Communicating Effectively for Audit Success

About This Course

Course Description
Internal auditors spend the majority of their time communicating: speaking with and interviewing clients, preparing information for distribution, and deciphering information they have gathered.

Having effective communication skills is a necessity to be a successful auditor. And having solid interviewing skills will make the audit experience more pleasant and effective for both the auditor and the client.

Interviewing is part science and part art form, and this course is designed to help auditors develop the interviewing skills needed for establishing rapport and effective fact gathering. Participants will gain an understanding of how different communication styles impact both how a message is presented and received and how to effectively manage various communication styles and situations.

This interactive course will use lecture, examples, real-life case studies, and group exercises to help auditors develop interviewing and communication skills to be immediately implemented in interviewing situations and meetings. Additionally, handling conflict and difficult situations will be addressed.

This course utilizes the DiSC Assessment to evaluate participants’ communications styles.
Course Topics

Communication Skills
- Listening
- Body language
- Tone and attitude
- Formal versus informal
- Establishing rapport
- Building relationships
- Understanding your audience

Communication Styles
- Types of communication
- How style type impacts presenting and receiving messages
- Styles, behaviors, and preferences
- Identifying behaviors and working with varying behaviors

Informal Communication
- Email
- Impromptu meetings
- Phone calls

Interviewing and Questioning
- Understanding the business
- Defining objectives and risks
- Establishing rapport
- Types, styles, and progression of questions
- Using guides and questionnaires

Meetings
- Facilitating meetings
- Agendas
- Timing and location
- Formalities – length, rescheduling, follow-up, timeliness

Negotiating
- Being prepared
- Characteristics of a negotiation
- People versus problems
- Identifying alternative solutions
- Understanding positions

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Presentations
- Determining presentation style for audience
- Detailed versus “bottom-line” and everything in-between
- Visualization of data / information
- Understanding timing of presentations
- Fear of presentations – tips of the trade
- Organization of information – telling a story

Reports
- Getting to the point
- Readability and conciseness
- 5 C’s
- Voice – active versus passive
- Audit “speak” and lingo
- Visualization of information
- Length and the use of appendices
- Reviewing and editing

Challenges
- Difficult people and situations
- Conflict situations
- Audit findings
- Thinking on your feet
Course Information

Course Duration: 2 Days

CPE Hours Available: 16

Knowledge Level: Intermediate

Field of Study: Communications and Marketing

Prerequisites: Auditors with at least 1–2 years’ experience in order to draw upon their professional audit experience.

Advance Preparation: None

Delivery Format: On-site Training (Group-Live)