



## **International Audit Training**

Proven Strategies, Techniques and Tools that Empower, Inspire and Drive Change

# **Audit Communication Skills for the International Internal Audit Professional**

**[www.Audit-Research-Center.com](http://www.Audit-Research-Center.com)**

More Information | [Info@ARC-Institute.com](mailto:Info@ARC-Institute.com)



# Training Programs



## Audit Report Writing

### Overview:

Writing an effective audit report means communicating key messages to your audit stakeholders, clearly, concisely and persuasively. It means writing recommendations that will be agreed, accepted, and acted upon. Every word matters when you need to satisfy demanding stakeholders in today's dynamic international environment. Learn the same proven techniques and strategies that thousands of auditors from Europe to America to South Africa have learned and put in place immediately following the workshop.



## Negotiation Skills for Auditors

### Overview:

In today's complex international environment, internal auditors have to successfully overcome two major challenges: Achieving cooperation with audit clients AND navigating between your own position and the audit client's position on findings and recommendations. By focusing on persuading, negotiating and building relationships entirely from an internal audit point of view, you will be better equipped to optimize cooperation, deal with difficult audit clients, and overcome resistance to findings, risk and recommendations.



## Global Communication Competence

### Overview:

Your role as an international internal auditor is a demanding one, and excellent communication skills are critical to your success. Global communication competence requires understanding how language, culture and communication skills impact audit results.

Learn proven techniques and strategies to build relationships, get cooperation and agreement, and communicate authentically and persuasively. Communicate more effectively within the team and with stakeholders. Increase your personal success and the results of each audit.

### Program Objectives and Results

- Plan and prepare with stakeholders in mind so writing is focused and concise;
- Learn universal principles of writing in English that are specifically tailored to audit reports;
- Write persuasive audit findings and recommendations that are easily agreed;
- Gain efficiencies during audit report writing and review process to first draft to final acceptance;
- Provide an executive checklist for self review to consistently monitor and meet management's expectations;
- Address the avoidable cultural mistakes in your audit report writing style that could provoke or offend your international audit client.

### Program Objectives and Results

- Understand the interplay of audit, communication, language, culture and relationships so you can be more successful in any negotiation;
- Create a strategy playbook so your position is clear and you are prepared for any objection;
- Learn negotiation strategies and techniques to increase cooperation and prevent conflict so discussions over findings and recommendations are easier and shorter;
- Refine your questioning and listening skills so you can get the information and answers you need, including non-verbal communication that tells the real story;
- Learn facilitation language and skills so you successfully communicate no matter the format of the meeting.

### Program Objectives and Results

- Build deeper relationships that support you as you add value to your audit clients, team members and organization;
- Understand the impact of language, behaviour and culture on communication so you are prepared to prevent and overcome communication challenges as they arise;
- Persuade your business partners to take action by asking the right questions, listening and responding appropriately;
- Apply current influencing and marketing techniques and strategies that will enable your messages to resonate with your business partners;
- Communicate more effectively so you can deal with difficult personalities, challenging situations and cultural mishaps.

These trainings are performed with our Senior Training Partner Tracie Marquardt, adjunct member of the Audit Research Center

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# Training Programs



## Interviewing Skills for International Auditors

### Overview:

Conducting effective audit interviews is one of the most valuable methods you have to ensure your audit report adds value. To achieve this, you have to focus on the heart of communication: effective questioning and listening skills.

Combine these with behaviour, body language, cultural insights, interview strategy and facilitation techniques to create a successful outcome. Learn how to deal with difficult personalities and conflicting goals, and ensure you leave a positive, professional impression of audit behind you.



### Program Objectives and Results

- Plan and prepare for your interview so the stage is set for your success;
- Apply rapport-building techniques so you can develop and foster strong, value-added business relationships;
- Employ a variety of question types and techniques so you get the information you need even when you are under time pressure;
- Learn facilitation language and skills so you are better able to control the flow of the interview;
- Navigate communication dilemmas as they happen, so you can successfully deal with challenges and unintended conflict no matter when or where it arises.

## Preparing and Delivering Powerful Presentations

### Overview:

To present successfully to audit clients and board members, you need an effective storyline, compelling content, and a deep understanding of what motivates your audience. It means taking them on a journey to see, feel and believe in the value of the change to come: from today's status quo to tomorrow's possibilities.

Learn how to inspire your audience to action. Create slides that support you and your message. Deliver your presentation in a confident, professional manner.



### Program Objectives and Results

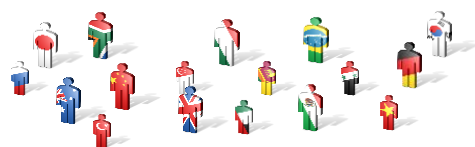
- Connect with your audience so your key messages resonate and inspire;
- Develop a compelling concept and storyline with content that moves your audience to action;
- Plan and structure your presentation so your key messages are clear, persuasive and effective;
- Arrange slide content in a way that supports your presentation goals while ensuring your audience focuses on you and your messages—not the slides;
- Deliver your presentation in an authentic, confident and persuasive manner that creates a dialogue with your audience.

