Consultancy Skills for Auditors

Proven communication techniques for building strong client relationships. Explore how to become an agent of change.

- Understand how to fulfil consultant responsibilities in line with IIA guidance whilst retaining independence and objectivity
- Assess your own skills set and consulting capabilities and identify where you might specialise
- Discover how to use core skills in Governance, Risk and Compliance (GRC) to add greater value to your organisation’s business as an agent of change and improvement
- Learn and practice consultancy tools and techniques to help you plan and execute your work and to present your ideas logically and clearly
- Refresh and update your communication and interpersonal skills
- Identify and practice facilitation skills

Course Director
Lin Bartlett
Lin enjoyed a varied 27 year career with Shell before specialising in Internal Audit training and has since worked with a number of significant players in the sector

2 DAY COURSE:
14 - 15 June 2012
Brussels

Register Online at:
www.mistieurope.com/sales

Quoting Code:
IIA9
Consultancy Skills for Auditors

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Course Director
Lin Bartlett

During her 27 year career with Shell, Lin held a number of senior management roles in IT, Finance and Audit. As Shell UK’s Integrated Audit manager, she developed and gained board approval for a risk-based integrated audit planning and management process, establishing integrated audit plans and assurance maps for all key business areas. She is a trained auditor in financial, IT, health, safety, environment and quality management and planned and managed major audits in many different parts of Shell’s business including upstream, downstream, gas and chemicals.

In 2003 she successfully helped establish a new company to challenge the sustainability assurance offering in the marketplace - a key area in this sector and to raise the standard of assurance & verification of nonfinancial reporting available and has subsequently provided assurance & verification services to a number of blue chip companies.

Lin has also been engaged on a global Sarbanes Oxley 404 compliance project for a FTSE 100 company where she was responsible for both the global project planning and management of the team responsible for compliance. More recently Lin undertakes External Quality Assessments (EQAs) as required by the Institute of Internal Auditor’s International Standards for the Professional Practice of Internal Auditing and Code of Ethics. She also provides training and helps companies prepare for an EQA.

Lin is a Senior Instructor for MIS Training Institute and delivers both external and in-house courses on all aspects of Internal Auditing including the Fundamentals, Lead Auditor/team leading skills, Risk based Operational Auditing, and Consultancy skills. She is also a member of the MIS Internal Audit Advisory Board.

Course focus and features

This 2 day seminar covers the important skills that will help you to become an effective consultant within your organisation and the exercises that will help you practice and gain confidence using these skills.

Internal Auditors are expected to be able to provide consultancy services as well as assurance services as set out in the Institute of Internal Audit’s definition of Internal Auditing. This provides an ideal opportunity for Internal Audit (IA) to be creative and to demonstrate how it can add value, but it can also provide considerable challenges for IA to demonstrate that it has the staff skills and competencies to provide such value adding services. IA is increasingly staffed with a variety of functional expertise and global IA functions recognise the need for cross-cultural training but there is often still a need to upskill staff in a number of additional areas in order to meet the increasing expectations of IAs stakeholders.

There are key core skills applicable to both an auditor and a consultant such as being good communicators and having good interpersonal skills. Enhancing skills in these areas and other areas such as enterprise risk management, promoting fraud awareness, the identification of red flags, the design and implementation of continuous assurance, strengthening organisational governance and ethics programme as well as the basic skills of compliance would enable auditors to more effectively add value to their organisations. Identifying where you already have a strong skills base in these areas will help you determine where you might want to specialise or where you might need to strengthen them. This knowledge, coupled with using some of the tools and techniques commonly used by consultants to ensure that not only is key information analysed correctly and any associated issues identified but that arguments and recommendations are clearly and persuasively presented with the right level of supporting detail all increase your value to your organisation. It’s not enough to be creative, creative ideas need to be shown to be thought through and presented convincingly.

Exercises will be used as appropriate throughout the two days to aid familiarisation with the topics.
Who Should Attend
Financial, Compliance, Operational, Information Technology and External Auditors, and other providers of assurance who wish to further develop and broaden their skills and perspective to add value to their business or organisation.

