Vishing Defense Coaching Tools

1. **Manager Coaching Guide:**

   - Set the tone: Make security a shared responsibility, not a burden.
   - Normalize verification: Encourage staff to verify any request that feels off.
   - Reinforce the 'Stop, Slow, Verify' rule in every team meeting.
   - Praise caution: Celebrate employees who report suspicious calls.
   - Lead by example: Always follow the same protocols you expect from your team.

2. Staff Training Script

"If someone calls claiming to be from IT or management and asks you to reset a password, share a code, or approve something urgently - STOP. Hang up. Call the trusted internal number to verify. We never punish people for being cautious. Your job is to protect the company, not to be fast."

3. Trusted-Callback Protocol Card

TRUSTED CALLBACK PROTOCOL

If you receive a call asking you to:

- Reset a password
- Share a 2FA code
- Approve a wire or payroll change
- Give access to systems or data

DO NOT comply with the call - instead:

1. Hang up.
2. Call the trusted internal number: [Insert Secure Number Here]
3. Ask to verify the request.

If they resist verification, it's a scam.

4. Role-Based Scenario Sheet

- Finance: "This is the CEO. I need you to wire $25,000 to a new vendor immediately."
- HR: "We have a payroll emergency. I need you to update this employee's direct deposit info now."
- IT: "We detected a breach. I need your MFA code to secure your account."
- Sales: "I'm from corporate. I need access to last quarter's customer list for a report."
- Reception: "I'm with the CEO's bank. We need to verify some account details."

5. 10-Minute Team Huddle Plan

1. Share a real-world vishing example.
2. Ask: "What would you do if this happened to you?"
3. Reinforce the callback protocol.
4. Remind everyone: It's okay to say no and verify.
5. End with: "If it feels wrong - it probably is."

6. Verification Checklist

Before acting on any sensitive request:

- ☐ Was the request unexpected?
- ☐ Is the caller creating urgency?
- ☐ Are they asking for codes, access, or money?
- ☐ Did they say "Don't tell anyone"?
- ☐ Did you hang up and call back on the trusted number?
- ☐ Did you confirm with a second person? If any box is checked - VERIFY before acting