

# Slowing Down



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# The pause button

## Purpose

- To create a space for reflection before taking action.
- To resist pressure and manipulation.
- To counter impulsive actions triggered by stress, fear, and urgency.

## Mental model

- *Most cyberattacks exploit stress and urgency.*

## Participants

- Employees from both administration and production.

## Input

- Examples of urgent emails and messages.
- Introduction to cognitive biases

# Input

## A. Brief introduction

→ The facilitator introduces the concept of the pause button: The pause button is a conscious moment in which you stop before clicking, replying, changing something, or taking action.

## B. Everyday scenarios

→ Participants are given 6-8 short situations, for example:

- An email marked “URGENT” about changing a supplier’s bank account number.
- A phone call from “IT support” asking for immediate action.
- A production error in the middle of a busy period.
- A text message from a shipping company containing a link.
- A manager asking for a quick exception to a procedure.
- A system warning that has been seen many times before.
- A colleague asking for a login “right now.”

# Step 1: When is the pause button missing? (10-15 min.)

Participants review the scenarios and answer:

- Where would you instinctively act quickly?
- When should the pause button be activated?
- What makes it difficult to stop and think in the situation?

 **Focus:** Time pressure, authority, routine, and stress.

# Step 2: What happens if we don't press pause? (10 min.)

Participants choose 2 scenarios and discuss:

- What can go wrong if you act without pausing?
- What consequences could it have for:
  - Production
  - Finances
  - Security
  - Colleagues

 The **point** is to highlight that small actions can have major consequences.

# Step 3: How we use the pause button in practice (10-15 min.)

Participants formulate their own pause button checklist,.

An example:

- Stop op i 10 sekunder.
  - Stop for 10 seconds.
  - Ask: Is this expected?
  - Verify the sender through a known channel.
  - Ask a colleague or manager.
  - Wait if something feels wrong.
- Participants also discuss:
- When is it legitimate to say: “I’ll get back to you”?
  - How do we support each other in using the pause button?

# Possible answers for Step 1: When is the pause button missing? (10-15 min.)

## Where would you instinctively act quickly?

→ Typical situations:

- An email marked “URGENT” about changing a supplier’s bank account number.
- A phone call from “IT support” pressuring you to act quickly.
- A production error during peak workload. A text message from a shipping company with a link and a short message.
- A manager asking for a quick exception to a procedure.

## When should the pause button be activated?

→ The pause button should be activated when there is:

- Time pressure (“this must be done now”).
- Authority (“this is management/IT”).
- A deviation from normal practice.
- A request for login credentials, changes, or money.
- Unexpected messages or new communication channels.

# Possible answers for Step 1: When is the pause button missing? (10–15 min.)

## What makes it difficult to stop and think?

- Fear of delaying production or deliveries.
- A desire to be helpful.
- Routine and habits (“it’s usually okay”).
- Stress and many simultaneous tasks.

 **Key point:** It is precisely in high-pressure situations that the pause button is most important.

# Possible answers for step 2: What happens if we don't press pause?

## Example: Email about changed supplier bank account number

If you act without pausing:

- Payment is sent to the wrong account.
- Financial loss.
- Time-consuming cleanup and loss of trust.

## Example: "IT support" calls

If you act without pausing:

- Login credentials are disclosed.
- Unauthorized access to systems.
- Risk of production shutdown or data loss.

# Possible answers for step 2: What happens if we don't pause?"

## Overall consequences of not pausing:

- Security breaches.
- Operational disruptions.
- Financial losses.
- Loss of trust internally and externally.

 **Key point:** Small, quick actions can have major business consequences.

# Possible answers for step 3: How we use the pause button in practice

## Example of a pause button checklist

1. Pause for 10-15 seconds.
2. Ask yourself: Is this expected and normal?
3. Is there time pressure or authority involved?
4. Verify the sender through a known contact channel.
5. Ask a colleague, manager, or IT.
6. Wait if something feels wrong.

# Possible answers for step 3: How we use the pause button in practice

## When is it legitimate to say “I’ll get back to you”?

- When changes to data, access, or payments are requested.
- When the message is unexpected.
- When something is unusually urgent.
- When procedures are being bypassed.

👉 It is **professional**, not difficult, to say: *“I just need to double-check this.”*

## → How do we support each other in using the pause button?

- Acknowledge each other for stopping and thinking.
- Management supports double-checking.
- No sanctions for being cautious.
- Shared language: “Have you pressed pause?”

👉 **Key point:** The pause button only works if the culture allows it.