people themselves. It's how we interact, the history of the relationship, and how it is co-created by the people in it. How do you do at that?

Intimacy is when you get past the surface to the deeply personal. Not all relationships get to the deeply personal. With those that do, how well do you honor intimacy?

100 Ways to Win flows from the YORI Relationship Trust Matrix. What aspects do you know? Love Languages? Human Needs? Personalities? What would you like to study?

Other Thoughts and Insights:

# MAKING OHANA HAPPEN

*INTRODUCING OHANA  
INTO YOUR ORGANIZATION*

- 1. Implementing Ohana By Stealth***
- 2. Implementing Ohana with a  
Cooperative Team***
- 3. Ohana for the Ohana***

# OHANA PROJECT WORKSHEET

TOPIC: Ohana In Your Organization

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)

# OHANA PROJECT JOURNAL

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EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

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# OHANA PERSONAL JOURNAL

## TOPIC: Ohana In Your Organization

### THOUGHTS AND INSIGHTS

Begin with Hero, Villain, Victim. Do you notice places where people are treated like Villains (making things worse) when they are desired as Heroes (make things better)? What are your thoughts on practicing and encouraging a Hero Frame?

Ohana means Family, and Family means No One Gets Left Behind... or Forgotten. What do you see, how might it improve, and what might that take?

Oasis, Harmony, Assertiveness, Nobility, and Aloha. For each of these, which improvement could be the most impactful? Which could be easiest? How?

For each element, how can having the idea in-mind help you spot potential issues and potential areas for growth long before there's a problem?

With a recent problem, upon reflection, could you have seen it coming? Where might intervening earlier have helped avoid the problem or pre-solved it?

Leaders Go First. If you're a leader, what could you do to make a difference?

Other Thoughts and Insights:

# **MAKING OHANA HAPPEN**

## *1. Implementing Ohana By Stealth*

# OHANA PROJECT WORKSHEET

TOPIC: Ohana By Stealth

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)



# OHANA PROJECT JOURNAL

TOPIC: Ohana By Stealth

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)

# OHANA PERSONAL JOURNAL

## TOPIC: Ohana By Stealth

### THOUGHTS AND INSIGHTS

Invisible Steps. Start with the Definition. Without actually talking about Ohana or a particular element by name, you can just start quietly implementing it by definition. Aloha begins as simply as “I want the best for you.” Of the elements or parts, what do you see might be easily implemented in a quiet, invisible way? Where?

In your own life, what do you see you could most easily implement in a quiet, invisible way? Where? What would that look like?

In your life or business, what shift, however difficult, would have the most impact? How might you get a start on that?

How could you remind yourself to Repeat, Repeat, Repeat?

You Go First. Is there any shift that a group needs that you could start? If you begin and demonstrate your commitment, what impact, if any, do you think it can have on your credibility so you can better influence others?

Always Be Ready to Give an Answer means being able to have a conversation talking about what you're learning and how it's shifting your choices. What are you working on and what do you want to be ready to share?

Other Thoughts and Insights:

# MAKING OHANA HAPPEN

## *2. Implementing Ohana with a Cooperative Team*

# OHANA PROJECT WORKSHEET

TOPIC: Ohana with a Cooperative Team

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)

# OHANA PROJECT JOURNAL

TOPIC: Ohana with a Cooperative Team

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)

# OHANA PERSONAL JOURNAL

## TOPIC: Ohana with a Cooperative Team

### THOUGHTS AND INSIGHTS

Ohana Quantifier: -10 to +10. Negative numbers means the opposite of the good thing is happening. Zero means it just doesn't show up good or bad. Positive numbers mean it's there at some level. You can rate any part or parts you choose – or all of the.

Where are we? Rate.

Where do we want to be? Rate.

What is the Group Thing everyone works on?

What is the Individual Personal Thing I choose?

(If you're a leader – what are the Personal Things selected by your Direct Reports?)

Feed Forward. What are one or two ideas to move forward of your Group Thing?

Feed Forward. What are one or two ideas to move forward of your Personal Thing?

What Gets Measured Gets Done. What is your check-in schedule? (Re-Rate, and if you've finished your one or two ideas... get another one or two ideas...)

