

Building trust between (Security) management and employees

Licensed under the Creative Commons Attribution License

Isaac Botbol

isaacb@aol.com

www.ibcommunications.com



Agenda

- Why good management is important
- The workplace as a test
- What kind of boss are you?
- Individual needs
- MBWA
- Leadership

Why good management counts

- Security is part of the business
- Many security issues start with employee issues:
 - Fired and looking for vengeance
 - Feelings of entitlement
 - Security unawareness
 - Workplace violations
 - Employees at risk

The workplace tests a manager

- Social skills
- Professional expertise
- Interpersonal skills

What kind of boss are you?

- Employees don't leave companies...
 - They leave bosses.

Basic individual needs

- Feel appreciated
- Be treated with respect
- Be understood
- Be recognized
- Be accepted
- Feel secure
- Be treated fairly

Leading

- How well do you know your team members?
- Have you developed trust ?
- Do you provide support?

MBWA

- Management by walking around
 - Getting Involved
 - Giving Direction
 - Asking Questions
 - Providing Support

Leading

- Do I know what is expected of me at work?
- Do I have the materials and equipment I need to do my work right?

Leading

- At work, do I have the opportunity to do what I do best every day?
- In the last 7 days, have I received recognition or praise for doing good work?

Leading

- Does my supervisor, or someone at work, seem to care about me as a person?
- Is there someone at work who encourages my development?



Leading

- At work, do my opinions seem to count?
- Does the mission/purpose of my company make me feel that my job is important?

Leading

- Are my co-workers committed to doing quality work?
- Do I have a best friend at work?

Leading

- In the last 6 months, has someone at work talked to me about my progress?
- This last year, have I had the opportunities at work to learn and grow?