

Effective Facilitation, Communication & Presentation Skills *for Internal Auditors*

25th & 26th November 2003, London
or 20th & 21st April 2004, London

Course Leader:
Phil Griffiths
Managing Director
**BUSINESS RISK
MANAGEMENT**

**Including
Video-Taped
Sessions**

**Creating Rapport
with Your Customers**

**Meeting with
an Executive**

**Business Communication
Techniques**

**Language &
Impact**

**Communication
in Writing**

**Marketing the
Audit Function**

**Investigative
Interviews**

**Effective
Presentations**

**Facilitating
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Effective Facilitation Presentation Skills for

25th & 26th November 2003, London

Energised in part by the need to provide broader assurance and a new definition of Internal Auditing, many Internal Audit functions find they need to perform a much more comprehensive spectrum of audits than ever before – whilst still providing comfort and reassurance that the basics are being managed well.

In particular the addition of internal consultancy has introduced an entirely different dimension to the profession. Practitioners have now to *expand their role as facilitators and advisors at the same time demonstrating that they are adding measurable added value.*

These responsibilities and challenges require a new set of skills, competencies and abilities. **Strong communication and presentation skills are essential in this highly challenging environment, whether this is facilitating control self- assessment workshops or negotiating with management or communicating your ideas in the form of audit reports.**

Ask yourself a few questions: -

- Do you communicate as effectively as you would like?
- Do your interpersonal skills motivate and drive the audit team?
- Do you feel that your presentations and discussions with management could benefit from some constructive criticism to improve their impact?

Attending this highly practical 2-day seminar will provide the opportunity to improve your interpersonal communication and presentational skills in order to make a substantial difference to the way you interact with colleagues and senior management.

The seminar features a series of *case studies and exercises covering verbal, listening, written and other communication skills*, culminating in a presentation to Senior Management. Using video and peer review, you will have the opportunity to learn from fellow auditors as well as benefiting from the wide experience of your seminar leader Phil Griffiths.

Phil is a renowned expert in the internal audit field, having worked with hundreds of audit functions across the world. He will ensure that you take back practical and proven techniques to help you increase your personal impact and career prospects.

Course Programme

Day One:

0900 Registration & Coffee

0930 **Exercise 1:**

“The Bamboo Cane” – A Thought Provoking Exercise

- Internal audit primary roles, objectives and challenges
- What are the keys to success?
- Expressing yourself effectively
- Do you have clients, auditees or customers?
- The need to have a customer relationship
- Creating rapport with your customers – tips and techniques
- The 4 management styles – activists, reflectors, theorists and pragmatists – and the implications for auditors
- Personal drivers and success

1030 **Exercise 2:**

Management Styles

Working in small groups you will be asked to determine and compare individual management styles and personal drivers

- Language and impact
- Simple and complex language
- What to do if English is not your first language
- The use of ‘powerwords’ in your communications
- How to get on the same wavelength as your customer
- Phone conversations – how to make the right impression
- The use of humour
- Business communication techniques
- Facilitation – the key skills
- Communication in writing – the audit report

1130 Coffee

1145 **Exercise 3:**

Getting your Message Over – Dealing with Colleagues

- What management expects
- Active listening
- Meetings and how to manage them – the 5 P’s
- Body language and how to interpret it
- How to tell if you are not getting the true picture
- The secret of effective presentations

1245 Lunch

1345 **Exercise 4:**

Making a Short Presentation – With Video

- The IIA competency framework
- Persuasion and negotiation



1445 Coffee

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1500 Exercise 5:

Meeting With an Executive – Role Play

- Preparing for an assignment
- Objectives and risk
- Areas to cover
- Getting management input
- Explaining the approach to staff of the function being audited
- Treating your customers with respect
- Deciding who to interview
- Audit interviews
- Testing – how to determine how much is necessary
- Walk through tests
- Fieldwork techniques (compliance, transactional, analytical review, sampling etc.)
- How to decide the depth of testing required
- The clearance meeting

1600 Exercise 6:

The Clearance Meeting – Role Play

Day Two:

0930 Communicating Together with Senior Management

- Marketing the function – who do you need to convince?
- tips and proven techniques
- Communicating as part of a team – the do's and don'ts
- 4 practical exercises with analysis and feedback – series of linked tasks requiring clear communication and understanding:
 - moonshoot
 - the final straw
 - building rapport
 - the puzzle
- 5 minute presentations on the experience – video and feedback
- The skills inventory – issues to concentrate on

1100 Coffee

All of the following skills will be incorporated during this day:

- Diplomacy
- Open-mindedness
- Communication skills – written, verbal, auditory, facilitation and presentation
- Persuasiveness
- Negotiation ability
- Self motivation and self confidence
- Decision making ability
- Flexibility and ability to co-operate
- Time management
- Judgement
- Analytical skills
- Self control
- Practicality
- Results orientation

1230 Lunch

1330 Interviewing Skills

- What to look for in an investigative interview
- A highly practical role play where you will experience an interview with someone suspected of fraud

1430 The Presentation

- You will work in teams to prepare a 10 minute presentation to the Board
- The presentation – video-taped
- Evaluation and feedback
- Learning points discussed
- Personal action plans

1630 Course Summary

1645 Close of Course

Your Course Leader



Phil Griffiths is founder and Managing Director of Business Risk Management Ltd

A Chartered Accountant, he has over 25 years' experience in risk management, internal audit and fraud prevention as practitioner, professional adviser, facilitator and trainer. He has held top management positions with a number of international Groups, in roles embracing Finance, IT and General Management.

His specialisms are: -

- Assisting Senior Management to identify, manage and then exploit the risks within their business via facilitated Business Risk management programmes
- Helping Internal Audit functions to implement world class standards
- Developing fraud prevention, detection and investigation programmes tailored specifically to clients requirements
- Training both private and public sector organisations in all the above disciplines.

Phil is recognised as an accomplished and charismatic facilitator, trainer and lecturer having advised many renowned organisations, coordinated top-level events and addressed national and international conferences on a wide range of critical business topics.

He has extensive International experience, having helped organisations in Europe, the Far East, and the Middle East to exploit their potential by managing their strategic risks and/or enhancing the effectiveness of their internal audit services.

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Facilitation, Communication & Presentation Skills

25th & 26th November 2003, London

20th & 21st April 2004 London

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Amendments can take up to six weeks so please accept our apologies for any inconvenience caused in the meantime.



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