

## **Communication and Interpersonal Issues for Auditors: Mastering the Critical Skills**

### **Summary**

As the experts they are, professional auditors must have outstanding technical skills. But they must also be expert at communicating their ideas, influencing managers and employees, and driving change – all while demonstrating both real and perceived value. Traditional audit training is heavily focused on technical and audit reporting issues, but what about auditor communication, behavior and interpersonal skills. Things like building rapport and trust, interviewing and presenting confidently, and selling our ideas. While we all agree that sound technical skills are required for auditor effectiveness, the mastery and daily application of communication and interpersonal skills are just as important. This seminar teaches participants how to master critical communication and interpersonal skills needed by all auditors.

### **Learning Objectives**

In this program, participants will learn how to:

- Establish rapport and trust
- Sell audit ideas
- Interview and listen
- Speak and present
- Influence change
- Develop and apply Internal Consulting Skills

### **Program Content**

- Auditing on “purpose”
- The four levels of auditor growth
- Critical Communication and Interpersonal Skills for Auditors
- Developing a personal skills inventory
- Action plans for addressing communication and interpersonal skills needs
- Communicating real value – using the language of management
- How to present yourself as the expert you are
- How to sell audit findings – and increase the likelihood of management action
- How to spread best management practices while maintaining objectivity in your work
- How to employ internal consulting skills in audit situations – every day
- Anticipating and overcoming resistance

### **Instructional Method, Program Length and Continuing Education Credits**

This seminar utilizes a combination of lecture, discussion and short exercises. The program length is one full day. In accordance with the standards of the National Association of CPE Sponsors, Continuing Professional Education credits have been granted based on a 50-minute hour. National Registry of CPE Sponsors ID Number: 108226.

<b>Program Level:</b>	Intermediate
<b>Prerequisites:</b>	Minimum of six months of work experience in auditing
<b>Advance Preparation:</b>	None
<b>Delivery Method:</b>	Group-Live
<b>Field of Study:</b>	Auditing
<b>CPE Credits:</b>	8 credits