

## EMPATHY FIRST

# New Hire



**Code42's Approach to Empathetic Investigations™** is a new way of conducting Insider Risk investigations rooted in presuming positive intent.

This approach empowers security teams to develop trust and build relationships with users so employees make safer and smarter decisions to keep data secure.

### Your new employee onboarded more than work accounts

Eugene just started at your organization and installed Slack to his work computer per onboarding instructions. While setting up his work account, he added his intramural soccer team's Slack channel to get updates on this season's schedule. But instead of sharing details of the team's next match with his soccer mates, he accidentally shared a slide deck of his employer's 3-year projection. What's next?



### How to use this human-centric approach

#### Try this

#### Instead of that

## 1 CONNECT

"Hi! We noticed that our Q1 business slide deck was shared to an unsanctioned Slack channel. Did you mean to do that?"

"You moved a company file to a personal productivity tool account. That's against policy."

## 2 REASSURE

"No need to stress. We understand that folks make mistakes when getting acquainted with new company policies."

"There are repercussions for breaking security policy."

## 3 RECOVER

"Can I set up a video chat with you to help you reverse this?"

"We need a Zoom call with screen share to watch you put it back and delete it from your personal account."

## 4 EDUCATE

"We have a short training lesson that helps explain unsanctioned vs. sanctioned tools that I'm going to send to you. Please let me know if I can answer any questions you may have."

"Due to your behavior, we're assigning you our Security Policy training that is required to be completed within the next 7 days."