# Lab 3.2: Measuring Behaviors

The purpose of this lab is for you to effectively measure key human behaviors. For this lab, we are going to give you a selection of behaviors that manage a top human risk. Select three of these behaviors and determine how you will measure whether people are actually exhibiting them. Remember, you are not measuring whether they know how to do it (knowledge); you need to measure whether they are actually doing it (behavior).

## Key Behaviors for Secure Data Handling

A common human risk that organizations need to address is the secure handling of sensitive data by the staff. Here are some common behaviors required to manage that risk:

1. The learner can explain and identify sensitive data.
2. The learner can explain and demonstrate how to authenticate an individual before sharing sensitive information with them.
3. The learner can explain and demonstrate how to securely share or transfer sensitive information.
4. The learner can explain and demonstrate how to securely destroy sensitive data (physical or digital).
5. The learner can explain and demonstrate how to report a suspected data incident.

## 1. How Will You Measure?

Select three of the behaviors from above. How will you measure whether people are actually exhibiting each of these three behaviors? You can have multiple different ways to measure each behavior.

## 2. Can’t Figure the Metrics Out?

If you can’t figure out how to measure these behaviors, who can you ask in your organization for help? Who might know or already have the data?

## 3. Building Trust

What steps can you take to build trust with your workforce? What would they be concerned about with you collecting this information? How can you help ensure you are taking people’s feelings and emotions into consideration with these metrics?