Other Thoughts and Insights:

# MAKING OHANA HAPPEN

## *3. Ohana for the Ohana*

# OHANA PROJECT WORKSHEET

TOPIC: Ohana for Ohana

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)



# OHANA PROJECT JOURNAL

TOPIC: Ohana for Ohana

EXAMPLE/COUNTER-EXAMPLE (business, organization, department, group, etc.)

STORY (what happened)

PRINCIPLES (what it means, why it might be, what was good/bad and why)

THOUGHTS (what I learn from it, how I might do my positive person of it)

# OHANA PERSONAL JOURNAL

## TOPIC: Ohana for Ohana

### THOUGHTS AND INSIGHTS

Ohana Takes Care of Ohana. What do you need?

Ohana Takes Care of Ohana. What do others close to you need?

Leaders are Responsible for The Ohana. If you're the Leader, what support or resources do others need from you?

If you have a Leader, what is an Ohana Way to express what support or resources are needed for yourself and/or your peers?

The Ohana is Fractionally Responsible for the Leaders. If you have a Leader, how can you provide support or resources to your Leader(s)?

If you are a Leader, what is an Ohana Way to express what support or resources are needed from your Team?

Everyone is taken care of. What gaps can be filled in who is adequately cared for?

Other Thoughts and Insights:

## APPENDIX

### CHAPTER SUMMARIES FROM THE OHANA WAY 2.0

*These are the summaries right out of The Ohana Way 2.0. They are reprinted here as a quick reference and reminder of the content of the book. If you are using the Three Touch System talked about in Chapter 0 of that book, this is here to do the part called “Activation.”*

#### PART ONE: BACKGROUND

##### CHAPTER ONE SUMMARY

1. Ohana is Hawaiian for Family.
2. Childhood Ohana – Mother Made
3. Teen Ohana – Made with Peers
4. Adult Ohana – Harder to Start... Harder to Maintain.
5. The Solution was an organized Art.  
Define the Ideal.  
Share the Ideal.
6. The Business World saw Ohana in Action.

##### CHAPTER TWO SUMMARY

1. “Ohana means family. Family means no one gets left behind or forgotten.” – Lilo and Stitch
2. Calabash Cousin, Auntie, Uncle... “family” as a culture of connection.
3. Real Relationships trump Legal Relationships
4. Grandmother Eyes – See things from a Generational Perspective.
5. Ohana means Family.
6. Adopt Any of All of It for Yourself.

##### CHAPTER THREE SUMMARY

1. Ohana is all the positive things about family. It’s all the positive things a family ought to be.
2. No one is forgotten. No one is ditched. No one ghosts.
3. You can stay behind if you choose.

4. Behavior may have to go.
5. No one is forgotten.

#### CHAPTER FOUR SUMMARY

1. Ohana 101: Hero, Villain, Victim
  - Hero – One who makes it better.
  - Villain – One who makes it worse.
  - Victim – One for whom it is made worse.
2. Guaranteed Lack of Perfection. We will all mess up. I will. You will. Everyone.
3. The Hero Frame: See People as Heroes and the Villain is the Problem.
4. Ohana 101: Heroes Teaming With Heroes.
5. Do not argue for a proposition where winning means you lose everything that's really important to you.
6. Be Ohana – Build Ohana.

#### CHAPTER FIVE SUMMARY

1. Settle into Ohana.
2. Metaphor: Martial Arts
  - Learn
  - Apply
  - See the opportunity pass you by
  - See it while it's here
  - See it coming
3. Pause, Prepare, Proceed, Practice
  - Pause. Stop and disconnect from distractions.
  - Prepare. Settle into the Ohana Frame you'll be using.
  - Proceed. When you're settled, move forward to start your meeting.
  - Practice. Embody, demonstrate and apply the Ohana Frame.
4. Take Your Time, Then Speed Up
  - Pause and Prepare as long as you need to do it well.
  - When you're doing well, then do it well faster.

## CHAPTER SIX SUMMARY

1. Ohana means family
2. O.H.A.N.A. is an acronym
  - Oasis
  - Harmony
  - Assertiveness
  - Nobility
  - Aloha
3. The Ohana 5x5 includes 25 more specific expressions of Ohana.
4. Apply the 5x5 a few elements at a time. Start with what will make a difference that you can – and do that.

