

Critical Internal Audit Soft Skills

NEW

John Chesshire

Course Description

Internal auditors should not be recruited purely for their technical ability to carry out rigorous audits. We also need to have a good understanding of business processes and the organisational and regulatory context in which they are working. Internal auditors need to be able to plan and manage the audit process so that quality audit results are delivered on time. But above all, we need to be able to empathise with our clients and build productive partnership relationships through our soft or interpersonal skills.

Soft skills are character traits and interpersonal skills that characterise a person's ability to interact effectively with others. In our world of internal audit, that includes a number of key areas, ranging from professional scepticism and critical thinking to lead to better analysis, evaluation and conclusions, to facilitation and interviewing skills that help us gather information and engage our stakeholders. Negotiation and presentation skills help us land our findings, encourage open discussion, agree our findings and gain action for improvement.

As internal auditors, we face difficult communications challenges. Our aim is to provide assurance to the board and to senior management; and to generate improvements or changes if they are necessary. We have to be clear if things in the organisation are not working - and also if they are. We have to reach a shared understanding with specialists and general managers of what needs to change - and why it matters. We have to find ways to convince experienced and powerful people to do things differently. This interactive course will help you reflect on the importance of key soft skills in all of this, and - as a result - how you can better deliver effective, professional insight and internal audit assurance and advisory services through enhanced focus on your own soft skills.

Who Should Attend

This course has been designed to be relevant to internal auditors, audit managers and chief audit executives from any organisation, and for delegates with varying levels of practical experience who want to reflect on the importance of soft skills in the internal audit process and who want to consider new approaches and insights on how to enhance their personal impact.

Course programme

A blend of theoretical, technical, discursive and practical approaches covering key elements of a range of critical, soft skills for the modern internal audit leader and internal auditor, including:

- Professional scepticism
- Critical thinking
- Facilitation
- Interviewing
- Negotiation
- Presentation
- Additional resources

The course includes facilitator input, topical examples, short practical discussions and exercises to reinforce the learning and build upon your existing knowledge.

IIA Global CPE competency areas covered

- Audit Methodologies
- Professional Communications
- Negotiation and Conflict Management

**Price**

€ 350

€ 250 (members IIA Greece)

**Venue**virtual seminar via
tele-conference

CPE's: 7

ΩΡΕΣ: 8

Καλύπτει τις απαιτήσεις του Ν.4849/2021 για τους Εσωτερικούς Ελεγκτές

Curriculum vitae

John Chesshire, CFIIA, QIAL, CIA, CRMA, CISA, has over 25 years' experience working in the internal audit, risk management, business improvement and governance fields. John is a Fellow of the Chartered Institute in the UK, an Independent Internal Audit Committee Chair, a member of three other Audit Committees in the international charity, defence and local government sectors, and was Chief Assurance Officer for the States of Guernsey until the start of 2021. John is also currently working part time as The Internal Auditor for an international credit ratings agency.



He has delivered many well-received courses to IIA Greece in the past, as well as to many other European Institutes of Internal Auditors. His other recent clients include FTSE listed companies, multinationals, central and local government, law enforcement, charities, professional services companies, and international organisations such as NATO, the OECD, the ACCA, and UN Agencies. He is a principal examiner for the Institute of Risk Management and has been a visiting lecturer in the Governance and Assurance Hub at Birmingham City University.

John loves internal audit, is a great friend of IIA Greece and particularly enjoys working in new and emerging areas of assurance interest.



The Institute of
Internal Auditors

Greece

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