

— Security Leadership – Agenda

- ▶ Who?
- ▶ Why? & What?
 - ▶ Security's frustrations
 - ▶ This session's goals
- ▶ How
 - ▶ Your secret weapon: Security Leadership
 - ▶ Understanding people
- ▶ Wrap-up

— Who are you?

- ▶ CSO
- ▶ CISO
- ▶ Security Manager
- ▶ Security Analyst / Administrator / Engineer
- ▶ IT Manager
- ▶ IT Analyst / Administrator / Engineer
- ▶ IT Auditor
- ▶ Other?

U R a leader!

— Security's Frustration #1

No Respect

Eugene Spafford's first principal of security administration:

*If you have responsibility for security, but have no authority to set rules or punish violators, your role is to take the blame when something goes wrong.**

*** Garfinkle & Spafford, *Practical Unix & Internet Security*, O'Reilly & Associates, Inc, 1996, p.39.**

— Security's Frustration #2

No Action



— Security's Role?

The office of FUD

— Security's Role?

**The office of
NO!**

— Security's Role?

**The office of
don't
know!**

— Security's Role?

**The office of
Yes,
but...**

— Security's Role?

The office of Yes, and

— HOW?

Security Leadership

Your *secret* weapon

— Session Goals

- ▶ Enhance your authority and influence;
- ▶ Positively motivating others;
- ▶ Projecting a positive professional image;
- ▶ New perspectives on coaching, communication, and collaboration;
- ▶ Real-world tips and techniques.

What is Leadership?





Leadership and Influence

You Need Both



— Self Leadership

Before you can lead others, you need to lead yourself

How?

“The first and best victory is to conquer self.” Plato

— What it's all about:

People



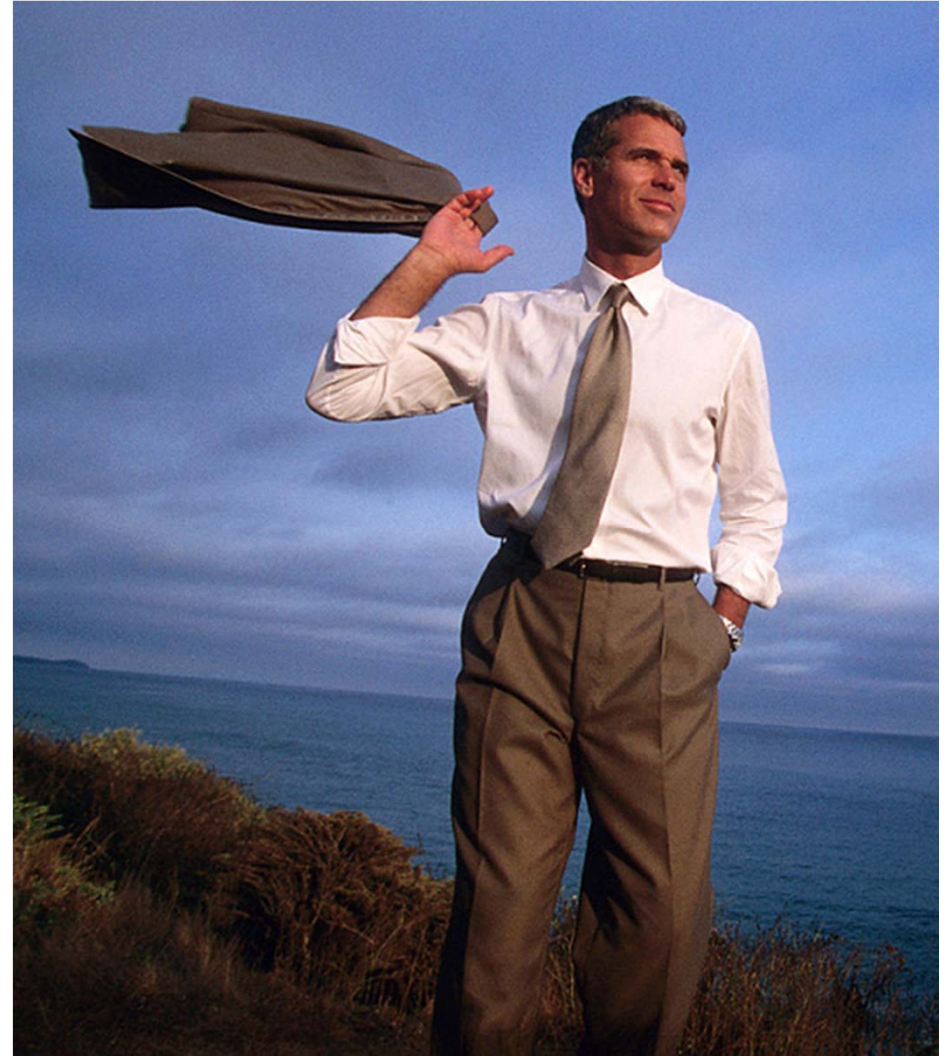
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— Leadership Characteristics

