CYBEHAVE · FOR CHAMPIONS

Being a Security Champion

Pocket workbook

Five short modules. Twenty to thirty minutes a week. You were asked because people come to you.

Build Behaviour. Build Culture. Build Resilience.

My name and team

My pair

My programme lead, and the escalation contact (name and number)

Minutes a week, agreed with my manager on

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MODULE 1

What the Role Is (and Isn't)

The role card

You do	You are not
Translate security into your team's language Normalise reporting, including your own near misses Notice early and pass it on Build small habits with small prompts Feed back what your team thinks and struggles with	A help desk: point people to the service desk Policy enforcement: you show the behaviour, you do not police it Security's eyes: you never report colleagues; you help them report

Which act am I in?	Recruit: learn, relay, be the named contact	Influencer: show it in my team, raise it one colleague at a time, log what reached them	Guardian: hold the norm, spot drift, bring the next Champion on

Sam's first week

Read the role card and the escalation route. Used the report button once, on a test, to see what happens. Told the team in one sentence: "I'm the person to ask if something looks off. You won't be in trouble." Read Ripples; took one line to the Thursday huddle.

Three questions

1. **Who in your team already comes to you with questions? That is why you were asked.**

2. **What did you agree with your manager about time, and is it in the diary?**

3. **Which of the three things you are not would you be most tempted to become?**

MODULE 2

Having the Conversation

Three rules

- Show rather than tell: do it where people can see, and narrate it lightly.
- One behaviour at a time. This month's behaviour: _____
- The two-minute slot: a standing two minutes in a meeting the team already has. A story, a demonstration or a question. Never a slide.

The four-line conversation

Line	Example	Mine, for this month's behaviour
Notice	"I saw you got one of those invoice emails too."	
Ask	"What did you do with it?" (then listen)	
Show	"What I do now is call the number on file, not the one in the email. Two minutes."	
Offer	"If one comes in and you're not sure, shout and we'll look together."	

Pushback: agree with the true part, then come back to the behaviour

What you will hear	What works	My version
"I haven't got time."	"Fair. It's two minutes, and only when the bank details change."	
"Nobody's going to target us."	"Maybe not. The one in March was aimed at a team like ours, though."	
"IT should just block it."	"They block a lot. This one got through to me."	
"Twenty years, nobody's fooled me."	"Then you'll spot it faster than I will. Tell me when you do."	

Never: "It's policy." Never: "You'll be in trouble." Never win the argument and lose the colleague.

Sam's Tuesday slot, 9:32

"Quick one. On Thursday I got an email from a supplier saying their bank details had changed, urgent, pay by Friday. Looked completely real. I rang the number we've got on the system, not the one in the email. Took two minutes. It wasn't them. If you get one, ring the number on file. If you're not sure, grab me or Priya. That's it." Ninety seconds. One question from Jo, answered on Wednesday. The following week a colleague said "I did the Sam thing" out loud.

Three questions

1. **Which one behaviour will you raise with your team this month? Just one.**

2. **Where is your two-minute slot: which meeting, which day?**

3. **What is the pushback you are most likely to hear, and what is your one-line reply?**

MODULE 3

Handling a Report

The report route card (fill it in and keep it)

Suspicious email	Phone call, text, visitor, USB, anything else	Someone has already clicked, replied or paid
The report button in the mail client. Help them press it; do not press it for them.	Escalation contact: _____ number: _____	Report button, then call the escalation contact. Minutes count. Stay with them.

The script

1. "Thanks for bringing that to me." (before you have even looked)
2. "Let's report it. Here's the button; you press it." (sit with them the first time)
3. If they already clicked: "OK. Well done for telling me. The quicker it's reported the less it matters. Let's do it now." Then the escalation number. Stay calm; stay with them. Do not touch the laptop.
4. False alarm: "That one's fine, and I'm really glad you asked."
5. Close the loop: when you hear what it was, tell them.

Never

- Click the link to check. Call the number back. Forward it round the team to ask.
- Change their password, check their machine or decide how bad it is. Get them to the right people fast.
- Tell the story at lunch. What someone brought you stays between you, them and the route.

