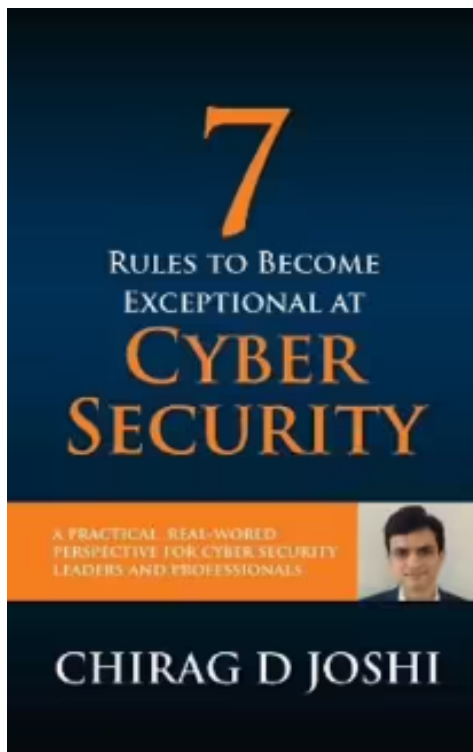# Cyber Security & The Human Factor

An excerpt from the 7 Rules to Become Exceptional at Cyber Security on EQ:

*"An attribute that makes a meaningful contribution to influencing and negotiating with stakeholders as well as being effective in your own role is honing your **emotional intelligence**. This skill allows you to read a room, understand what your stakeholders are thinking and be able to empathise with their point of view. This then enables you to tailor your messaging in a manner that will resonate with your audience and maximise your chances of success.*

*Emotional intelligence requires you to manage your own emotions by being mindful and knowing what triggers them. Being a cyber security leader involves encountering some very stressful situations especially when you are dealing with a significant incident or attack. Being able to manage your state and control your emotions go a long way in helping you optimally deal with these situations. Emotional intelligence involves a level of **self-awareness** where you are conscious of how you may come across to other people. It is possible to get carried away and become too attached to your security assessment reports and recommendations and expect the business to drop everything and fix what you think needs fixing.*

This is where the ability to control your impulses and put yourself in your stakeholder's shoes will stop you from overreacting and allow a constructive outcome grounded in empathy, pragmatism, and a shared desire to achieve what's best for your organisation.

We humans are driven by emotions. Our decision making is significantly impacted if our emotions are impaired. Developing emotional intelligence allows you to make good quality decisions and serve as an effective partner to your stakeholders and business."

Reflect on the following 3 questions:

- What are the key challenges in engaging with your business executives?
- How can cyber security teams better engage with you to get your support?
- How would you define a good culture for technology and cyber security?

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