- ▶ **Characteristics of a professional?**
- ▶ **Characteristics of a leader?**
- ▶ **Is there any difference?**



What Makes a Leader?

Someone who:

- C** ▶ Confidence
- A** ▶ Attitude
- R** ▶ Relationships
- E** ▶ Educates
- S** ▶ Serves



— Confidence



COMMAND PRESENCE

AN OUNCE OF IMAGE
IS WORTH A POUND OF PERFORMANCE

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What Makes a Leader?

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— Attitude – Persist

Criticism

Rejection

Assh*13s

Pressure

NEVER EVER
EVER
GIVE UP!



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— Relationships

- ▶ **Walk in their shoes**
- ▶ **Be Real**
- ▶ **Empathize & Encourage**
- ▶ **Don't be afraid to challenge**
- ▶ **Win Friends and Influence People**

*Seek first to understand –
then to be understood.*
-Dr. Stephen Covey



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— Educate & Influence

- ▶ **Begin with praise and honest appreciation.**
- ▶ **Ask questions instead of giving direct orders.**
- ▶ **Use encouragement.**
- ▶ **Make the other person happy about doing the thing you suggest.**



Dale Carnegie,
How to Win Friends and
Influence People

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— Serve – Leadership

"A good leader inspires people to have confidence in the leader, a great leader inspires people to have confidence in themselves."

Eleanor Roosevelt

"I realized that I needed to be more like the shepherd than the hired hand in protecting my team."