Sam's Thursday with Jo

16:40: "I think I've done something stupid." A login page; the password typed before it felt wrong. Sam: "OK. Well done for coming over. Quicker we report it, the less it matters. Let's do it now." Report button together, then the escalation number saved since week one. Security called Jo back in six minutes; two other recipients found. Friday: a check-in, nothing said to anyone else. Tuesday, with Jo's permission and no name: "Someone in this team reported a login page within twenty minutes. Two other people were protected. That's what reporting does." Three reports in the next fortnight; two were nothing; Sam thanked all three.

Three questions

1. **What is your organisation's report route, and have you used it yourself?**

2. **Who do you call if someone has already clicked, and is the number saved in your phone?**

3. **What will you say, word for word, when someone brings you a false alarm?**

MODULE 4

Your Team and Your Network

Pair check-in (monthly, fifteen minutes)

Date	What I did in my team	What my pair did in theirs	What came up	Next month: one thing each

Where my time went this month

In my team (slot, one-to-ones, being seen)	In the Champion channel or gathering	Ratio right? If not, what flips it

What I log, and why

What	Why it matters	Done this month?
Tasks marked done when done	How the programme knows what reached which teams	
My influence map (which teams I talk to, how many, how often)	Shows the shape of the network and the gaps	
My team size, confirmed	Coverage and reach are counted against it	
One line: what reached whom ("Tuesday slot, pause and verify, 16 people")	The record that turns my work into evidence	

Recognition should reach your manager and your team, not just you. If the only thanks come from the security team, tell your programme lead.

Sam and Priya's first month

Check-in on the last Friday, with coffee. Sam: two slots and the Jo report. Priya: one slot, one shared-login conversation. Both maps filled in; Priya's showed she talks to the post room weekly, and the post room got a Champion the next quarter. Priya had spent an hour in the channel and five minutes in her team, said so, and flipped the ratio. Sam's manager mentioned the Jo report, without the name, in the monthly review.

Three questions

1. **When is your next check-in with your pair, and what will you each bring?**

2. **Of your thirty minutes this week, how many were in your team and how many in the Champion channel?**

3. **What did you do in your team this month that you could log in one line?**

MODULE 5

Looking After Yourself

Saying no, kindly

The ask	The answer
"Can you just sort my laptop?"	"I can't, but the service desk can; here's the number."
"Can you run a session for the whole floor?"	"Not me, but I'll ask the programme lead."
"Can you keep an eye on who's sharing logins?"	"No. I'll help anyone who wants to stop, though."
"Can you do it in your lunch break?"	"It's in my diary, agreed with my manager."

The hard weeks

- The time is not protected: tell your programme lead the first week it slips. The conversation with your manager is theirs to have.
- You feel like a fraud: you were not chosen for what you know. "I don't know, I'll find out", then find out. That is the behaviour.
- A real incident lands on you: report, escalate, look after the person in front of you, step back. Ask for a ten-minute debrief. Go home.

Stepping back well

- The term has an end by design. Renew, step back or hand over: all three are fine.
- Tell the programme lead a month ahead. Suggest who colleagues now go to. Introduce them to your pair. Do one two-minute slot together.

Sam's hard quarter

Month four: a backlog, overtime, a new team lead who had not seen the agreement. Three slots skipped. Month five: three laptop requests; two done at lunch, resented. Priya at the check-in: "You've gone quiet. Do you want to stop?" Sam told Nadia that day; Nadia met the team lead with the agreement the same week. Said no to the laptops. Took the next slot: ninety seconds, fine. Renewed at the end of the year. Priya handed over to the colleague who had been doing "the Sam thing" since March.

Five ideas, one thing this week

1. You were asked because people come to you. A bridge, not the police.
2. Show, one thing, two minutes. Notice, ask, show, offer.
3. Thank first, help them report, close the loop. False alarms are the behaviour working.
4. Your team over the channel. Your pair, thirty seconds of logging, recognition that reaches your manager.
5. Thirty minutes, say no to the rest, leave well.

This week

One two-minute slot, or one four-line conversation, or one thank-you to someone who reported. Then read Ripples and take one line to your team.

Three questions

1. **What is the thing you will say no to this month?**

2. **Who will you tell if the time is not being protected?**

3. **What is the one thing you will do in your team this week?**