Professionalism in Cyber – Looking Beyond the Screen

# Title Details

Workshop Title: Professionalism in Cyber – Looking Beyond the Screen

Workshop (Intended) Length: 2 90-minute sessions

# Workshop Facilitator Details

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# Workshop Description Including Learning Objectives

Professionalism is something that is probably attributed more to business majors and similar disciplines, but cybersecurity isn’t just behind the screen. This workshop dives into what it means to not only display professionalism but truly be a professional.

1. Wait, I have to come around the screen? (What is professionalism in Cybersecurity)
2. Nexus – Where Professionalism & Cyber meets
3. The Professional You!

At the conclusion of this workshop participants will have a solid understanding of professionalism in cybersecurity and what that looks like. They will also have the ability to not only define it but also put it into practice and be a help to others.

# Description of Target Workshop Audience

College Students at all levels and all disciplines, ideally junior and seniors who have a cybersecurity concentration/major/minor or a related field of study. Even though it says “In Cyber,” everyone with an internet connected device or who does business online (banking, social media, etc) should benefit from this workshop

# Workshop Requirements

A/V – Projector, TV Screen, or similar projection technology

Materials - Pens, Pencils, & Papers (notebook)

Room: Regular auditorium / classroom setup

Participants: Laptop if possible

# Detailed Workshop Agenda (Slides with Notes)

Professionalism in Cyber

Looking Beyond the Screen

INSTRUCTOR NOTE(S): If doing the Breach Alert, be sure to count the number of attendees and separate them into their groups prior (either mentally or through seating, or however you’d like).

\*\*\*BREACH ALERT\*\*\*

* Welcome!
* Your team has been notified of a breach! Early reports state that your files were found linked to a google drive on twitter. Sensitive information including customer’s credit card numbers have been confirmed missing. Presently, nothing else has been reported stolen.
* No intrusion detection system went off, but your EDR system went off yesterday when an employee in maintenance plugged their USB from home into their desktop.
* Your team’s task is to respond to the incident. Create a 3-5 slide presentation to give to your manager who is coming in 15 minutes.
* The presentation shouldn’t last longer than 7 minutes.

INSTRUCTOR’S NOTE(S): Feel free to modify the scenario in any way you see fit. Allow their imaginations to run wild (feel free to add or take away information)

Take note of how the group responds, who stands out? At the conclusion of the Crash Test, debrief with the group (5-10 minutes)

Some suggested questions:

* How did they work together as random chosen teams?
* Who led? Who resisted? What were their responses?
* How did they speak to one another?
* How did they tackle the issue?
* How did they report what they found?
* Remind them that professionalism is grit, determination, and agency under duress. While this may not be the experience for everyone it is something we should be prepared to respond to if need be.

Source: Dr. Nestler for the crash course

WIHTCATS (Professionalism in Cybersecurity)

* Professionalism – “The act of conducting oneself with responsibility, integrity, accountability, and excellence. This includes the ability to communicate effectively and appropriately.”
* The job market is competitive
  + And getting increasingly competitive
* Professionalism is a combination of qualities
  + That you must continually develop
* You may hear about “soft skills” or “non-technical skills” these are usually ways to describe professionalism
  + So you probably already have the skills!

INSTRUCTOR’S NOTE(S): Feel free to use the source to come up with more activities, talking points or materials, it’s pretty good when talking about professionalism

WIHTCATS = “Wait, I Have to come around the Screen” Source: professionalism.pdf (dol.gov)

* Nature (internal) + Nurture (external) = You
* Coupled with a growth mindset (goals) + lifelong learning (drive)
  + Opportunities will open up!

They are fun!

Yes…& They Build Professional Skills!

What does all of these have in common?

