Emotional Intelligence:

Achieving and Succeeding in the Cybersecurity Workforce

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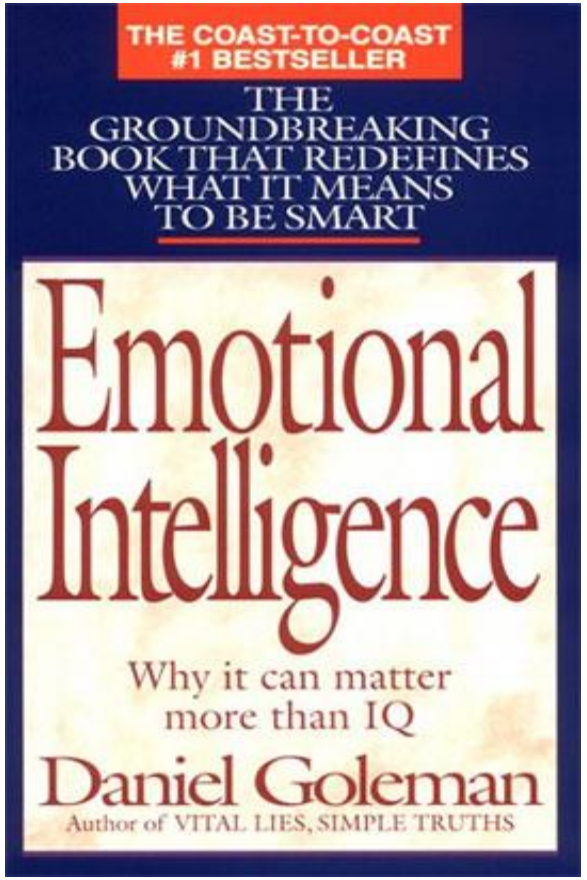
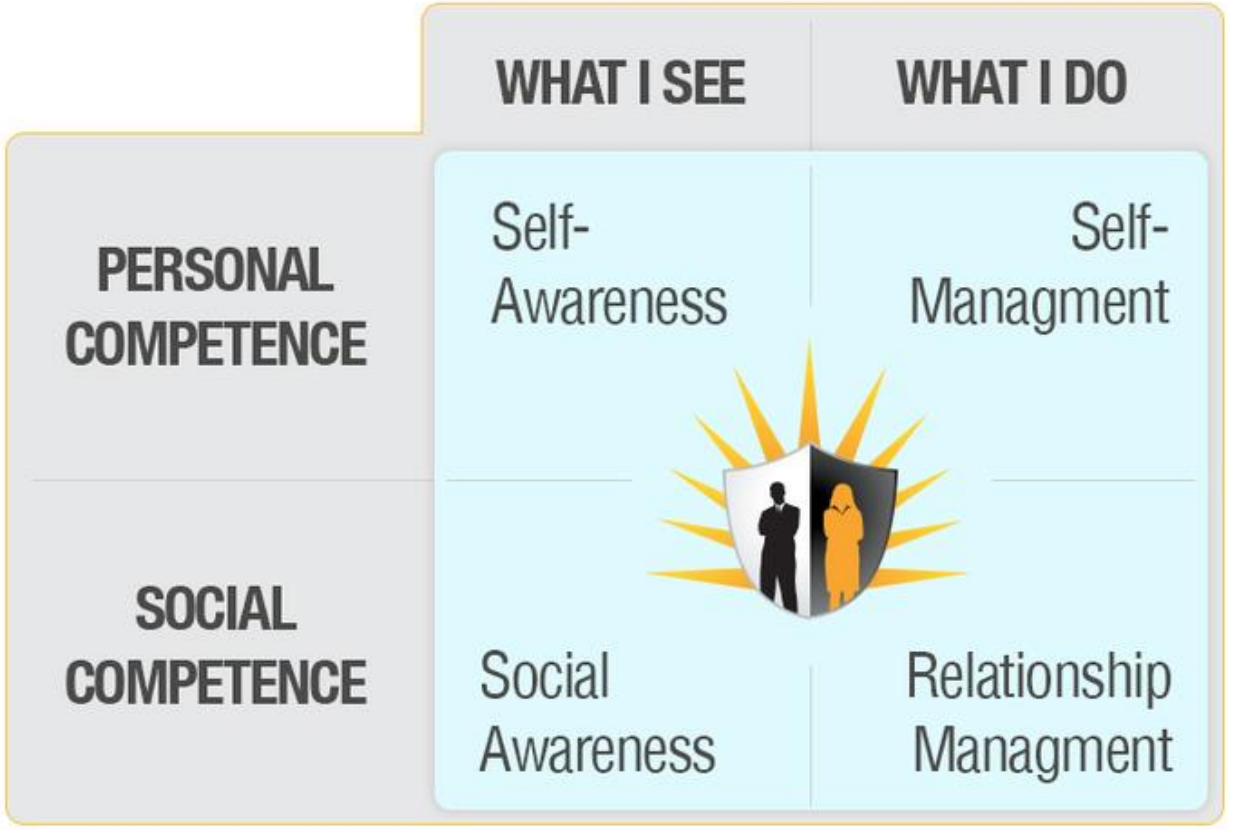
What is Emotional Intelligence?

