

We conducted an **experiment in the field** with **105** employees at a European university to examine the effect of group discussion and role-playing training on **self-efficacy**, **support-seeking** and **response** to phishing attempts.



Main Results



↑ Support-seeking intention (within-group analyses)



↑ Anti-phishing self-efficacy (within-group analyses)

↑ Phishing test reporting (compared to the control group)



↑ Support-seeking intention (compared to the control group)

Implications

- Better understanding of group discussion and role-playing as effective and interactive anti-phishing training approaches.
- Support-seeking intention could be a useful measurement to evaluate phishing interventions.

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# The Effects of Group Discussion and Role-playing Anti-phishing Training:

## Evidence from a Mixed-design Experiment

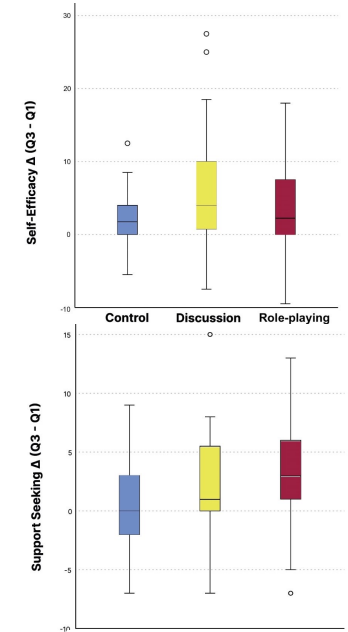


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Code System	Control	Discussion	Role-playing
Check email header			
Search online/official Web	5	11	5
Email subject	4	1	5
Verify sender	18	25	26
Evaluate email content			
Check attachment	3	4	7
Check URL	7	11	16
Analyze the request		5	11
Theme and content	4	7	7
Expectation and context	3	8	10
Read with caution	4	11	11
Quality of the text	6	12	11
Do not respond			
Do not click/respond	18	21	15
Delete	10	12	14
Block/Report			
Block the sender	1		3
Reporting	4	5	5
Report-a-phish	5	25	27
Interact with Colleagues			
Talk with colleagues	3	12	10
Inform my colleagues/friends	1	2	7

Fig 3: Number of participants mentioned specific counter-phishing practices across all questionnaires.