FIGHTING PIRATES AND PRIVATEERS

WWW.FIRST.ORG
Non-formal – everything out of normal

Svetlana Amberga
CERT.LV, 16.06.2017.
Meet CERT.LV

- Latvian national and governmental CERT for 2 million inhabitants
- One team, small administrative body
- 30+ team members
- Mostly IT experts, plus PR and communication experts
- Average age – 35 years
- We already have once a year sports games and team meetings once a month
Communication challenges

• New members in team
• Unclear roles
• Sluggish talks (mostly about malware, code execution)
• Use of a digital communication prevails (emails, chat, jira, wiki, etc.)
• Broad specialization required

Goal is to improve skills
Solution – training

• Learning by doing outside the comfort zone
• Creates new ways to communicate with each other
• Team learns from interaction
• The goal is better team performance
What approach to choose?
What can team learn non-formal?

- Communication
- Team roles
- Weak and strong sides of team
- Feedback skills
Half a day on skies and ropes

• Getting to know each other with help of drawing
• 30 people divided in 3 sub-teams
• Skiing in forest to find a secret code
• Exercise on ropes for trust building
• Moving boxes to test communication
• Give feedback
• Raise motivation
Design of team training

BREATK | LEARN | CONNECT | EVALUATE
Benefits from team building

- Getting to know each other
- Place to talk about “life”
- Everyone had to communicate to complete the task
- Support and approval from the team
- Great outdoor experience
- Confidence that we have a cool team
We had team building. It worked.
Empower your team

• Communication is skill. You have to learn it.
• Communication is about connection
• People follow people - teams follow their leaders
• Every team is as strong as its weakest link
Learning is the process whereby knowledge is created through the transformation of experience.

David A. Kolb
Thank you!

svetlana@cert.lv
https://www.cert.lv

(certlv)