* Think:
  + Sports Teams
  + Clubs
  + Beta Club/Honors
  + Volunteer Work
  + Extracurricular activities
* Nature vs. Nurture

Developed Skills

INSTRUCTOR’S NOTE(S): On Nature vs Nurture, It is not intended to bring up pasts, just to illustrate that factors both externally and internally drive our developed skills. With awareness and goal setting, we can begin to guide our development

Practice Makes Better Not Perfect

* A professional demeanor, reliability, even a well-kept appearance takes practice
  + Perfection is not a reasonable goal here
  + But you should work to get better at here
* Here’s how:
  + Arrive on time (appropriately for the event)
  + Dress appropriately
  + Practice basic manners (yes ma’ams and no ma’ams)
    - It still has value
  + Communicate effectively
    - You don’t have to talk but be sure to document and participate
  + Remain calm under stress (Practice!)

INSTRUCTOR’S NOTE(S): “Appropriately for the event” is intended as a catch all for phone calls, video calls, as well as the job itself. Participate is a catch all for responding to messages and emails (you can encourage them to attend holiday parties and the like if you’d like) Feel free to use the Thrive Center Resources to help illustrate points or have them practice.

If you can, share 2 stories: 1) where your professionalism shone through a difficult moment. 2) Where your professionalism did not make a situation better and may have had the opposite affect…either by your own decision or the situation surrounding you .\* It may be difficult, but if we are honest, then our students will feel comfortable being honest and that will lead to better discussions and an overall better workshop.

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Source: why is professionalism important | Indeed.com Professionalism in the Workplace: A Leader's Guide (betterup.com)

Professionalism at Work | Definition, How-to & Examples | Resume.com

* Why network to arm yourself? 2 Reasons:
  1. It gives you first hand knowledge of what skills you need to do the job you are working towards (learn)
  2. It shows determination & drive, this helps to build relationships as well potentially opening doors!

“Great Things Come From Hard Work & Perseverance.”

- Kobe Bryant

Arming Yourself – It’s a Competition

* As mentioned prior!
* This means you have to work on your craft
  + Attend Job Fairs
    - Network
  + Reach out to Mentors
    - Network
  + Participate in events/competitions/conferences/etc.
    - Network
  + Network

INSTRUCTOR’S NOTE(S): Feel free to use sources to expand this section or discuss points more in-depth

Sources: Mentoring and Career Development – IResearchNet Networking in Career Development – IResearchNet The Importance of Networking | Career Advice | Hays

Activity: Network Engineering

* Networking (not the IT version) requires a bit of preparation, are you prepared?
* When you go to a networking event do you have the following:
  + Business Card (bring a combination of physical and virtual)
    - Make it yourself or use a service
  + Elevator Pitch
    - Not physical but should be a 30-60 seconds
    - Not a Sales Pitch, but an invitation to continue to conversation
    - Make your intentions clear
  + Prepared Questions
    - Universal (but not repetitive), have a good rotation
  + Resume, Portfolio & Samples of Work
  + Be sure to ask for a card or contact to follow-up
  + Of course professional attire, positive attitude, open mind
* Take 15-30 minutes to review this checklist, see what you have, what you don’t make a list to work on making/acquiring later.
* Discuss with the person next to you, where you are and what your ideas are moving forward. Speaking it has a different impact than keeping it to yourself.

INSTRUCTOR’S NOTE(S): You may have to show a virtual one to illustrate the point. I use a QR code that gives someone access to a downloadable card

Elevator Pitch Video: https://[www.youtube.com/watch?v=Oy6S0iTZx54&ab\_channel=CareerSidekick](http://www.youtube.com/watch?v=Oy6S0iTZx54&amp;ab_channel=CareerSidekick)

Source: How to Give a Great Elevator Pitch (With Examples) – Harvard FAS | Mignone Center for Career Success

15 Elevator Pitch Examples (+Foolproof Pitch Template) [2023] • Asana 13 Essential Things To Bring To A Professional Networking Event (forbes.com) 9 Tips for Navigating Your First Networking Event | The Muse How to Prepare for a Business Networking Event (linkedin.com)

Welcome Back!

