

Securing the Human Element: Culture, Policy, and Trust

Building a People-First Approach to Cybersecurity

Roy Bene' II

CEO and Principal Consultant

Bene-Ficial IT Services



The problem with 'Check the Box' Security

- Too many orgs confuse compliance with culture.
- Policy ≠ practice — it's just ink on paper until people believe in it.
- If your employees see cybersecurity as IT's job, you've already lost.



Why the Human Element Matters

- - 82% of breaches involve the human element (Verizon DBIR).
- - People aren't the weakest link — they're the ***least supported asset***.
- - Security is everyone's job, not just IT's.



Culture Eats Policy for Breakfast

- Culture defines behavior when no one's watching.
- Leadership must model security, not just mandate it.
- You can't enforce what you don't embody.



Building Trust: The Forgotten Security Control

- Fear-based security creates resistance.
- Trust-based culture builds ownership.
- When people understand the 'why,' they'll protect the 'what.'



From Policy to Practice

- Translate 'cyber' into human language.
- Partner with HR, Legal, and Comms.
- Use stories, visuals, and microlearning.



Communicating Beyond IT

- Translate governance into human language
- Make it visible and actionable.
- Policy should guide behavior, not paralyze it.



Lessons from Leadership

- Mission readiness applies to cyber, too.
- Discipline, clarity, and accountability build resilience.
- Clarity prevents chaos and sharpens readiness.



Turning Culture Into Measurable Impact

- Track engagement, not just incidents.
- Metrics: Training engagement rate, open records request response times, engagement in governance activities.
- Recognize model behaviors.



Turning Trust Into Action

- Shared accountability replaces isolation
- Cross-departmental collaboration drives trust
- When people share ownership, culture shifts



Call to Action

- Lead with empathy
- Teach the 'why'
- Empower stewardship – not compliance
- Safeguard integrity – not systems



Thank You

- In every mission, people come first. Thank you for protecting what matters most: **the people behind the policies.**

