Integr8

Programme Guide

The leading human-centred teamwork development programme for cybersecurity teams and multi-team systems

Introduction

Cybersecurity has gone from being a team game to a multi-team game. As those in cybersecurity face increasingly complex problems, the effort of even the most talented team is not enough on its own. Motivation for collaboration must become a priority in the culture of cybersecurity organisations to rise to today's challenges. Organisations that fail to meet this new standard suffer from increased burnout, lagging incident response, inefficient information processing, and being outperformed by the adversary. To successfully defend an environment requires a human-centred approach to cybersecurity.

Cybersecurity leaders of multi-team systems must cultivate motivation for collaboration, open new channels of communication, and build habits that efficiently move information to the right teams. Changing behaviours requires an interactive and engaging process where members of multiple teams enter into a level playing field and explore it in a psychologically safe space.

Cybersecurity professionals are faced with increasingly complex problems and encounter information entering their ecosystems at lightning fast speeds, thus, the predisposition for analysts to work alone is a recipe for total failure and catastrophic repercussions.

Programme Overview

Integr8 is the leading human-centred teamwork development program for cybersecurity teams and multi-team systems, synthesising **56,000 hours of research** into a gamified, experiential curriculum that develops the essential skills to drive lasting and dynamic teamwork. Comprised of **eight innovative half-day workshops** conducted over the course of four to six months, Integr8 combines **immersive experiences with revelatory discussions** that unlock the awesome power of psychological safety at the individual, team, and multi-team levels.

LETS facilitators and participants co-create a **level playing field** where they can replace judgment with curiosity, share their ideas and perspectives openly, and develop a collective growth mindset within and between the teams. With access to the **16 tools and techniques from the LETS Workbench**, participants are prepared to seamlessly transfer their knowledge from the programme to the workplace.

Contextualisation

Our programme is bespoke for each client. Through discovery conversations prior to the training, we come to understand an organisation's culture, language, and values so that we can represent the mission and message of its leaders. This context is then embedded into the teamwork experiences and facilitated discussions, as well as reinforced when creating transfer action plans for bringing lessons learned in the programme back to the workplace.

Programme Objectives

Expand focus of security operations training to include human capabilities

Respond to crises more effectively through planning and execution

Reduce overreliance on a few key experts (i.e., the "superhero problem")

Increase shared awareness of new security threats and risk assessments

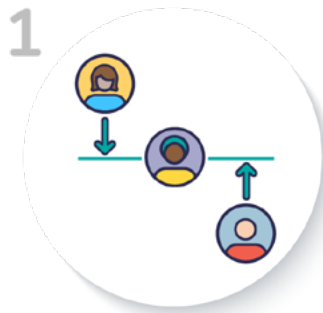Motivate individuals who prefer working alone to collaborate

Improve proactive adaptation and, in turn, efficacy of reactive adaptation

Onboard new hires faster with a shared language around risk and resilience

1 TEAM ALIGNMENT
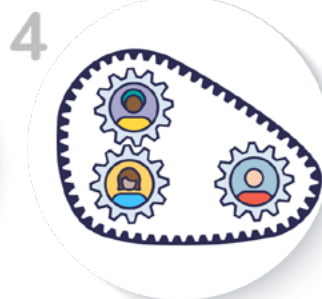
2 TEAM ADAPTATION

Integr8 ROADMAP

3 INDIVIDUAL ROLES & TEAM GOALS

4 INDIVIDUAL RESILIENCE & TEAM AGILITY

5 TEAM & MULTI-TEAM CONSENSUS

6 COLLECTIVE INFORMATION GATHERING

**7 MULTI-TEAM STRATEGIC DEVELOPMENT**

8 MULTI-TEAM COLLABORATION

Programme Workshops

Each workshop in Integr8 advances the development of essential collaboration micro-skills and normalises teamwork tools and techniques. Through a context-independent low-resistance approach, participants are able to leave their titles and tension at the door as the focus of interpersonal interaction shifts from tasks to teamwork. Integr8 cultivates a culture of trust, connectivity, and agility and motivates team members to collaborate. The skills developed at the individual level extend into the dynamics within and between teams.

Team Alignment
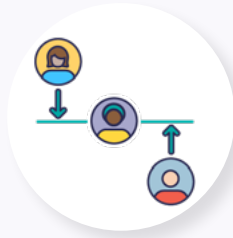
LETS WORKBENCH

Team Charter
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Situational Awareness Map

TEAMWORK MICRO-SKILLS

Swift Trust
....
Implicit Information Sharing

In the first workshop, individuals are challenged to detach from their own perspectives and attitudes while developing a business plan for a new company as a team. Teams align expectations for collaboration and shared priorities using team charters and situational awareness maps. As the experience progresses, teams embrace a culture of curiosity, merging their companies to create conglomerates. This workshop emphasises that it's not about the work you do, it's about who you are when you do it.

Objectives

✓ **PRACTICE** detaching from individual perspectives and attitudes to increase collective agility

✓ **ALIGN** expectations for collaboration and shared priorities to cultivate trust

✓ **EMBRACE** a team culture of curiosity to support analysing information from multiple sources

Team Adaptation

LETS WORKBENCH

Contingency Planning Chart
....
Conflict Resolution Protocol

TEAMWORK MICRO-SKILLS

Proactive Adaptation
....
Reactive Adaptation

In the second workshop, teams are challenged to navigate disagreements within and between teams as they compete to recruit employees for their new companies. Teams adapt their plans according to the changing environment using contingency planning charts and conflict resolution protocols. As the experience progresses, teams embrace a culture of resilience, facing off to secure the human capital that best supports their new company's culture. This workshop emphasises that adaptation has a ripple effect.

