

Emotional Intelligence

The Leadership, Teamwork
& Personal Skills Every Auditor
& Manager Should Know



JOHN J. HALL

Wednesday, July 26, 2023

Summer Webinar Series

Overview

TITLE	A Fresh Look at Business Prevention: <i>What Works, What Doesn't & What You Can Do About It</i>
PRESENTER	Mike Jacka
DATE AND TIME	Wednesday, July 26, 2023 11 AM ET (10 AM Central / 9 Mountain / 8 AM Pacific)
LOCATION	Zoom Webinar
CPE CREDITS	2.0 CPE credits in Auditing
NO. IN SERIES	Summer Webinar Series Program 4 of 6

Program Description

The difference between an average auditor or manager and a great auditor or manager has less to do with hard skills and more to do with their ability to work with others. Emotional Intelligence (EQ) is a concept that speaks directly to this need, positively impacting leadership, motivation and teamwork skills, and critical to your effectiveness and success whether you are part of a traditional work environment or the 'new and improved' hybrid model most face today.

In this session, guest presenter Mike Jacka will provide the basics of EQ, including the framework that helps auditors and every leader understand how personal and social competencies work to create effective relationships and better team results. And for our audit professionals, we'll also show how EQ impacts each part of the audit process.

Learning Objectives

- Identify emotional intelligence (EQ) and the underlying components
- Understand how EQ results in more effective relationship-building and leadership skills
- Understand how EQ can be used within teams to make them more effective
- Apply the concepts of EQ in internal audit and all professional activities

Who Should Attend

- Internal audit, government audit, and similar compliance and business leadership professionals.
- Certified Public Accountants and Chartered Accountants
- Certified Fraud Examiners
- Business executives, managers, and supervisors at all levels

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About Your Instructor

During a 30-year career in internal audit with Farmers Insurance, Mike Jacka was responsible for projects as far-ranging as the development of fraud investigation procedures for a 100-person audit shop, oversight of Farmers' western regional auditing operations, and designing auditor training programs for a global organization of 200+ staff members. Currently, he is the Chief Creative Pilot for Flying Pig Audit, Consulting, and Training Solutions (FPACTS), a group dedicated to advancing the skills and quality of internal auditors and all professionals.

Mike is a top-rated presenter, award-winning columnist, and contributor to Internal Auditor magazine including his column "The Mind of Jacka", his blog "From the Mind of Jacka" and the magazine's lighter side pieces such as "Alice in Auditland", "Auditing Songs for the Holidays", and "Auditors Anonymous". He is also the author or co-author of numerous books including *Business Process Mapping: Improving Customer Satisfaction*, *Auditing Social Media: A Governance and Risk Guide*; and *Message, Brand, and Dollars – Auditing Marketing Operations* (all currently in second editions), as well as the rather curiously titled *Auditing Humor and Other Oxymorons*.

Email Mike at mjacka@fpacts.com and follow him on LinkedIn or Twitter (@figre)

Webinar Information

Our webinar programs qualify for CPE Credits (NASBA.org). See NASBA.org for program field of study definitions:

[View PDF](#)

Delivery Method: Group Internet-Based (On-Line Education Webinar)

Prerequisites: None

Advance Preparation: None

Program Level: Intermediate

The programs in this 2023 Summer Series are presented in a live on-line skills training Webinar format (group internet-based delivery). We host our programs using the Zoom software platform.

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