Relationships, Interpersonal Skills, and Auditing: Becoming a Trusted Advisor

About This Course

Course Description
The key to a successful business career depends upon how well you develop and maintain positive relationships. Each of us cannot accomplish our job and career goals without learning from, assisting, and working well with others. The ultimate goal of a Chief Audit Executive/Auditor is to become a “Trusted Adviser.” A Trusted Adviser is someone who others look to for counsel and advice — a trusted confidant who will listen when times get difficult. During the training you will learn the why and how of developing relationships that will assist you in becoming a “Trusted Adviser.” Tips, techniques, and reference materials will be provided to assist auditors at all levels in personal and team development.

These important issues will be discussed during the seminar:

- Relationships and the impact they have on auditor effectiveness
- How, why, and when to build business relationships
- Positives and negatives of relationships
- Skills that facilitate relationship building
- Different behavior or personality styles
- Tips, tools, techniques, approaches, and lessons learned regarding relationships

Course Objectives
- Review the reasons that make building strong relationships difficult.
- Discuss why building relationships with primary stakeholders (e.g., audit committee/board members, executive management, c-suite), management, and staff are essential for success.
- Understand the phases of building relationships.
- Learn how to build relationships that last.
- Review the impact positive relationships have on performing internal audit’s role in the organization.
- Identify the signs of weak and/or deteriorating relationships.
- Understand the knowledge, skills, and abilities necessary to facilitate relationship building.
- Review methods to better understand personality or behavior types.
- Identify development methods to improve interpersonal skills (people skills).
- Identify audit tools and techniques to enable more efficient and effective audit working relationships.
- Identify resources and reference materials for future training and development.
Course Topics

Difficulty in building relationships that last

How, what, and when of relationship building

Importance of building relationships with primary stakeholders

Phases of relationship building

Impact on internal audit’s role with positive stakeholder relationships

How to identify weak and/or deteriorating relationships

Knowledge, skills, and abilities that enhance relationship building

Different types of behavior and personality styles

Human side of internal auditing

Tips, tools, techniques, approaches and lessons learned about relationships

Reference materials/resources for future use

Course Information

Course Duration: 1 Day

CPE Hours Available: 8

Knowledge Level: Intermediate

Field of Study: Personal Development

Prerequisites: Leadership Skills for Auditors course or equivalent leadership skills

Advance Preparation: None

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