* We hope your lunch was good!
* Did you network?
* Talk about what you have with others?
* Or did you start working on filling that list you made in the activity?
* Well, we are going to continue and talk about the differences between Resumes & Portfolios
* Portfolios
  + Is a collection of information and material that gives visual examples of your work
  + Provides samples and should include a variety of artifacts
  + Typically Includes:
    - Statement of Originality
    - Career Summary
    - Philosophy Statement
    - Brief Bio
    - Resume
    - Work Samples
* Created websites may be used in lieu of a Portfolios
* Resumes
  + Typically no longer than 1 page or 2
  + Should only contain information that relates to the position you’re applying to (yes, you need to edit your resume each time)
  + Typically includes:
    - Professional Summary
    - Work Experience
    - Skills
    - Education
* You’ve probably heard about Resumes & Portfolios and maybe even heard them as being interchangeable.
  + They aren’t interchangeable as they are 2 distinct things.

Resumes & Portfolios

INSTRUCTOR’S NOTE(s): Feel free to expand on this section or spend more time on it

Source: Portfolio vs. Resume: What They Include and When to Use Them | Indeed.com Key Difference Between Portfolio and Resume: A Complete Guide 2023 (resumekraft.com)

The Value of Being Able to Discuss You

* Your resume and/or portfolio may get you in the door, but it’s your communication skills that will ultimately land you the job
* Why so much emphasis on communication?
  + Because your interview is probably going to be a conversation
  + Or it should be
* Whether a job interview, networking event, even social situations (this is why being professional in public is important) you need to know how to talk about yourself.
* Remember you aren’t selling yourself, you are sharing the light that is your passion with others
* Being able to discuss you professional ambitions as well as your past experiences allows others to get to know you at a deeper level
  + That enables them to start to see if you would be a good fit for the workplace

INSTRUCTOR’S NOTE(s): I left this vague intentionally, if you want to throw this out, feel free to. If you’d like to discuss it more (as cyber professionals seem to have difficulty talking about themselves they just want to do) then I welcome it! The source below has more information than what I interpreted here, feel free to use it

This can also be the Competencies Slide if you want to use material from the toolkit! Source: ⭐ How to Talk About Yourself Professionally (snacknation.com)

Activity: Relating Soft Skills to Technical Skills

* We’ve focused on the importance of soft skills
* But how do they translate in the work force
* In the next 10-15 minutes, read the short article: “Soft Skills can be just as important as technical skills”
  + Soft skills can be just as important as technical skills | ASCE
* After we will discuss how these two types of skills relate
  + As well as discussing how the skills you developed can relate to potential job roles you may be interested in

“Soft skills get little respect, but will make or break your career.” – Peggy Klaus

INSTRUCTOR’S NOTE(s): The article is in the materials folder for sharing; turn this into a discussion (feel free to add an extra break if needed), additional reading is the 2nd source if you’d like to discuss or use that to turn this slide into a teaching one and not an activity

Source: Soft skills can be just as important as technical skills | ASCE

Finding Balance: Soft Skills and Technical Skills | Engineering Career Services (osu.edu)

Here You Are! Not Much Different…

* BUT Different!
* You should have a better understanding of what it means to be a professional in the field
  + It’s more than what you do technically
  + It’s what you do beyond the screen as well
* Being well-rounded isn’t just about working on your own personal traits
* It is also about being able to manage, respond, and interact with the environment and those around you

INSTRUCTOR’S NOTE(s): This slide was made as a “cooldown” slide from the prior activity as the prior activity was made with no breaks involved. If you decide to change the previous one, change this one as well (if needed) to flow well

Remember Your Audience

* When applying to jobs, you must remember your audience
* Yes, a lot of places use filter systems
  + Remember the market is competitive
    - People apply from out of state, out of country
  + Companies don’t have time nor do they want to use resources on going through every single application
* Be honest but
  + Tailor your resume to the job description
    - If you aren’t honest, you’ll eventually be found out and lack of trust follows you
  + Quality over Quantity
    - Don’t make your resume long
  + Grab their attention
    - Research different resume formats for the type of job
    - Capture their attention in the opening
* Resumes should be living documents, no two job postings should receive the exact same resume.
* The job posting may be the same, but the description (what they are actually looking for) may be different.