- Gained notoriety in 1995 through Daniel Goleman's book, *Emotional Intelligence: Why it Can Matter More than IQ*
- Decades of research now point to emotional intelligence as the critical factor that sets star performers apart from the rest of the pack
- It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results



Emotional Intelligence Is the Other Kind of Smart

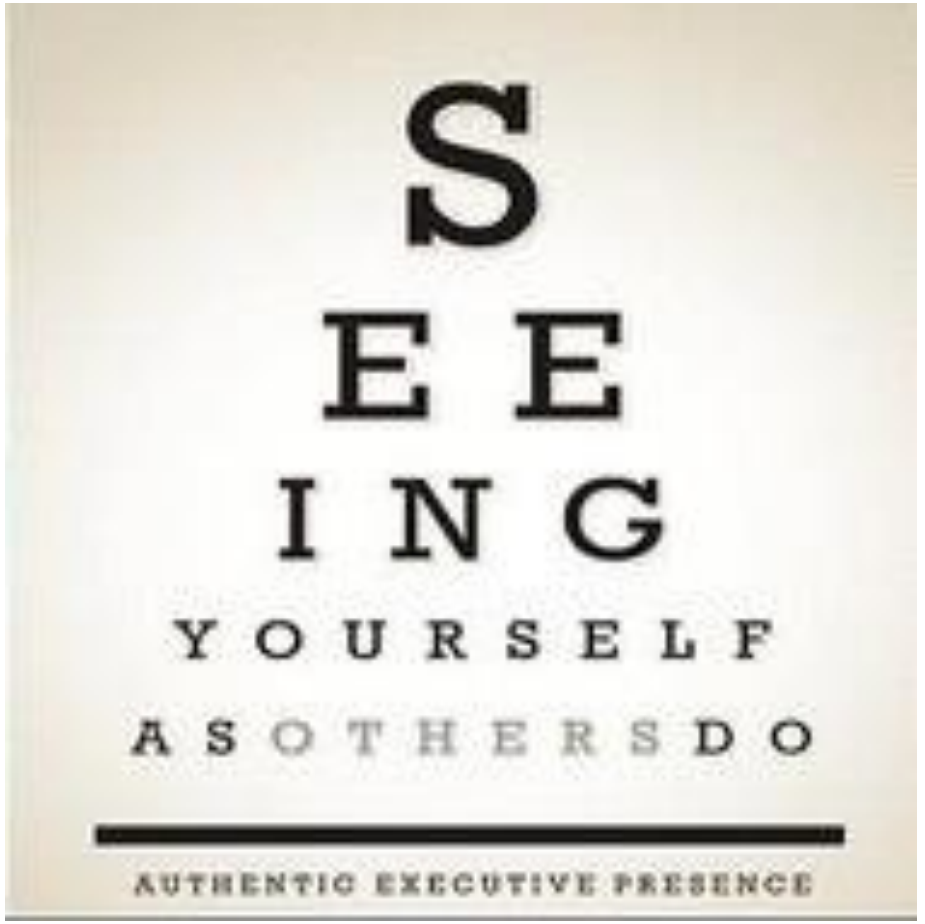


Emotional intelligence is made up of four core skills.