## PART TWO: OASIS

### CHAPTER SEVEN SUMMARY

1. Oasis: Be a Refreshing Refuge
2. Make it Better Because You're There
3. To have a Refuge, be a Refuge.
4. Being a Refuge means your presence makes easier. You can often tell by whether your presence or absence makes for more work or less work.
5. Give people a place to relax, recharge, and really be a whole person.

### CHAPTER EIGHT SUMMARY

1. Oasis: Leave No Trace; Better Than You Found It
2. Leave No Trace: Nothing is worse for my presence.
3. Compensate Principle: Even if my presence makes things worse (even just in the sense of using up resources), I add extra value to compensate so my presence is a net gain.
4. Better Than You Found It : Make it better because I was there or passed through.
5. Don't Reward Bad Behavior means we have to be careful about co-dependent enabling.
6. We may need to change relationships if someone consistently makes it worse and does not compensate.

## CHAPTER NINE SUMMARY

1. Oasis: Be a Safe Person; Create a Safe Place
2. If it's private, keep it private
3. No Gossip. General Guideline: It's gossip if it will reflect poorly on someone, and the person being told is not part of the problem and not part of a solution.
4. Axiom: One who will gossip to you about others will gossip to others about you.
5. No Negative Judgmentalism. Judgment is "You are bad." People do not feel safe if they feel they will be judged.
6. Give the Maximum Benefit of the Doubt the Totality of the Facts Allow
7. No Condemnation. Condemnation is "you are unworthy," "worthless," or "worth less."
8. No Negative Humor. Negative humor is giving one's self permission to be mean by wrapping the mean up in a funny.
9. The Past is Never a Weapon. The more the past is a weapon, the more people realize they may be unsafe for a long time going forward over something now.
10. Create a Safe Place. A Safe Place is a place where Safe Person rules are used by all present.
11. A Leader is responsible to Curate the Safe Place. Unsafe people may have to be removed or a place will not be safe.
12. Business: A Safe Business. Be a business or business person with whom clients and prospects can drop their guard.
13. The World is Innately Unsafe. In most of our day to day life, we have to be careful and keep our guard up. Oasis means people can drop their guard around us.

## CHAPTER TEN SUMMARY

1. Oasis: Give to Givers Who Give
2. Give in any way
  - Money
  - Things
  - Time
  - Simple Human Courtesies
3. Give to Givers who Give.
  - Giving back to you is an obvious form of Givers Giving.
  - Give to Givers who Give Elsewhere, too.

#### 4. You May Realize Someone is a Taker

If you Give, and someone does not also Give, you may be rewarding bad behavior. We do not want to reward takers for taking.

5. Quietly Sift the Takers Out of Your Life by rearranging the relationship so you reduce or eliminate the ability of takers to keep taking. It can be as simple as limiting or eliminating how much you give to them.

6. Give to Givers Who Give; Give to Takers Only Long Enough to Realize They are Takers, and Quietly Sift Them Out of Your Life.

### CHAPTER ELEVEN SUMMARY

#### 1. Oasis: Win/Win or No Deal

2. Winning and Losing. A lot of this is in definitions. If we are looking for win-slots in sports, only one team can win. If we're looking for total points scored, both sides can score points. Much of this is scarcity vs. abundance.

3. Zero-Sum and Non-Zero-Sum Games. A zero-sum game is where only one side can have something, and if I get it, you don't. A non-zero-sum game is where we can both win or both lose together.

4. Win. This is where I just look out for me. I don't care if you win or lose so long as I win.

5. Win/Lose. This is where I must win and you must lose. With good sportsmanship, it means I pursue doing well so I am better. With poor sportsmanship, it can be bending or breaking the rules to make sure the other person loses so I win.

6. Lose/Win. This is self-sacrifice to lose so someone else can win.

7. Lose/Lose. This is vindictively making sure someone else loses, even if I have to sacrifice my own win to make sure the other person loses.

8. Win/Win is trying to make sure both sides get a win. When both sides are moved forward from a deal, both sides win. If both sides are happy with the deal, both sides have won.

