Communication Skills for Auditors

About This Course

Course Description
Successful auditors are effective communicators, clearly conveying thoughts, ideas, and suggestions during meetings, presentations, interviews, and negotiations with audit customers and executives. As you move through your career, it’s important to develop your own communication style, learn how to respond to the styles of others, get your message across clearly, maintain poise, and project your own professionalism.

During this course, auditors at all levels will learn the best practices for presentations, interviewing, negotiations, and practice techniques for mastering public speaking.

Through facilitator presentations, group discussions, case studies, practical exercises, and individual coaching and feedback, participants will learn to see themselves as others see them, in terms of style and the impressions they create, and increase their ability to reach negotiated agreements in a wide range of audit situations.

Course Objectives

- Articulate how best practices in communication strengthen business results.
- Identify the four ways breakdowns in communication can occur.
- Develop an understanding of your own communication style.
- Learn to identify the communication styles of others.
- Develop a process to respond to the communication styles of others.
- Identify tools and best practices to communicate clearly.
- Learn best practices to manage the fear of public speaking.
- Maintain poise and professionalism.
- Identify the three stages of the interview process to obtain needed information.
- Identify strategies to negotiate agreement.
- Understand the dynamics of building a team and strengthening client relationships.
- Develop the four dimensions of versatility to influence others.
Course Topics

The Communication Model
- Classic definitions of sender, receiver, medium, and message
- Application of the model to various types of communications

Social Styles and Communications
- Style preferences and behaviors
- Recognition of styles
- Impacts of styles on communications
- Communications between and among differing styles

Best Practices for Presentations
- Characteristics of presentations
- Types of presentations, including audit-committee presentations and opening, status, and exit meetings
- Presentation best practices, including organization of content, visual factors, and vocal factors
- Ways to handle fear of presentations
- Use of presentation visual aids

Best Practices for Interviewing
- Purposes for interviews
- Stages of the interview
- The interviewing relationship
- Listening skills
- Questioning skills
- Response skills

Best Practices for Negotiating
- Characteristics of negotiations
- Separation of people from problems
- Distinctions between interests and positions
- Creation of options
- Alternatives to negotiated solutions
- Strategies for hostile negotiations
Course Information

Course Duration: 4 Days

CPE Hours Available: 32

Knowledge Level: Basic

Field of Study: Communications and Marketing

Prerequisites: None

Advance Preparation: None

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