

Seminar – ‘Communication techniques/skills for Internal Auditors’

Training Need

The purpose of the seminar is for the participants to learn / improve / refresh their communication skills, i.e. recognition and responding skills to their stakeholders' expectations, resulting in satisfied stakeholders.

Objectives

Enrichment of knowledge: The scope of the seminar is to assist the participants to be able to recognise the needs, expectations, wants and desires (through their communication skills) of their stakeholders, and to react accordingly, appropriately, and timely, in order to satisfy them.

Updating of skills: During the seminar full explanations with simple and practical examples will be presented; This will allow the participants to be able to recognise the stakeholders' signs / signals and interpret them as accurately as possible, using their enhanced communication skills.

Improvement of attitude: With the conclusion of the seminar, the participants will be able to understand clearly their stakeholders' expectations, as well as to respond back to them efficiently and effectively, having satisfied their expectations, through their upgraded communication techniques and skills.

Teaching method

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

Viewing the presentation and relevant video clips

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

Using Q&A sessions throughout the presentation

Role playing – acting as Stakeholders Vs Employee

Timetable: 6 - hour program

10:00 - 13:00	-	Introduction and Scope of the seminar: Communication Techniques/skills for Internal Auditors <ul style="list-style-type: none"> • Essence of recognising your stakeholders' needs, wants, expectations, etc. • What are the most common ways we interact? • Applicable Networks • Barriers and facilitators • Effective interactions • Types of questions used to understand fully your stakeholders' expectations • Fundamental Do's & Don'ts in your interactions with your stakeholders • Key communication results with desired success outcomes: <ul style="list-style-type: none"> ○ Communicate your audit plan to your team - Conduct initial meetings ○ Conduct interviews ○ Co-develop recommendations ○ Present audit findings
13:00 – 14:00	-	<i>Lunch Break</i>
14:00 - 17:00	-	Communication styles: <ul style="list-style-type: none"> ○ Assertive ○ Aggressive ○ Passive aggressive ○ Submissive ○ Manipulative

	<p>Identification of Character styles:</p> <ul style="list-style-type: none"> • Amiable • Expressive • Dynamic • Analytical <p>Versality</p> <p>Best practices for presentation of IA findings</p> <p>An introduction to body language – signals and signs</p> <p>Putting all together</p>
--	---

Seminar Participants

Although this seminar is basically addressed to Internal Auditors, its contents could very well interest professionals of many other positions in a company/organization, from all the levels of the hierarchy.

Instructor's Profile

Mr. Hajiloizos is a Group CFO and the 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 Assurer (CRMA). He has a Joint Honours Bachelor Degree in Economics and Accountancy from City University (London). He has more than 28 years of professional experience (20 of these in a managerial position) in the fields of Internal Audit and Risk Management. He has worked in numerous international organisations in Cyprus and overseas, 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 of 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, and train the trainer courses.