



29th ANNUAL
FIRST
CONFERENCE

SAN JUAN
PUERTO RICO
JUNE 11-16, 2017

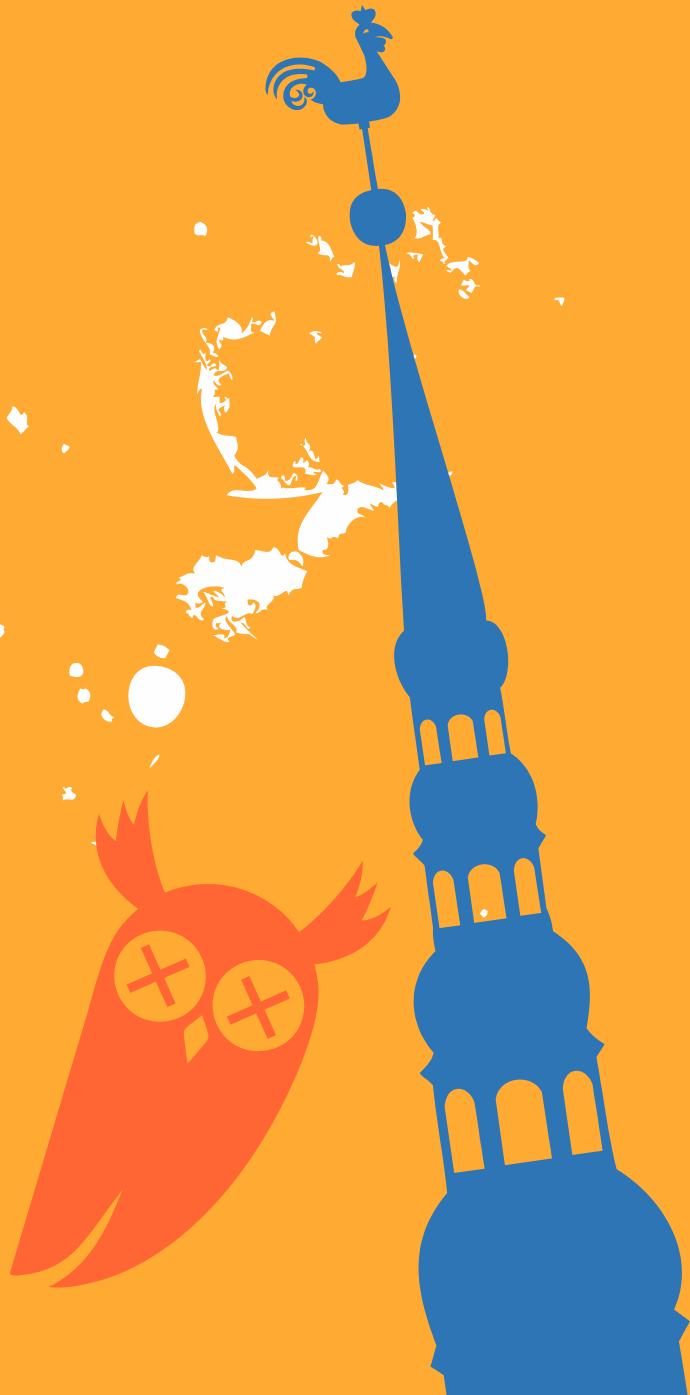
FIGHTING PIRATES AND PRIVATEERS

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

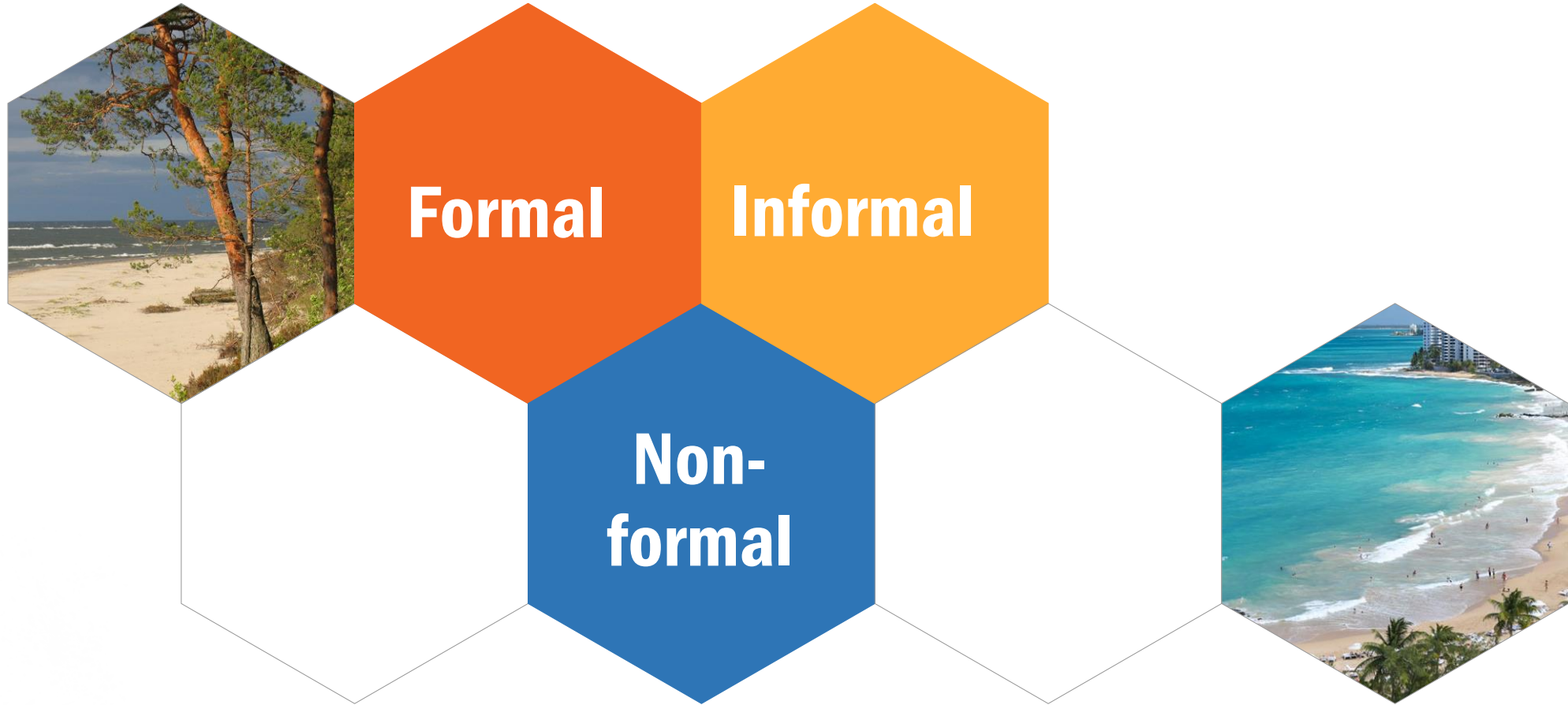
- **New members in team**
- **Unclear roles**
- **Sluggish talks (mostly about malware, code execution)**
- **Use of a digital communication prevails (emails, chat, jira, wiki, etc.)**
- **Broad specialization required**

