Social Engineering Issues and Dealing with Trolls
Lesson Plan Topics and Tips

Objectives:
● Understand the definition of social engineering and trolling
  ○ What is a troll?
  ○ What is social Engineering?
  ○ Terminology and Key Terms
● History of social engineering and trolling in US and Global
● Trends in social engineering and trolling - Current and Emerging
● Understand the mentality and motivation behind social engineering and trolling
  ○ Populations & Industry Impacted
  ○ Review Latest News & Case Studies
● Identify and apply tools to combat social engineering and trolls
  ○ Best Practices

Resources:
Overview resource including recommendations for protections:

10 Tips for Dealing with Trolls -
Key takeaways - establish protocols - if a classroom blog or other comment enabled site, establish online etiquette and appropriate commenting - keep posted on actual website; require some level of accountability for sites - complete anonymity promotes environments for trolls; name moderators; know the difference between complaining and targeting - similar to teaching the difference between arguments or bad days and true definitive bullying (whether cyber or not):
https://www.forbes.com/sites/johnrampton/2015/04/09/10-tips-to-dealing-with-trolls/#7e8c78554f4

Top social engineering scams of 2017:

Protections from hackers:
https://www.forbes.com/sites/laurashin/2017/01/04/7-ways-to-make-yourself-hack-proof/#3d448c242b54

Interesting social engineering infographic (2014):
https://www.social-engineer.org/social-engineering/social-engineering-infographic/
Understanding signs of trolls and how to deal with social media issues and trolls

Trolls will try to evoke emotional responses; show signs of inflated entitlement; exaggerate to great extent; avoid logic and rely on making it personal; often will use poor or incorrect grammar.

Trolls are best dealt with by listening and correcting - using facts is a best bet - or simply ignoring them, when possible. Add in humor. If it comes to it, block the person from your own feed or page, ban from a community or group, and report to those with administrative rights - particularly when/if trolling or social engineering issues have escalated.

https://blog.hootsuite.com/how-to-deal-with-trolls-on-social-media/

Interesting resource on Cyber topics including social engineering:
https://www.darkreading.com/

Entire lesson plan for four activities related to cyber security:
http://www.pbs.org/wgbh/nova/labs/about-cyber-lab/educator-guide/

Understanding the power of ignoring unknowns

Course at cybrary:
https://www.cybrary.it/course/social-engineering/

Robust lesson plans: https://staysafeonline.org/teach-online-safety/

Basics of social engineering issues and ways to combat:

Social engineering overview
https://www.knowbe4.com/what-is-social-engineering/

Cyber Savvy Companies (Rulebook)
http://www.rmmagazine.com/2017/03/20/how-to-create-a-cyber-savvy-corporate-culture/

History of Internet Trolling
1) “The Trolls Among Us” http://www.nytimes.com/2008/08/03/magazine/03trolls-t.html

Terminology