9. Win/Win or No Deal means that I will not take a deal that is a lose for me or a lose for you. If we cannot figure out a way for us both to win, then we won't do the deal. This is the default principle for Ohana.

## CHAPTER TWELVE SUMMARY

1. Oasis: Resolve, Concede, or Compromise – in that order of preference.
2. Resolve: My, Your, Our. I start with my way, and you start with your way, and we collaborate to create a new higher third alternative: Our Way.
3. Concede: Trade Wins. I give you wins, and you give me wins. It's the organic balance of a healthy relationship, not a score-keeping system.
4. Compromise: I get some, you get some. In good faith, don't stack a position so that a compromise is closer to what you really wanted. Negotiate in good faith.

## PART THREE: HARMONY

### CHAPTER THIRTEEN SUMMARY

1. Harmony: Embrace Infinite Diversity in Infinite Combinations Aimed at Greatness
2. Infinity. If we're all the same, a team only varies by number. Counterparts are necessary partners to make work possible (pitcher/catcher). We can vary on tasks, on roles, and we approach infinity the more we form teams of whole-people.
3. Embrace means we take the fact of difference as good news. It makes synergy possible.
4. Infinite Diversity means there is no limit to how unique people can be.
5. Infinite Combinations means every time we take unique individuals and we team with one or more unique individuals, we form potentially limitless possible teams.
6. Aimed at Greatness means there's something great you're building together that is more than you can build alone.
7. We Do Not Have to Be Alike to Be Together

### CHAPTER FOURTEEN SUMMARY

1. Harmony: Just Be Polite
2. Etiquette is using the rules of "polite society." Generally, any legitimate effort to be polite is regarded as polite. If in doubt, there are books and resources.
3. When Right Here, Right Now Isn't the Time or Place, put it off. Let the event be about what the event is supposed to be about, for the people it's supposed to be about, and about the moment it's supposed to be about.



4. Always Start with Polite When You Can
  - a. Be Polite
  - b. Be Polite and Firm
  - c. Be Polite with a Threat
  - d. Be Impolite

## CHAPTER FIFTEEN SUMMARY

1. Harmony: More For, Less Against; Focus on What You Do Want
2. More For. Focus on the solution, the goal, and the desired outcome. Know what you are for, and what that looks like.
3. Less Against is less, not none. There may still be the need to be against certain things, but whenever possible, focus on the outcome.
4. A Challenge Faced by Against is that against often picks a fight, so you should be prepared to make your case, and you should be making your case in a place that makes a difference.
5. Focus on What You Do Want.
6. Imagine What You're For. If you can visualize it, you can define the affirmative goal.
7. Your brain will autopilot toward what you have told it is important. It will either seek out and create what you do want or do not want. Focus on what you do want!

## CHAPTER SIXTEEN SUMMARY

1. Harmony: Facet Truths: Bring Truth Appropriate to the Relationship
2. Facets are parts of who we are. It may include roles, goals, demographics, certain habits and behaviors, and any other part of us.
3. Facet Truths are true things about any of those parts.
4. Bring appropriate truth. How we show up depends upon the circumstances, our role, and the part of us that is relevant to the moment at hand. We bring truth. We bring the part of the truth that supports ohana.
5. Just because it's true does not mean it belongs.

## CHAPTER SEVENTEEN SUMMARY

1. Harmony: Differences are Issues to Navigate, Not Causes for Condemnation
2. Differences are just differences. People are unique. There will always be differences.
3. Differences can be enriching.
4. Differences enhance teamwork. Most teams cannot function if everyone is exactly the same. Building teams requires finding people who are different.
5. Issues to Navigate arise when differences cause friction rather than enrich, or when they detract from teamwork rather than enhance teamwork. There are several potential paths to navigate issues, including:
  - a. Leave it out
  - b. Compensate
  - c. Someone changes
  - d. The relationship changes
  - e. Understanding
6. Not Cause for Condemnation: Basic Golden Rule - What would I want done to me because we're different?