## Intercultural Communication Competence for Auditors

### Overview:

Today's internal auditors work around the world, interviewing, negotiating, and writing audit reports for multiple international stakeholders. Communicating across cultures brings new challenges that require you to be more aware of language, culture and behavior than ever before. Because when you get it wrong, you can negatively affect the outcome of the audit.

Increase your knowledge of how to audit in other cultures while understanding the impact of your own culture on the success or failure of your communication.



### Program Objectives and Results

- Apply the Trompenaars-Hampden-Turner '7 Dimensions' so you have a deeper understanding of what cultural tendencies may be at play for you and your audit clients;
- Assess the effectiveness of your communication style in the moment so you can begin to overcome perceived misunderstandings immediately;
- Deal with challenging situations within the audit process that may arise from cultural differences and misunderstandings;
- Understand how behaviour, language and emotion can influence your response to challenging communication situations;
- Implement strategies to resolve cultural dilemmas so that audit objectives can be achieved while maintaining professionalism.



# Successful Internal Audit

## Next Level Auditing with ARC HiANCA

- Improved audit and team performance by using latest insights on brain research -

### Overview:

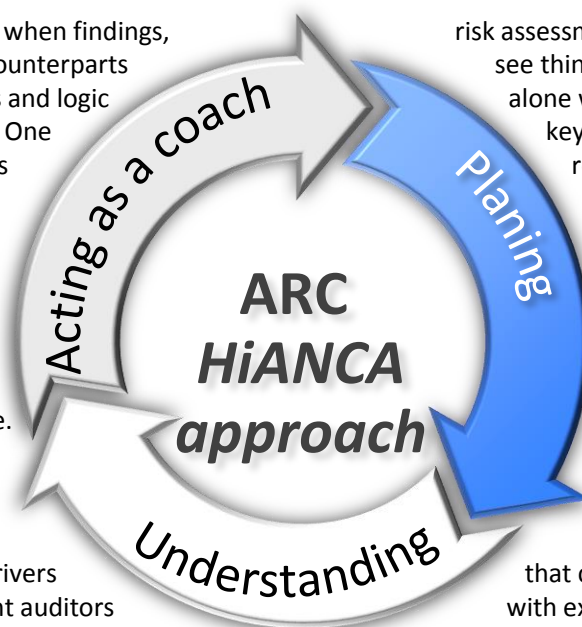
Conducting effective audit interviews is one of the most valuable methods you have to ensure your audit report adds value. To achieve this, you have to focus on the heart of communication: effective questioning and listening skills.

The ARC Heuristic Intuition Assessment, Negotiation and Coaching Approach (ARC HiANCA) is an approach that enables internal auditors to understand and react to the current pain points and challenges of business counterparts more effectively than ever before. Participants learn how to monitor and adjust language, behaviour and communication strategy, which influences the acceptance of their messages. ARC HiANCA enables internal auditors to manage stakeholders while maintaining the balance of power.

Disappointment can arise quickly when findings, not accepted because business counterparts accepted today that facts, figures and logic someone to agree or take action. One interface between the brain areas language, and those areas that and decision-making. the lack of knowledge about successful in convincing others.

The key objective of the ARC understand the mechanics of from a brain research perspective. is not only better communication how to win the acceptance of working relationships.

This training is one of the main drivers audit teams: strong, self-confident auditors communication skills, whether they are or within the audit team.



risk assessments and recommendations are see things differently. In fact, it is generally alone will not necessarily convince key reason is that there is no direct responsible for logic, thinking, and are the foundation of behaviour Therefore, the real fault lies in the ingredients necessary to be

HiANCA training is to clearly behaviour and decision-making The major benefit of this training and team skills, but also learning others and establish excellent

that contribute to high-performance with excellent relationship-building and communicating with business counterparts

**This training is offered at two levels: for the management team of Corporate Audit, and for audit team members.**

### For Audit Executive Management:

The training is tailored to audit management, with a focus on understanding the point of view of senior business counterparts and how to communicate with strategic stakeholders, including senior management and the Board. Stakeholder's needs, effectiveness of relationships, and the role of Internal Audit and Audit executives are examined.

### For Audit Team Members and Operational Audit Leaders:

Very often, internal auditors may experience push back, lack of cooperation and even aggression from some business counterparts. ARC HiANCA helps to prevent and deal with such situations before they result in conflict. In addition, the training offers internal auditors the opportunity to understand the different roles of management, e.g. typical behaviour concepts in leadership, the manager as expert, doctor or coach. Participants will learn the pros and cons of each role and resulting impact on their own behaviour.

Ultimately, participants become more comfortable and skilled at persuading and influencing no matter their hierarchical perspective. Follow-up group web-coaching sessions may take place two to three months after the workshop so that participants may ask questions and get feedback on current audit communication challenges.

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