

How to deal with difficult internal audit clients and client conflicts (HDCC)

DAY/S: 2

CPD:16

LEVEL: 1,2,3,4

SOFT SKILLS



COURSE OBJECTIVE

Internal Auditors need to understand their own and other patterns of behaviour to enable effective relationship-building with their clients and colleagues. The key objective of this course is to provide delegates with the necessary tools to improve on their behavioural patterns and communication skills. This encompasses effective relationship building, communication, presentation skills, interviewing, marketing/selling and conflict management tools and techniques. al reconstruction.



COURSE CONTENT

1. Introduction – Creating the Context of Human Behaviour (the “Ice Cream” model) Building the case for Self-development – understanding myself; understanding others’ behavior; and appreciating how I can influence others in a positive / destructive manner.
2. Interpersonal Skills needed by Internal Auditors during the entire Audit Process
 - a. Obtaining / Gathering Information from all levels of management and staff
 - Understanding and dealing with different types of personalities
 - Rapport-building
 - Verbal and non-verbal communication (Unwritten Rules)
 - Effective Presentation Skills
 - b. Discussion of Audit Findings and Reports with all levels of management and staff
 - All of the above sessions refer
 - Selling/marketing audit findings (selling/marketing principles)
 - Conflict Management (Dealing with bullies and cry babies (short video, “Everybody Loves Raymond)).
 - Five Different conflict management styles – identified and analysed – understanding your own style and the style of others
 - Negotiation Skills (How to convince management of the significance of your audit findings and how to approach and convince different types of personalities)
 - Practical Case Studies: Client-specific Environment

- Body language (various video clips case studies)
- Dress code
- Interview and listening skills
- Interview Techniques
- Listening Blocks (practical case study hand-outs)
- Preparing and Planning for the Interview
- Conducting the Interview and De-briefing
- Real and Fake Listening
- Listening Skills
- Techniques to Improve your Listening Skills
- Various practical case studies: “The Prisoner’s Dilemma” (dealing with issues of listening skills; ethics; assumptions; and diversity management) and other Internal Audit case studies (role plays, planning and conducting the interviews)

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COURSE CONTENT

The above modules take two days to complete. Workshop participants will be provided with a Workshop Booklet. Case studies will be tailored for the client's specific environment.

The course addresses the following key areas:

- The Case for Self-development (Self-assessment of interpersonal skills)
- The Context of Human Behaviour
- Understanding and dealing with different personalities (Type A/B); Self-assessments
- Behavioural Patterns (understanding your own and others')
- Verbal and non-verbal communication (Unwritten Rules, including short video)
- Rapport-building
- Body language (short video)

- Interview and listening skills
- Interview Techniques
- Listening Skills (including practical exercises)
- Listening Blocks (practical case study hand-outs)
- Case study: "The Prisoner's Dilemma" (dealing with issues of listening skills; ethics; assumptions; and diversity management)
- Selling/marketing audit findings (selling/marketing video)
- Conflict Management (Dealing with bullies and cry babies (short video, "Everybody Loves Raymond))
- Negotiation Skills (How to convince management of the significance of your audit findings and how to approach and convince different types of personalities)
- Practical Case Studies: Client-specific Environment
- Conclusion – what have we learned?