## CHAPTER EIGHTEEN SUMMARY

1. Harmony: Bad Things are Problems to Solve, Not Cause for Condemnation
2. Bad Things are Bad Things. Just because we're trying to resolve something does not mean we're saying a bad thing is not bad.
3. Sometimes Bad is Subjective, meaning some may disagree as to whether a particular thing is bad or not-bad.
4. Definition of a Problem: Something with a Solution
  - a. Define the Problem
  - b. Solve the Problem
5. If there is No Solution, there is No Problem – it's a Fact of Life  
Adapt to Facts of Life
6. The Problem is where The Solution is.
  - a. The Definition of a Problem – Something with a Solution.
  - b. If there is No Solution, there is No Problem – it's a Fact of Life.  
Therefore:
    - c. The Problem is where The Solution is.
    - d. The Fact of Life is where The Solution is Not

## PART FOUR: ASSERTIVENESS

### CHAPTER NINETEEN SUMMARY

1. Assertiveness: Moving Forward On Purpose With Respect for Others
2. Forward is something you choose intentionally as forward. Others may disagree with you as to whether that's forward or not, and that's okay.
3. Purpose has two meanings.
  - a. You have made your choice and move with intention.
  - b. You have higher values you're pursuing.
4. Respect looks at others as whole-people with intrinsic value.
5. Living Assertively means we take full responsibility and, where we can and should, we take control.
6. Assertive Practices include things like Assertive living, loving, learning listening, assertive relationships, assertive leadership, and assertive parenting.
7. Assertive is distinct from Aggressive
  - Assertive has a chosen forward designated as forward movement. Aggressive might move, but upon reflection, the movement was not always forward.
  - Assertive has a higher purpose. Aggressive often expresses a desire, but is not always focused on higher ideals.
  - Assertive shows respect for others as people. Aggressive tends to see people as obstacles to be overcome.

### CHAPTER TWENTY SUMMARY

1. Assertiveness: I Have a Point; You May Also Have a Point
2. Not "I'm Right so You're Wrong." Just because I'm right does not necessarily mean someone else is wrong. We often need more information.
3. Not "You're Wrong so I'm Right." Even if someone else is wrong, that does not automatically mean I'm right. We could both be wrong.
4. Certainty Someone is Wrong is Often Arrogant.
5. I Have a Point means I know my position, and I hold my position for my own reason. Others hold their position for their reasons.
6. You May Also Have a Point. Yes, sometimes there is no point, just an opinion. But we always be open to how they support their position.

7. The Desert and The Sea. If two people stand at a place where the desert meets the sea, each gazing in opposite directions. Both can truthfully describe what they see, and only become “wrong” when they presume that what they see is the whole truth. In real life, it is not as simple as turning around to look. We have to actively be open to others’ points.

8. The Golden Rule. We want others to consider that we have a point, so we do the same. We want to be willing to make our case, so we let others have a chance to make their case.

9. Never Be Wrong by asserting your own points in support of your own positions. You can also be sure of that. Where you are often shown to be wrong is when you presume others do not also have a point. Craft your side well, and you’ll never be wrong.

## CHAPTER TWENTY-ONE SUMMARY

1. Assertiveness: More Yes/And, Less No/But

2. Less No/But. Think of no, but, and however as invalidating. If you open with “no, no, no...” it’s like saying you have to invalidate the other idea because your idea isn’t strong enough to stand up to the comparison.

3. Less Yes/But. An agreement followed by a “but” often feels like an invalidation of the compliment. If the “but” can be replaced by “and” at least in attitude, it can continue to elicit good ideas.

4. Less No, I Agree. It’s an interesting structure of an agreement phrase. If we agree, why are we starting with “no”? Yes, I agree is more congruent.

5. More Yes/And looks for the value in the idea already demonstrated, and then adds to it.

6. Add to Ideas to expand or elevate existing ideas or add more options and opportunities to existing idea.

7. Create an Upward Spiral of Edification.

## CHAPTER TWENTY-TWO SUMMARY

1. Assertiveness: Define Your Win: Values, Goals, and Roles

2. Go Home and Have Dinner With My Family. If that’s what I was going to do before someone created a problem, I win if I get to go home and have dinner with my family.

3. Define Your Win, then you know what you’re after. You can define your win in any of several ways, including values, roles, and goals.