Source: ©TalentSmart

Being Authentic to Who You Are

- Developing a sense of who you are in your job is vital to success
- To succeed, you need to be able to clearly establish a sense of your own perception vs. reality
- Maintaining a sense of self and exuding confidence from the start can go a long way



First Impressions Matter

- That initial meeting with an interviewer or that first interaction with a new boss or group of coworkers can leave a lasting impression on how they view you
- When you're meeting someone for the first time, maintain a sense of confidence and professionalism

Knowing Your Audience and Being Able to Read Between the Lines

- How you communicate differs depending on your audience
- Effective communication requires looking beyond the black and white of a situation and interpreting the grey between
- Be sure to communicate accordingly to your audience to foster and build a greater sense of trust
- Verbal vs. Digital
- Trust your gut

Practice Empathy via a 360° Lens

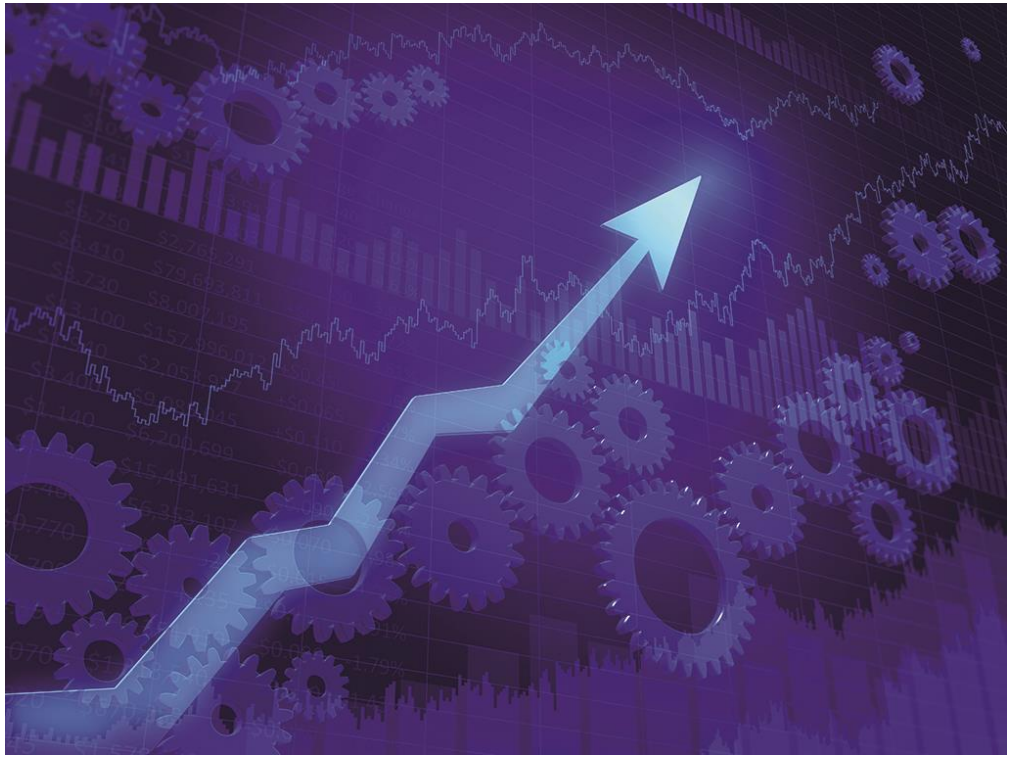
- Observe a situation from a broader lens
- Consider the behavior that drives the actions of your colleagues, managers, and customers
- Examine all the viewpoints and perspectives around you
- Put yourself in the shoes of the people you work with

Empowered Communication

- Take time to analyze and break down emotions, both your own and your audience's, and consider how you can better communicate your message
- Remain calm, even in hectic or difficult situations. Panic leads to weaker communication and can cloud or obscure your judgement

Communicating Results

- Be thoughtful on how you present data
  - When you show financial revenue is increasing and expenses are decreasing that means profitability is increasing
  - Take that kind of mindset and translate the positive and negative
- How to tell good news and bad news
- For security professionals, success is about minimizing threats



In Summary

- Against a backdrop of globalization and rapid technological change, the need for emotionally intelligent leadership is more critical than ever
- Cybersecurity skillsets are increasingly diverse, people more mobile, and collaborative team working is the norm. The key skill of leadership is the ability to influence groups of people, often across multiple disciplines, cultures and geographic locations

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