

RAISE CONFIDENCE IN THE SECURITY FUNCTION

A corporate security leader's ability to influence internal customers relies on those customers' perceptions of the effectiveness and value of security programs. Security can build confidence by acting as a trusted risk advisor to risk owners and stakeholders. Here are some helpful areas to focus on, based on SEC research and collective knowledge.

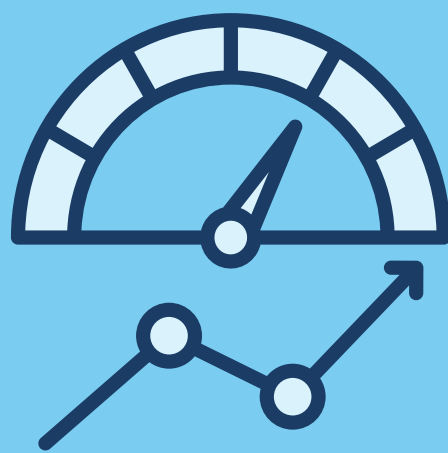


BUILD PARTNERSHIPS

Building trust with internal partners entails active listening and response, learning about the challenges of other business units and functions, and offering assistance that helps them meet their goals, not just security's. Be willing and able to have frank, honest discussions and offer and accept unbiased analysis.

USE MEANINGFUL METRICS

Meet with cross-functional partners to find out what they value within their functions, and develop security metrics that show how Corporate Security's services contribute to those outcomes. Strong, reliable data can transcend barriers of language and distrust if analyzed and communicated well.



DOCUMENT EXPECTATIONS



Build common understanding and buy-in from cross-functional partners by documenting the mission, threats, risks, requirements, responsibilities, and success measures of shared initiatives. The SEC calls this a concept of operations. It can build collaborative strength for initiatives like critical incident management, workplace violence prevention, and GSOC.