4. Know When You’re Winning. You may not have won, yet, but if you’re moving in the right direction, that can be winning. “Better is good. Better is winning! I like winning!”

5. Values. You can win by moving towards you important affirmative values, or moving away from the things you’re trying to reduce or eliminate in your life.

6. Roles. You can win by fulfilling roles in your life that are important to you.
7. Goals. You can win by achieving goals, making progress on them, or moving in the right direction.

## CHAPTER TWENTY-THREE SUMMARY

1. Assertiveness: Compelling Future: Choose, Plan, Check In
2. The power of a future goal is in the present change it inspires. Create a Compelling Future to inspire action.
3. “Compelling” means it is so inspiring that it gets you up and moving. Pain can motivate a start, but if the pain stops, the motivation stops with it.
4. Pain Pushes; Pleasure Pulls.
5. What Do You Choose? This is the goal. There are three kinds of goals:
  - Destination Goal: Where am I going?
  - Process Goal: What am I doing?
  - Compass Heading Goal: What direction am I going?
6. What Is Your Plan?
  - Make a plan you think will achieve your goal.
  - Test your plan to see if you can do it and if it works.
  - You may need to adjust your plan as you go.
7. How Is That Working Out for Me?
  - Check in with yourself periodically to see how it’s going.
  - Consider making changes.
  - Remember: You have Ohana. Include them.

## CHAPTER TWENTY-FOUR SUMMARY

1. Assertiveness: Ecology Check
2. Simple Three Question Check:
  1. Is it good for me?
  2. Is it good for others?
  3. Is it good for the world?
3. The three-question Ecology Check is a simple, easy way to look at any decision we’re considering. The more it’s good, the more likely it’s a good decision. The more it’s harmful, the more likely it’s a bad decision.
4. If all three are not a yes, consider whether there is a better way.

## PART FIVE: NOBILITY

### CHAPTER TWENTY-FIVE SUMMARY

1. Nobility: Royal Knight: Be Our Highest and Best Self
2. The “knight in shining armor” ideal reminds us to face life with the courage of a knight heading toward battle. Problems, challenges, and crises are dragons to be slain. Goals are treasures to be won.
3. The ideals of the Royal Knight blend royalty with knightliness.
4. Royalty is about leadership. It’s about taking responsibility to be a leader.
5. Highest and Best Self. For some, this is self-evident. For others, it can be confusing. Consider who you are when you’re motivated by love, joy, and/or peace. Most of us get an idea of our highest and best self somewhere in these.

### CHAPTER TWENTY-SIX SUMMARY

1. Nobility: Inspired Action from Emotional Insight
2. Our lowest and worst self is often driven by negative emotions.
3. Positive Emotions are Emotions of Duplication. When you feel one, it is telling you “do that again!”
4. You can feel that feeling again by duplicating everything you were doing in both mind and body
5. Negative Emotions are Emotions of Change. When you feel a negative emotion, it’s telling you “something must change.”
6. Negative Emotions come with a Self-Protection Reaction.
7. To understand our negative emotions, we need to know two basic rules.
  - a. All negative emotions mean “something must change.”
  - b. The most likely thing that needs to change is “me.”

### CHAPTER TWENTY-SEVEN SUMMARY

1. Nobility: Be a Light, Not a Judge
2. Being a Judge is deciding someone is bad. Being a Condemner is deciding someone is unworthy or worthless.
3. If people expect to find a Judge, they don’t come for help. If they hope for light, and they find a Judge, they didn’t get light anyway. Be a light so they can get it. Be a light so consistently that they know.

4. Being a light means we provide illumination and enlightenment. To illuminate implies to bring knowledge, insight, and wisdom. To enlighten implies teaching, edifying, and informing.
5. Be a light includes helping people see the problems. We help them see answers. We help them see paths to victory. We help them see a way to win. Then here's the hard part: We let them decide.
6. The world needs more light-bringers.

## CHAPTER TWENTY-EIGHT SUMMARY

1. Nobility: Self-Leadership
2. We are the Hardest Person to Lead because we have the permission to release ourselves. We may also not be leading because we're not making decisions. We may not be submitting to our own decisions.
3. Self-Leadership Requires Fulfilling Two-Roles
  - The Leader
  - The Submitted
4. Make the Leader-Choice Apart from Emotion.
5. Submit to Our Own Good Leadership. We demonstrate that our own leadership is worth following – by following it.

