

Gathering Information & Landing Audit Issues

Overview

Internal Audit faces unprecedented expectations and challenges in its critical role as part of an organizations toolkit to identify and manage risk effectively. In particular, auditors are under pressure to identify deficiencies and then work with management in a business-focused way. Internal Audit increasingly needs to step up and be part of the solution, working in partnership with management to enable them to identify and rectify problems in a way that meets stakeholders' needs appropriately and cements the role of Internal Audit as a valued business partner.

Using practical, realistic exercises and case-studies this intensive 2 day course is delivered by subject matter specialists. It will develop the critical interpersonal skills needed by auditors to manage conversations when gathering information and when presenting issues to auditees in a way that drives actions which add value to the business, minimizing financial and reputational damage and reducing risk.

Participants will use proven models and techniques interspersed with numerous opportunities to practice and develop skills, observe others and receive individual feedback in order to build their own skills toolkit.

Learning Objectives

Upon completion of this course delegates will:

- » Be better able to develop impactful business-focused relationships with auditees
- » Understand, and be able to apply the P.E.A.C.E. interview framework and other tried and tested interview models in the workplace
- » Understand and use proven, evidence based questioning techniques whilst maintaining stakeholder engagement
- » Be able to better identify personality types and adapt their approach to be more effective in audit meetings
- » Better prepare for "difficult" conversations and manage them more effectively, presenting issues in a way that engages management constructively, minimizing the potential for conflict
- » Develop proven meeting note-taking methodology ensuring accuracy and increased detail and product
- » Be able to assert themselves with confidence and develop reflective practice to improve their impact

Accreditation

Moody's Analytics is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.

WHY MOODY'S ANALYTICS?

Current and Consultative

Our seminars are created and updated utilizing the extensive experience, skills and research of Moody's Analytics. For in-house training, we work with you to understand the distinct needs of your organization and design, implement, and track the performance of your learning programs from end-to-end, including skills assessment, program design, implementation, evaluation, and enhancement.

Comprehensive Coverage

We offer a broad set of technical and soft skills programs that can be combined and adapted to the needs of your staff. Our areas of expertise include banking, finance, sales negotiation and leadership development:

Unparalleled Expertise

Our training solutions leverage over a century of experience in risk assessment and the comprehensive tools, data, and analysis of Moody's Analytics to deliver timely, in-depth, and comprehensive knowledge. In delivery, our people make the difference – they combine deep experiences as financial practitioners, intellectual passion for the content, and superior academic credentials with a commitment to delivering outstanding quality.

Gathering Information & Landing Audit Issues – Agenda

DAY ONE

1. Introductions & Course Overview

- » The Trust Equation
- » Principles of an investigation, enquiring mindsets, and the impact on business of auditors confirmation bias
- » P.E.A.C.E. model overview

2. Planning & Preparation

- » Structuring your planning and preparing for meetings effectively, addressing both content and interpersonal considerations
- » Identifying personality types and adapting appropriately

3. Effectively Engaging

- » Effectively engaging with auditees and explaining the audit process
- » Using linguistic tools to influence and pitch the conversation at the right level

4. Account, Challenge & Confirm

- » Appropriate and productive questioning techniques
- » Effective listening
- » Probing for the root cause

DAY TWO

5. Recap & Review

- » Re-visit and re-orientate Day 1

6. Account, Challenge & Confirm (cont.)

- » Taking effective notes during the meeting
- » 'Challenging' auditees appropriately within the interview

7. Landing the Audit Issue

- » Avoiding conflict and managing difficult interviews
- » Preparing for and structuring the audit findings meeting
- » Delivering the audit finding

8. Closing the Meeting

- » Closing the meeting and agreeing actions
- » Management action and rectification of gaps

9. Evaluation

- » Reflecting on the meeting and reviewing outcomes
- » Giving & receiving feedback

10. Course Conclusion

- » Course De-brief, closure and Certificates of Attendance

Tailor Any Seminar for Your Organization

Moody's Analytics offers customized training and eLearning solutions to help you maximize your training investment. Our hands-on approach benefits companies of all sizes and requirements – from those with just a few local employees to those with staff dispersed around the globe. Contact us to learn more and to work with one of our training consultants to design the right program for your organization.

Multiple Bookings

Special rates may be available for multiple seminar or group bookings. Please contact us for details.

Fees & Cancellations

The fee listed is per participant and includes refreshments, lunches and seminar materials. Seminar fees do not include tax, transportation or hotel accommodations. Payment must be received in full prior to the start of the seminar. Registrations may be cancelled in writing via letter or email at least 30 days before the first date of the training for a full refund. Cancellations received less than 30 days in advance are eligible for substitution with another seminar, but fees will not be refunded. We reserve the right to cancel or reschedule seminars at any time. For further information on our refund and complaint policy, please contact us.

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