Tony Dungy, The Mentor Leader

Leadership and Persuasion

Problem Solving

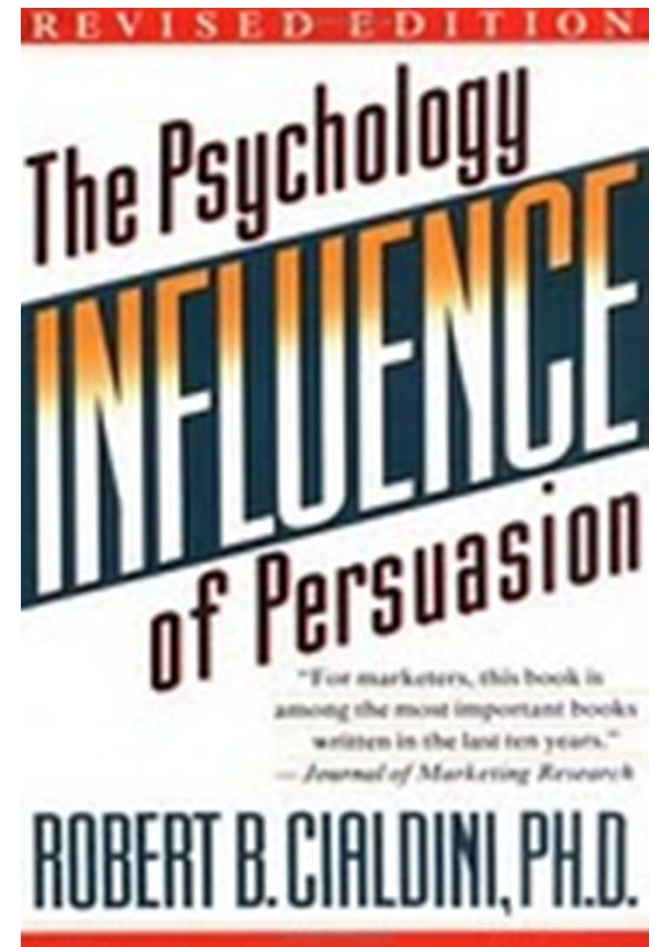


— Persuasion Tips

- 1. Use FUD wisely**
- 2. KISS it**
- 3. Personalize / Face time / MBWA**
- 4. Writing improves commitment**
 - ▶ **Pearl Harbor file**
- 5. Ask for help**
- 6. Compromise / think small wins**

— 6 Principles of Persuasion

- ▶ **Reciprocation**
- ▶ **Commitment/Consistency**
- ▶ **Authority**
- ▶ **Social validation**
- ▶ **Scarcity**
- ▶ **Liking/Friendship**



— Problem Solving Methods

▶ 5 Whys

why?
why?
why?
why?
why?

START
HOW GREAT LEADERS INSPIRE
EVERYONE TO TAKE ACTION
WITH
SIMON SINEK
WHY

— Problem Solving Methods

- ▶ **SODAS**
- ▶ **Situation**
- ▶ **Options**
- ▶ **Disadvantages**
- ▶ **Advantages**
- ▶ **Solution**



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Responsibility
&
Authority



— Who owns the Headache?



You can either take action, or you can hang back and hope for a miracle. Miracles are great, but they are so unpredictable.

Peter F. Drucker

You'll have more fun & success helping other people achieve their goals than you will trying to reach your own goals first.

Dale Carnegie

— Questions?

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By working together, we all become better.

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 - ▶ Using CARES
 - ▶ Influence, Persuasion, & Leadership
- ▶ Wrap-up

— References

- ▶ TED Talks (<http://www.ted.com/>)
- ▶ Businessballs (<http://www.businessballs.com/>)
- ▶ ChangeThis (<http://www.changethis.com/>)
- ▶ Forbes - 100 Best Quotes on Leadership (<http://www.forbes.com/sites/kevinkruse/2012/10/16/quotes-on-leadership/>)

— Actions

- ▶ On the notecards provided:
 - ▶ List 1-2 things you learned from this session
 - ▶ List 1-2 things you learned today
 - ▶ List 1-2 things you hope to learn tomorrow
- ▶ Review the items at the end of the week & next week
- ▶ Consciously think about how you are a leader and who you are leading.
- ▶ Try 1-2 things you learned.
- ▶ If you fail, get up and try again.

— Let's Try It!

- ▶ **Stand up**
- ▶ **Smile**
- ▶ **Show CARE to your neighbor**
- ▶ **You have 90 seconds**



Security in
knowledge

Security Leadership - Your Secret Weapon

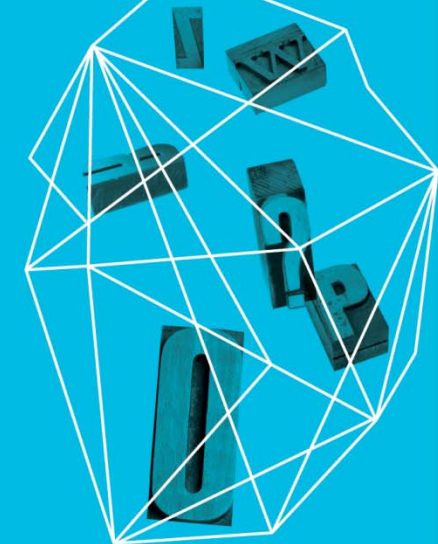
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