## CHAPTER TWENTY-NINE SUMMARY

1. Nobility: 360-Degree Leadership: 4P360
2. Four Pillars
  - a. Powerful
  - b. Practical
  - c. Principled
  - d. Positive
3. Four Rules
  - a. Copper: Think Through It.
  - b. Silver: Do No Harm.
  - c. Gold: Do to Others What You Would Have Done to You.
  - d. Platinum: Do to Others What Others Want Done to Them.
4. Seven Directions
  - a. Down: Conventional Leadership – line of authority.
  - b. Across: Leading Peers
  - c. Up: Leading Leaders
  - d. Diagonal Down: Peers of Subordinates or Subordinates of Peers

- e. Diagonal Up: Peers of Leaders or Leaders of Peers
  - f. Zero One
  - g. Zero Two
5. Zero Point Leadership
- a. Self-Leadership
  - b. Reverse-Leadership

## CHAPTER THIRTY SUMMARY

1. Nobility: Living By a Code
2. Be a gentleman. Be a lady. In casual circumstances, employ whatever guidelines seem appropriate. For more formal occasions, use more of the guidelines.
3. Always be encouraging of any legitimate attempt at courtesy.
4. Knights of the Old Code: Using Royal Knight as our metaphor, we find modern ways to adapt old codes.
5. MODERN CHIVALRY
  - a. Duty to God
  - b. Duty to Others
  - c. Duty to Women.
6. THE SAMURAI CODE
  - a. Gi (Honesty)
  - b. Yu (Courage)
  - c. Jin (Compassion)
  - d. Rei (Courtesy)
  - e. Meyo (Honor)
  - f. Makoto (Sincerity)
  - g. Chugo (Duty)
7. Great peace and stability can be brought about by great power under great control.

## PART SIX: ALOHA

### CHAPTER THIRTY-ONE SUMMARY

1. Aloha: Love
2. Basic Definition: Love:
  1. I want the best for you.
  2. I want to be the best for you.
  3. I want you to have transcendent joy.



3. "Best" is a compass heading. There is no singular best for all people at all times.
4. Love has many facets. It appears in many forms.
5. Agape – Unconditional Character-Based Love
6. Phileo – Conditional Relationship-Based Love
7. Eros – Situational, Experience-Based Love
8. Storge – Family Love
9. Aloha also means Hello and Goodbye. Think of a loving hello and a fond farewell.
10. Be Consistently Loving.

## CHAPTER THIRTY-TWO SUMMARY

1. Love is a generic enough term that we often don't know what we mean.
2. The Love Stack is Agape as a Foundation, with Phileo on top of that, and Eros on top of that. Each element of the Love Stack supports the level above it.
3. A Basic Definition of Love.
  1. I want the best for you.
  2. I want to be the best for you.
  3. I want you to have transcendent joy.
4. Agape is Unconditional, Character-Based Love. It is unconditional because our character is our character no matter where we are.
5. Phileo is Conditional, Relationship-Based Love. It is conditional because it depends upon the quality of our interactions and the quality of our relationships.
6. Eros is Experience-Based Love. Classically, it's physical, erotic love. We use it broader than that: All sensory experiences.

## CHAPTER THIRTY-THREE SUMMARY

1. There are things Love IS, and things Love Is NOT. Many things Love Is NOT show up often enough in relationship, that they sometimes get mixed up with Love.
2. Some of the individual elements of what love is and love is not can be broken down into additional expressions of those elements that are also well worth exploring.
3. Self-Check on Love IS:
  - I am Patient.
  - I am Kind

I Rejoice with the Truth  
I Bear All Things  
I Believe All Things  
I Hope All Things  
I Endure All Things  
My Love Never Fails

4. Self-Check on Love is NOT
  - I am Not Jealous
  - I am Not Boastful
  - I am Not Arrogant
  - I do Not Act Unbecomingly
  - I do Not Seek My Own
  - I am Not Provoked
  - I do Not Take Into Account a Wrong Suffered
  - I do Not Rejoice in Unrighteousness

