

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

Duration: 4 hours per session
over 4 days

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.



COURSE OUTLINE

Session 1 (4 Hours) - Morning Session 08:30 – 12:30

- Introduction and Setting of Objectives
- 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')
- Setting the Climate for Co-operation
 - o First Impressions
 - o Rapport-building

Session 2 (4 Hours) - Morning Session 08:30 – 12:30

- Re-cap Session 1
- The Process of Communication
 - o Key elements with examples
 - o Types: Verbal and non-verbal communication (Unwritten Rules, including various case studies)
 - o Characteristics of effective communication
 - o Characteristics of an effective communicator
- Listening Skills (including practical exercises)
 - o Defining active and fake(pseudo) listening
 - o Listening Blocks (practical case study hand-outs)
 - o Various techniques to improve on listening skills
 - o Defining paraphrasing

- o Practical case studies for paraphrasing
- o Interview and listening skills

Session 3 (4 Hours) - Morning Session 08:30 – 12:30

- Re-cap Session 2
- Interview and Questioning Techniques
 - o 3 Stages of the Interview Process
 - o Pre/Planning
- How do you prepare for the interview
- Key elements
 - o Implementation
- Steps of the process – checklist
 - o Post-implementation
- Debrief
 - o Different types of questions
 - o Two main types
- Open-ended with examples
- Closed-questions with examples
 - o Powerful questions to ask
 - o The root cause question("Why?")

Session 4 (4 Hours) - Morning Session 08:30 – 12:30

- Re-cap Session 3
- Discussing audit findings and reports
 - o Selling/marketing audit findings
 - o Making recommendations
 - o Influencing the unco-operative
 - o Conflict Management
 - o Five Different conflict management styles understanding your own style and the style of others
 - o Practical case study, self-assessment
 - o How do the different personalities deal with conflict, and how do you approach them
 - o Assertiveness - Negotiation Skills (How to convince management of the significance of your audit findings and how to approach and convince different types of personalities)
 - o Guidelines for Assertive Behaviour
 - o "O-BEFO"
 - o Practical Case Studies
- Conclusion – what have we learned?

Please be advised of the event terms and conditions.
Delegates are also requested to review the content and the levels of the courses presented before booking, to ensure they are attending the right course.

Please click here for [general course information](#)

Delegates are also requested to review the content and the levels of the courses presented before booking, to ensure they are attending the right course.