Interviewing Techniques for Successful Audits

About This Course

*Course Description*
Conducting effective interviews is an essential part of the internal auditor’s job. This seminar will provide a framework to help you develop interview skills and provide ways to strengthen your current skills. Examples of real life interview challenges and potential solutions will be shared to better prepare you for the difficult interview. Use of the tips, techniques, and tools provided will enable you to become a more effective interviewer. Having strong interviewing skills is an essential element for gathering audit evidence to support audit conclusions.

Auditors with five years or less experience in IT, operational, performance, or financial auditing who want to learn new tips, techniques, and tools for developing their interview skills will benefit from this course, as will more experienced auditors with more than five years’ experience who want a refresher or to identify new approaches to conducting interviews to gather better evidence that support audit conclusions.

This seminar will cover the following important issues:
- Tips, tools, and techniques to conduct more valuable interviews
- Skills needed to become a successful interviewer
- Setting the environment and tone to improve how the interviewee perceives the process
- Working with difficult people for successful interview results
- Focusing on the audit objective to make the interview more effective for the participants (e.g., staying on track, summarizing the appropriate information, and follow-up questions)
Course Topics

*Communication*
- Communicator styles
- Barriers
- Effective communication
- Types of communication
- Measuring communication effectiveness

*Importance of Interviews*

*Standards, Practice Advisories, and Practice Guides*

*Audit Evidence*

*Barriers to a Successful Interview*
- Poor planning
- Weak communication skills
- Objective not defined
- Wrong timing
- No rapport
- Difficult interviewee

*Interview Types*
- Planning
- Walk through
- Surveys
- Fact finding
- Follow-up
- Fraud

*Communication Skills*
- Listening
- Body language
- Tone
- Setting
- Approach
- Building rapport
List of Sample Interview Questions

Planning Steps

Key Steps and How to Execute Them Effectively

Real Life Examples of Interviews “Gone Wrong” and Potential Solutions

Lessons Learned and Leading Practices

Tip Lists and Reference Materials

Exercises:
- Difficult interviews
- Different approaches to different types of interviews
- Communication skills
- Conducting an interview
- Interview disasters

Course Information

Course Duration: 1 Day

CPE Hours Available: 8

Knowledge Level: Basic

Field of Study: Communications and Marketing

Prerequisites: None

Advance Preparation: None

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