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**

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team building experien



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**
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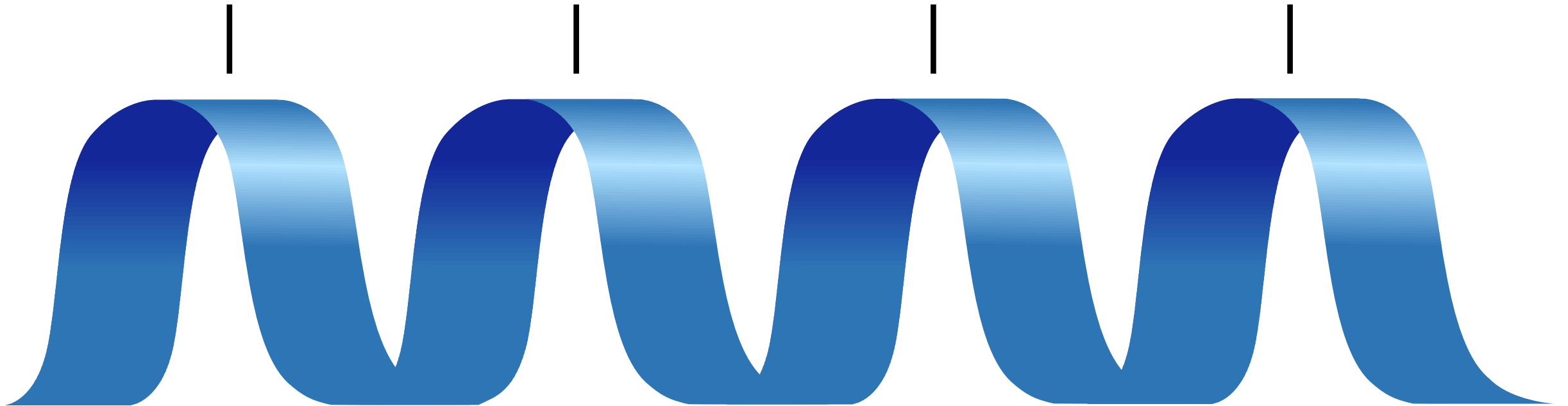
Design of team training

BREAK

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.**





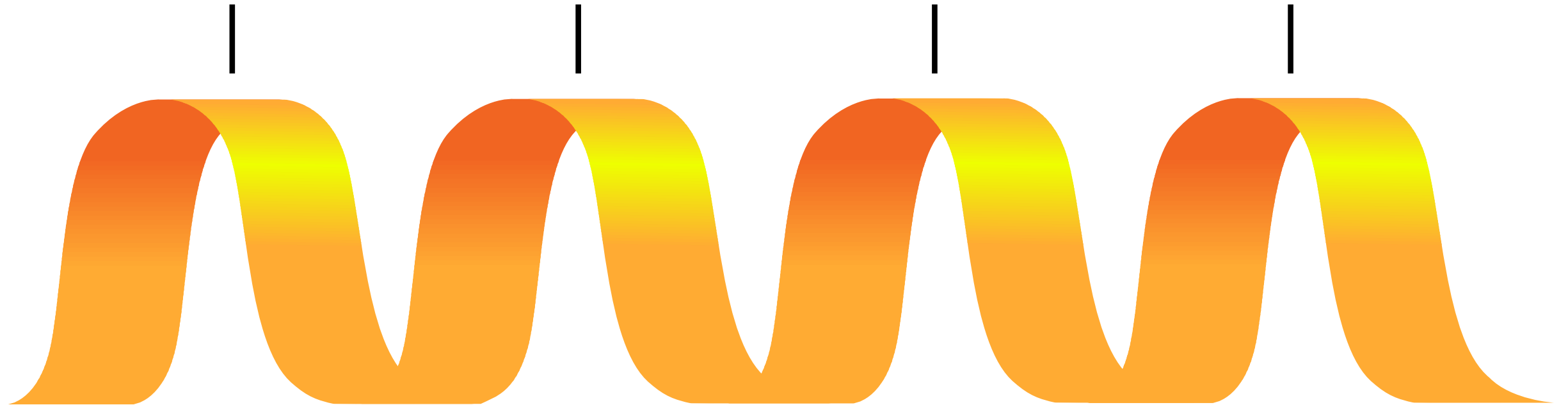
Group dynamics

FORMING

STORMING

NORMING

PERFORMING



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!***

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