Prerequisite
A basic knowledge of internal auditing

Advanced Preparation: None

Training Type: Group-Live

Price: GBP £1,525
CPEs: 15

Day One:
Thursday 14th June

The role of the internal auditor as consultant
- The IIA definition and guidance
- Key challenges
- Preserving independence and objectivity
- Marketing the service and building credibility and trust
- Understanding the client objectives and setting out the key objectives and terms of reference for the assignment
- Avoiding the common pitfalls
- Managing expectations

Potential areas for the internal auditor as consultant
- Strengthening organisational governance
- Enhancing the compliance framework
- Evaluating and improving risk management maturity
- Increasing fraud awareness and the identification of red flags
- Implementing continuous assurance
- Strengthening the ethics programme and conducting ethical “health checks”
- Facilitating control and risk self assessments
- Facilitating risk identification workshops
- Identifying business improvement opportunities

Day Two
Friday 15th June

Executing a consultancy project and using consultancy tools and techniques
- The key phases of a consultancy engagement or project
- Ensuring a justified business case for the work
- Using project planning tools to aid the 3 “E”s
- Enhancing analytical and problem-solving skills
- Researching data
- Process benchmarking and gap analysis
- Developing and presenting ideas and solutions
- Persuasion skills and techniques
- Writing skills and effectively communicating results

The importance of effective communication and interpersonal skills
- Understanding the need to listen
- Developing and managing the client relationship
- Demonstrating professional competency
- Do’s and don’ts of effective meeting management
- Recognising and managing the “politics”
- Managing potential conflict

“Very practical and well structured. Lin has perfect presentation skills”

Head of Internal Audit,
Kyivstar JSC

“very good: interesting and competent instructor”

Internal Audit,
GE Money Bank

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Quoting Code: IIA9

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We are the global leader in Audit, Risk, Fraud and Information Security Training. Each course is reviewed and revamped regularly to ensure it addresses the latest legislative and market changes. Our course directors have at least 15 years relevant experience and include; European Central Bank, National Audit Office, Ministry of Defence, European Court of Auditors, Euroclear and the World Bank.

Our public courses take place in luxury 4-5 star hotels in central London (Zone 1) for UK courses. Please note, payment must be received prior to course start. Please ensure you enter your booking code when registering and you will be entered into our monthly prize draw to win £50 of Amazon vouchers.

**Register Online at: www.mistieurope.com/IIA9Belgium**

**IMPORTANT INFORMATION - YOUR REGISTRATION CODE:**

**IIA9**

**BRUSSELS**

**14-15 JUNE 2012**

**Price GBP £1,525 + VAT**

**Price for IIA & ISACA Belgium members GBP £1,372.50 + VAT**

Price includes tuition, course folder with all course notes, lunch and refreshments and a prestigious certificate. Delegates are responsible for their own accommodation. You can request an invoice or pay online. Please note, payment must be received prior to course start.

**7 Reasons to Choose MIS Training**

1. We are the global leader in Audit, Risk, Fraud and Information Security Training, with over 30 years experience and having trained over 200,000 delegates. Our clients include; European Central Bank, National Audit Office, Ministry of Defence, European Court of Auditors, Euroclear and the World Bank.

2. Our course directors have at least 15 years relevant experience for companies such as Shell, ABN AMRO, HSBC, ICI Zeneca, American Express and Merrill Lynch and Co. Many are published authors and sit on boards of prestigious associations such as the IIA and ISACA.

3. Your course instructor will welcome any post course follow up. The training course doesn’t stop as soon as you leave.

4. Each course is reviewed and revamped regularly to ensure it addresses the latest legislative and market changes.

5. We are registered with NASBA. You will be able to gain CPE points towards your accreditation.

6. We have been accredited by the British Accreditation Council (BAC). The BAC is recognized by the UK Border Agency.

7. Our public courses take place in luxury 4-5 star hotels in capital cities across EMEA. We include a complimentary 3 course lunch every day as well as refreshments throughout so you can enjoy your training in complete comfort.

**Group Booking Discount**

- 2 delegates - 5% discount
- 3 delegates - 10% discount
- 4 delegates - 12% discount
- 5 delegates - 15% discount

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**Cancellation Policy:**

Please ensure you have read this carefully before submitting your registration. MIS Training operates a 20 working day cancellation policy. Any cancellations received after 20 days or any delegate that does not attend will be subject to full payment. You may transfer to another course/conference for a transfer fee of 25% of the initial booking fee plus the difference between the value of the course/conference you are transferred to. This will be invoiced or refunded. Please note that the replacement course/conference must take place within 6 months of the initial application. Alternatively you may send another colleague to the initial booked course/conference without incurring any additional fees. A full refund less an administration fee of £100 will be given for cancellation requests received up to 20 working days before the event. Cancellations must be made in writing and reach the MIS office before the 20 working days deadline.

**Accommodation:**

All training venues will be confirmed 3-4 weeks prior to the course start date. MIS Training Institute has negotiated special accommodation rates in 4 star hotels in central London (Zone 1) for UK courses.

**VAT:**

All delegates attending are liable to pay VAT. Overseas delegates can claim a VAT refund under the European Union (EU) 8th and 13th Directives on all eligible business expenses such as course fees, hotel accommodation, meals, car hire etc., provided you are not registered for VAT in the UK. For more information please visit www.mistieurope.com/VAT or email training@mistieurope.com.

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