

SEMINAR – Communication Effectively for Audit Success

08:00 - 08:30	-	Registration
08:30 - 10:30	-	<p>Introduction and Scope of the seminar: essence of recognition and responding to stakeholders' needs and expectations.</p> <p>The Communication Model:</p> <ul style="list-style-type: none"> • Classic definitions of sender, receiver, medium, and message • Application of the model to various types of communications • Barriers and facilitators to communication <p>Social Styles and Communications</p> <ul style="list-style-type: none"> • Style preferences and behaviours • Recognition of styles • Impacts of styles on communications • Communications between and among different styles
10:30 - 10:45	-	Break
10:45 - 13:00	-	<p>Best Practices for Presentations</p> <ul style="list-style-type: none"> • Characteristics of presentations • Types of presentations: <ul style="list-style-type: none"> ○ including Audit Committee presentations and opening, ○ status, and ○ exit meetings • Presentation best practices, including organisation of content, visual factors, and vocal factors • Ways to handle fear of presentations • Use of presentation visual aids • Presenters' skills and techniques • Other factors that influence presentations

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13:00 - 14:00		<i>Lunch</i>
14:00 - 15:30		Practical session
15:30 - 15:45	-	<i>Break</i>
15:45 – 17:00	-	<p>Best Practices for Interviewing</p> <ul style="list-style-type: none"> • Purposes of interviews • Stages of the interview • The interviewing relationship • Listening skills • Questioning skills • Response skills

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Objectives

Articulate how best practices in communication strengthen business results.

Identify the four ways breakdowns in communication can occur.

Develop an understanding of your own communication style.

Learn to identify the communication styles of others.

Develop a process to respond to the communication styles of others.

Identify tools and best practices to communicate clearly.

Learn best practices to manage the fear of public speaking.

Maintain poise and professionalism.

Identify the three stages of the interview process to obtain needed information.

Training Need

Successful auditors are effective communicators, clearly conveying thoughts, ideas, and suggestions during meetings, presentations, interviews, and negotiations with audit customers and executives. As you move through your career, it's important to develop your own communication style, learn how to respond to the styles of others, get your message across clearly, maintain poise, and project your own professionalism.

During this course, auditors at all levels will learn the best practices for presentations, interviewing, and practice techniques for mastering public speaking.

Through facilitator presentations, group discussions, case studies, practical exercises, and individual coaching and feedback, participants will learn to see themselves as others see them, in terms of style and the impressions they create, and increase their ability to reach negotiated agreements in a wide range of audit situations.

Seminar Participants

The seminar is addressed both to Internal and External Auditors at all levels of the hierarchy in any organization, including auditors in the public sector.

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Teaching methods

Lecture delivery: face-to-face - technical knowledge and updates will be set out and delivered through the Keynote presentation

Viewing a presentation and relevant video clips with the use of a projector

Discussing the issues and the techniques in greater details with the participants

Using Q&A sessions throughout the presentation

Training Aids & Materials

Internet use, video projector will be used to project the PPP's, sound system for the video clips (including the ice-breaker clip), coloured markers, flip chart and full seminar notes.

Instructor's Profile

Mr. Hajiloizos is a Director of Corporate Services of Windsor Brokers Ltd.

He is a Fellow of The Association of Chartered Certified Accountants (FCCA), and holds additional professional qualifications as a Certified Internal Auditor (CIA), Certified Fraud Examiner (CFE) and Certified Risk Management Assessor (CRMA). He has a Joint Honours Bachelor Degree in Economics and Accountancy from the City University (London). He has more than 25 years of professional experience (15 of these as a Chief Audit Executive) in the fields of Internal Audit and Risk Management.

He has worked in numerous International organisations in Cyprus, as well as overseas, in the last 27 years, dealing with Internal Audit, Fraud investigations, Risk Management, and Corporate Governance in the following industries: Insurance & Re-insurance, Banks, Hotels, Real Estate, Cement manufacturing, Industrial Laundries, Quarries and Investment firms.

He has been teaching extensively for more than 20 years in the following areas: Best Practices in Internal Audit, Risk Management, Fraud Audits, Establishment of Quality reviews for an Internal Audit department, Corporate Governance, Communication, Interviewing / Fraud interviewing techniques, Leadership, Body Language, train the trainer, and Improvement Techniques for the enhancement of presentations and presenters' skills for delivering more effective presentations.