

# Phishing Awareness Training

This playbook outlines the steps to educate employees about phishing scams, including recognition and prevention techniques, in order to safeguard corporate data.

## Step 1: **Identify Audience**

Determine which groups of employees will be participating in the training, focusing on those with access to sensitive information.

## Step 2: **Develop Material**

Create comprehensive educational material covering types of phishing scams, methods used by attackers, and case studies of phishing attacks.

## Step 3: **Schedule Sessions**

Organize training sessions at convenient times for all employees and ensure they are mandatory.

## Step 4: **Conduct Training**

Execute the training sessions, encouraging interaction and engagement from employees to maximize understanding and retention of information.

## Step 5: **Evaluate Understanding**

Assess the employees' understanding of phishing scams through quizzes or practical tests, to ensure the effectiveness of the training.

## Step 6: **Provide Resources**

Distribute additional learning resources, such as booklets or online materials, for further self-education and reference on phishing prevention.

## Step 7: **Simulate Phishing**

Run simulated phishing campaigns to provide a real-world experience and evaluate the employees' reactions to potential phishing attempts.

## Step 8: **Gather Feedback**

Collect feedback from participants to improve future training sessions and understand any remaining areas of confusion or concern.

## Step 9: **Update Training**

Regularly update training material to include new phishing techniques and ensure the information remains current and relevant.

# **General Notes**

## **Continuous Learning**

Phishing threats evolve continually; thus, education on the topic should be an ongoing process, not a one-time event.

## **Encourage Reporting**

Instill a culture where employees feel safe to report suspected phishing attempts without fear of reprisal or ridicule.

## **Support System**

Ensure there is a support system in place for employees who might fall victim to phishing, including an IT help desk and clear reporting processes.

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