



Audit

Communication and Change Implementation Skills for Auditors

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Communication and Change Implementation Skills for Auditors

Introduction:

In this course the candidates will learn targeted communication strategies, effective influencing tactics, and proven change implementation skills that use a tested equation and will raise their professional profile while increasing audit value to the organization. They will master tools and techniques they can use to enhance your communication, interview, and change implementation skills, including when working with global audit teams and audits. The candidates will cover the steps they can take to build good client relationships and tackle such thorny issues as interviewing executive management, dealing with disagreement before it gets out of control, understanding cultural differences, delivering bad news, partnering with their clients to help them successfully implement audit findings, and more.

Who Should Attend?

Team Leaders and Directors, Sr. Project Engineers, Facilities Engineers, Internal Auditors, Financial & Operational Auditors, External Auditors, Audit Managers and Supervisors, IT Auditors, Senior and In-Charge Auditors

Course Objectives:

By the end of this course delegates will be able to:

- Communicating and working in a multicultural & virtual work setting
- Influencing styles and approach
- Building your change implementation skills to help gain acceptance of your findings
- Partnering with your client to implement audit findings

- Resolving difficult situations: how to take corrective measures when things go wrong

Course Outline:

Building Your Change Implementation Skills to Gain Acceptance of Your Findings

- The successful change equation: what it is and how it works
- Applying change implementation success levers and specific tools to getting your findings accepted/implemented
- Defining the desired future state, clarifying and agreeing on scope with your client
- Understanding organizational and business impacts if the findings are implemented

Partnering with Your Client to Implement Audits Findings

- Using change implementation consulting skills to help your clients build a road-map for implementing requested changes
- Working with clients to help them understand the change equation and framework
- Providing clients with an understanding of how to integrate the critical change levers and related tools to implement your recommendations

Communicating, Working in a Multicultural and Virtual Work Setting

- How other cultures approach time
- Information planning
- Decision making
- Relationships, power, and change
- Solving problems and addressing conflict situations using multicultural strategies and styles
- Global competencies

- Applying culture-specific information for your clients to build optimal relationships
- Virtual team success factors, assessing your virtual team for success
- Managing in a virtual team environment
- Communicating virtually
- E-mail
- Collaborative tools
- Telephone
- Face-to-face meetings
- Team processes
- Standards and agreements
- Work planning
- Availability
- Roles
- Facilitating virtual meetings
- Leveraging technology

Influencing Styles

- Determining your influencing style
- Other styles and why it matters
- Identifying and assessing influence opportunities

Diffusing Difficult Situations: Taking Corrective Measures When Things Go Wrong

- Assessing conflict styles
- Good ways to deliver bad news

- Guiding principles for constructively managing disagreement
- The six basic steps of negotiating
- Dealing with disagreement before it gets out of control
- Eight critical mistakes to avoid