Objectives

✓ **PRACTICE** navigating disagreements within and between teams to de-escalate tension and move forward in alignment

✓ **ADAPT** plans according to the changing environment to cultivate a growth mindset

✓ **EMBRACE** a team culture of resilience to support working in a volatile environment

Individual Roles & Team Goals

LETS WORKBENCH

Goal Hierarchy Chart
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Debriefing Protocol

TEAMWORK MICRO-SKILLS

Explicit Information Sharing
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Anticipatory Hindsight

In the third workshop, teams are challenged to designate clear responsibilities among members to accomplish superordinate goals as they plan an employee retreat. Team members contribute individually while collectively processing challenges and successes using goal hierarchy charts and debriefing protocols. As the experience progresses, teams embrace a culture of accountability, integrating their individual inputs into a team deliverable. This workshop emphasises that no contribution is too small, yet no contribution is big enough on its own.

Objectives

✓ **PRACTICE** designating clear responsibilities among team members to accomplish superordinate goals

✓ **CONNECT** individual contributions with team outcomes to cultivate a human-centred approach to problem-solving

✓ **EMBRACE** a culture of team accountability to support collective follow-through

Individual Resilience & Team Agility

LETS WORKBENCH

Perspective-Taking Map
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Effect-and-Cause Chart

TEAMWORK MICRO-SKILLS

Counterfactual Thinking
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Recognition Priming

In the fourth workshop, individuals are challenged to reference past experiences as they justify their plan for relocating the company headquarters. Individuals construct their hypotheses using cause-and-effect charts while considering those of others using perspective-taking maps. As the experience progresses, teams embrace a culture of exchanging ideas, calculating risk and reward and choosing a collective path forward. This workshop emphasises that to be agile is to be unattached.

Objectives

✓ **PRACTICE** referencing past experiences to determine clear courses of action

✓ **CONSTRUCT** hypotheses and consider those of others to cultivate broader perspectives

✓ **EMBRACE** a team culture of exchanging ideas to support open communication

Team & Multi-Team Consensus

LETS WORKBENCH

Structured Brainstorming
....
5-Why Analysis

TEAMWORK MICRO-SKILLS

Anticipatory Hindsight
....
Reactive Adaptation

Objectives

✓ **PRACTICE** analysing and prioritising resources to establish order in an ambiguous environment

✓ **IDENTIFY and DEPLOY** strategies that best leverage resources to cultivate effective decision-making

✓ **EMBRACE** a culture of cooperative competition to support reciprocity among teams

In the fifth workshop, teams are challenged to analyse and prioritise resources as they determine strengths, weaknesses, opportunities, and threats to their company's sustainability. Teams identify and deploy strategies that best leverage resources using structured brainstorming and 5-why analyses. As the experience progresses, teams embrace a culture of cooperative competition, engaging in negotiations between teams. This workshop emphasises that true collaboration starts in neutral.

Collective Information Gathering

LETS WORKBENCH

Information Scaffolding
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Growth-Oriented Feedback

TEAMWORK MICRO-SKILLS

Recognition Priming
....
Implicit Information Sharing

Objectives

✓ **PRACTICE** learning parameters of new environments to develop a shared mental model

✓ **ACQUIRE** new data and **ADAPT** strategies to cultivate agile responses.

✓ **EMBRACE** a culture of continuous learning to support the conversion of information into knowledge

In the sixth workshop, teams are challenged to learn the parameters of a new environment as they uncover hidden information about their adversary. Teams acquire new data and adapt strategies using information scaffolding and growth-oriented feedback. As the experience progresses, teams embrace a culture of continuous learning, compiling a knowledge database to apply to new scenarios. This workshop emphasises that data plus experience equals insight; insight plus experience equals knowledge.

Multi-team Strategic Development

LETS WORKBENCH

Boundary Spanning
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Collaboration Triggering Trees

TEAMWORK MICRO-SKILLS

Deep Trust
....
Explicit Informaton Sharing

In the seventh workshop, teams are challenged to coordinate communication pathways between teams as they gather and share information to develop a defensive strategy against their adversary. Teams create a system for when to give and receive information between teams using boundary spanning and collaboration triggering trees. As the experience progresses, teams embrace a culture of interdependence, recognising the benefits of cooperation in working toward a common goal. This workshop emphasises how connecting the dots reveals a complete picture.

Objectives

- **PRACTICE** coordinating communication pathways between teams to maximise efficiency

- **CREATE** a system for when to give and receive information between teams to cultivate clarity in communication

- **EMBRACE** a culture of interdependence to support mutually beneficial decision-making and collaboration

Multi-team Collaboration

LETS WORKBENCH

Shared Knowledge of Unique Expertise (SKUE) Board
....
Multi-Team System Mapping

TEAMWORK MICRO-SKILLS

Proactive Adaptation
....
Deep Trust

In the eighth workshop, teams are challenged to apply skills from Workshops 1 through 7 around trust, resilience, problem-solving, adaptation, and information sharing as they defend against attacks and overtake adversaries. Teams develop strategic partnerships using shared knowledge of unique expertise (SKUE) boards and multi-team system mapping. As the experience progresses, teams embrace a culture of unity, planning a sustainable future for their companies through a multi-team charter. This workshop emphasises that the effort of even the most talented team is not enough on its own.

Objectives

- **APPLY** skills from Workshops 1 through 7 around trust, resilience, problem-solving, adaptation, and information sharing to emphasise a comprehensive approach to teamwork

- **DEVELOP** strategic partnerships between teams to strengthen alliances

- **EMBRACE** a culture of unity to support complex problem-solving

Training is an event. Development is a process