INSTRUCTOR’S NOTE(s):

Source: Why Is Tailoring Your Resume so Important? | Celarity This Is Why Resume Tailoring Actually Matters | The Muse Your Resume Is in the Trash — 5 Questions Tell You Why (linkedin.com)

Remember Your Manners

* Manners include: “Yes/No, Ma’am/sir,” but they do not stop there when we are talking about professionalism.
* Manners include, but are not limited to:
  + Preparation & Research – This is also practicing your speaking and researching the organization’s missions and goals
  + Dress Appropriately
  + Punctuality – Arrive 5-10 minutes before an in-person interview (15 if location is unsure or you aren’t familiar with the place); 5 minutes before a video interview; on-time for a phone call
  + Body Language – It speaks volume!
  + Engage Respectfully
  + Active Listening – Nod your head, give audible cues, engage in the conversation (ASK QUESTIONS)
  + Follow-Up – with further questions or with a thank you note, whether you get the job or not
* For Meal Interviews – eat something light (and neutral in smells and spices) before arriving. Remember your table manners and etiquette, as it is a part of the interview process as well.

INSTRUCTOR’S NOTE(s): These tips should apply to the phone & video interview as well but you can add a bit more to make it more specific to them

Source: This Is Why Resume Tailoring Actually Job Interview Etiquette | First Impressions, Behavior and Dress Code | Resume.comMatters

| The Muse Job Interview Etiquette: How Recruiters Want You to Behave | InterviewFocus Everything You Need To Know About Job Interview Etiquette | Indeed.com

The STAR Method

* The STAR Method is an approach to answering behavioral interview questions.
* But it can also be used to highlight points on your resume, when asked about specific bullets or skills.
* If you can relate a listed skill or duty to an actual experience this not only supports your point but also enhances your display of professionalism and your ability to perform.
* STAR Method:
  + Situation or problem you faced
  + Task you were involved in
  + Action you took to complete the task
  + Result or positive outcome from your actions (negative if the honesty is what they are looking for)

INSTRUCTOR’S NOTE(s): Feel free to share and go through examples of STAR Method Responses in the sources

Source: How to Use the STAR Method (Interview Questions & Answers) (resumegenius.com) How To Use the STAR Interview Response Technique | Indeed.com How to Use the STAR Method to Ace Your Job Interview | The Muse

Activity: Mock Interview

* This was probably a given, but we are going to work on our interviewing skills (as well as everything else we have worked on!)
* Take 10-15 minutes to gather what you have
* Share your resume with your instructor (or each other)
* After sharing you will meet with your instructor to interview (or pair off and interview with someone who hasn’t viewed your resume, give them time to go over it and come up with some questions)
* Provide feedback to each other
* We will discuss the whole process at the end

INSTRUCTOR’S NOTE(s): Choose if you want to have them share it with you or with each other, based on your decision modify this slide to fit your needs. Share some example star interview questions from the sources below, or use them to interview attendees yourself.

Given how short this workshop is, it is quite likely your group has not gotten to know each other, perfect! You more than likely won’t know the interviewer personally, this gives great experience to interviewing with someone who’s knowledge begins and ends at your application/resume.

Source: How to Use the STAR Method (Interview Questions & Answers) (resumegenius.com) How To Master the STAR Method For Interview Questions (theinterviewguys.com) Top 20 STAR Interview Questions and Answers in 2023 - ProjectPractical.com Top 50 Behavioral Interview Questions and Answers (theinterviewguys.com)

Conclusion

* Thank you for attending this workshop!
* We hope that you had a wonderful time and learned a lot!
* We also hope that you feel better equipped with tools to develop your professionalism
* Remember, you have the skills already, now is the time to identify them and continue to develop them!
* Professionalism is something we have to practice at, it’s the only way we can continue to improve
* And lead to better opportunities

INSTRUCTOR’S NOTE(s): Take time to debrief with the group and clear up any questions that may be remaining

**Closing: Alternative closing/activity Boardroom Proposal or Incident Presentations\***

# Workshop Resources/References

Additional Sources Available on Slides (as listed above)

\*Give attendees the opportunity to choose whether they would like to do a boardroom proposal for increased security or updating an incident response. All presentations should not be longer than 7 minutes, ideally 5. STOP them at 7 exactly.