

COURSE OUTLINE:

# Managing Audit Interviews

1 day  
8 CPE Credits

## Overview

This 1 day course will introduce delegates to Investigative interviewing in an audit setting. Conducting effective audit meetings adds value to business, prevents reputational damage whilst reducing risk, increasing efficiency along with reinvigorating staff confidence and improving competence.

## Learning Objectives

Upon completion of this seminar delegates will be able to:

- » Understand, and apply the P.E.A.C.E. interview framework in the workplace
- » Understand and use proven, evidence based questioning techniques
- » Recognise how memory impacts on audit and compliance outcomes
- » Develop proven meeting note-taking methodology
- » Assert themselves with confidence and develop reflective practice

## Who Will Benefit

This short course supports and develops those who conduct audit related interviews founded upon the P.E.A.C.E model of interviewing, acclaimed worldwide as a robust ethical framework within which to conduct any conversation with a purpose - an investigative (fact determining) interview. This course is designed to give participants an initial level of skill that will enable them to confidently conduct of audit interviews

## Who Should Attend

- » Internal Auditors
- » External Auditors
- » Audit Managers

## Program Level

**Program Level:** Intermediate

**Prerequisites:** None

**Advanced Preparation:** None

**Delivery Method:** Group-Live

## The course will lead the delegates as they examine:

- » The importance of structured planning for interviews
- » How to reduce confirmation bias which may affect the fairness of interviews
- » Structured note taking during the interview
- » Ethical interviewing to gather information
- » Effective questioning techniques to identify the root causes
- » How to evaluate the next steps

## Details

The course will be delivered by Mick Confrey

With a background of 30 years international investigative experience, Mick is a world-leading expert and an award-winning practitioner of the science of investigative interviewing.

Mick is a consultant, advisor and trainer to large corporates, financial institutions and government agencies around the globe.

To book your place please follow the link to our website or call the support team on

## 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:

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### Current and Consultative

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### Comprehensive Coverage

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# Managing Audit Interviews – Agenda

## Session 1

- » The interview as part of the audit process
- » How to adopt an investigative mindset for audit interviews
- » How to avoid bias and keep an open mindset
- » The P.E.A.C.E. interview framework explained
- » How to apply the Conversation Management model of interviewing to maximum effect

## Session 2

- » Qualities of an effective interviewer
- » Communication skills
- » The importance of planning and preparing for the interview – Get it right first time and reduce the need for further interviews
- » How to use template planning templates to maximum effect – Make it easier for yourself in the interview

## Session 3

- » 'P' – Planning and Preparation. Delegates will undertake syndicate planning exercise and be introduced to planning documents
- » How to make a great first impact - you only have one chance at creating a first impression
- » How to gain stakeholder trust and engagement in the interview
- » The importance of recognizing the auditees position

## Session 4

- » 'E' – Effectively Engaging with auditees and explaining the audit process
- » How to use correct questioning techniques to gain information
- » The importance of actively listening to the auditee
- » How to use tried and tested note taking methods to effectively capture the information
- » The importance of gaining detail within the interview – if they didn't mention something, then you probably didn't ask detailed questions
- » How much should the stakeholder remember? - Memory and the impact on the interview

## Session 5

- » 'A' – Questioning techniques to obtain relevant information and identify root causes
- » Note taking Skills
- » How to conclude the interview with professionalism, particularly where further interviews may be required

## Session 6

- » 'C' – How to conclude the interview with professionalism, particularly where further interviews may be required

## Session 7

- » 'E' – Evaluating the interview to establish the next steps. Evaluating own performance
- » Using templates to peer review interviews to develop a stronger team

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### Multiple Bookings

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### 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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