## CHAPTER THIRTY-FOUR SUMMARY

1. Aloha: Positive On Purpose: The Phileo Bank Account
2. Phileo is Relationship Love. It's based upon the quality of the Relationship.
3. The Phileo Bank Account is a model to think about how positive and negative both accumulate in a relationship as a reminder to be Positive On Purpose.
4. Negative is Four Time More Powerful Than Positive. The easy way to understand this is that it's easy to break something than build something. It takes four points of fixing to fix one point of breaking.
5. Phileo Math Formula:  $P=n$  (positive equals the number).  $N=(n+1)4$  (negative equals the number plus one quantity times four).
6. Negative Humor is taking a mean and wrapping it up in a funny. You may get a point for something legitimately funny. You lose a point for the legitimately mean. But the negative multiplies by four, so a funny-mean comment (often described as teasing) is  $+1$  and  $-1 \times 4$  for a net loss of 3.
7. Positive On Purpose weighs in at a 4:1 ratio just to stay even. If someone thinks they're "more pluses than minuses" they need to factor in the multiplier.

## CHAPTER THIRTY-FIVE SUMMARY

1. Aloha: Love, Joy, Peace; God, People, Self
2. Love is Foundational

3. Pleasure is momentary, with a beginning, middle, and end to an experience. Happiness is a perspective and an experience and is larger than Pleasure. Joy is based on principles and truths, and is so much bigger than Happiness that you can have joy even in adverse circumstances.
4. Joy is way to feel Happiness no matter what.
5. Peace includes a lack of conflicts with others. Inner Peace includes a lack of internal conflict.
6. Love God. Be anchored to what you believe to be the ultimately high and ultimately best. You show your love of God in part through your love of People.
7. Love People. The basic classic standard is to love others as yourself. Thus, it is also important to love yourself.
8. Love Yourself with a healthy love.

## CHAPTER THIRTY-SIX SUMMARY

1. 100 Ways to Win: YORI
2. YORI: Trust
  - a. I can believe you
  - b. I can count on you
3. YORI: Acronym
  - a. You
  - b. Others
  - c. Relationship
  - d. Intimacy
4. 100 Ways to Win are found exploring various aspects of the YORI Relationship Trust Matrix. Any given point can be a place to find a win.

## PART SEVEN: MAKING IT HAPPEN

### CHAPTER THIRTY-SEVEN SUMMARY

1. Introduce Ohana Intro Your Organization
  - a. Begin with Hero, Villain, Victim
  - b. Then Ohana, “family,” and “no one is left behind,” and “no one is forgotten.”
2. Starting Light: *The Ohana Way Fundamentals*  
Begin with Ohana: Oasis, Harmony, Assertiveness, Nobility, Aloha
3. Then move on the the Ohana 5x5

4. Leaders Go First
5. Start with this simple admonition: Be Ohana!

#### CHAPTER THIRTY-EIGHT SUMMARY

1. Implementing Ohana By Stealth
2. Take Invisible Steps, steps that are unseen, but make a difference.
3. Start with the Definitions. Implement-by-definition one piece at a time.
4. Repeat, Repeat, Repeat. Repetition makes it real. It develops your credibility.
5. You Go First
6. Always be ready to give an answer. Know your Ohana so you can talk about it whenever someone asks or observes that something is better with you.

#### CHAPTER THIRTY-NINE SUMMARY

1. Implement Ohana with a Cooperative Team
2. Ohana Quantifier: -10 to +10
  - a. Where are we?
  - b. Where do we want to be?
3. Pick Two: One group thing for everyone, and one personal thing that's individual by individual. The individual chooses their own thing.
4. Feed Forward: Get one or two ideas to make an improvement.
5. What gets measured gets done. Schedule your time to get back together for your next measure of the group and the personal item development.

#### CHAPTER FORTY SUMMARY

1. Ohana Takes Care of Ohana
2. The Leaders are Responsible for the Ohana
3. The Ohana is Fractionally Responsible for the Leaders
4. Everyone is Taken Care Of
5. Ohana Let's Ohana Take Care.