



Essential Communication Skills For Auditors Training Course

Training course



Essential information about the course

This one-day training course provides auditors with the necessary tools to communicate effectively with audit team members, audit management and those involved in the audit process. Communication is essential in auditing. Experience has shown that auditors who communicate well are able to transform the audit experience and achieve a smoother, more effective and efficient audit. In this course, we'll cover the principles of general communication techniques, including interpersonal skills; non-verbal communication; listening skills; techniques for building rapport; methods for dealing with difficult interactions; and effective briefing techniques.

It will introduce techniques for auditors to communicate with those being audited, including making initial contact, preparing the audit plan, interaction whilst conducting the audit, briefing and preparing the audit findings and recommendations.

Our course agenda

Day 1

Building effective communication in auditing:

- Effective communication, what should an auditor ask?
- Powerful questioning
- Verbal communication, the power of vocal
- Building rapport and non-verbal communication
- Active and positive listening, responding
- Interpersonal skills
- Reporting the findings, documenting nonconformities

Handling difficult situation:

- Communicating with top management in audits
- How to conduct an opening meeting
- Preparing audit conclusions and closing the meeting
- Barriers to effective communication
- Handling difficult questions and attitudes

Upon successful completion of your course, you'll receive an internationally recognized BSI certificate.

Make sure the course is right for you

Who is this course for?

This course will be beneficial to all auditors who want to improve their auditing skills by improving their communication skills.

<p>What will I learn?</p> <p>Upon completion of this course you will have the <u>knowledge</u> to:</p> <ul style="list-style-type: none">• Explain why communication skills are the foundation to internal audit success• Demonstrate effective relationship and rapport-building strategies to better influence stakeholders and auditees	<p>Upon completion of this course You will have the <u>skills</u> to:</p> <ul style="list-style-type: none">• Apply general communication skills to day-to-day work, enabling you to interact effectively with both your audit team members and those involved in the audit process• Apply proven techniques for developing and maintaining productive and professional relationships, including eliciting essential information from those being audited; effectively summarizing audit work performed; and providing meaningful feedback
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What are the benefits?

This course will help you:

- Undertake more effective and impactful audits by using proven communication skills
- Implement the techniques to handle difficult communication situations with all relevant parties
- Follow best practice for presenting audit findings and make recommendations in a manner that will convince the audit client to take action
- Demonstrate confidence in opening and closing meetings

Prerequisites - you are expected to have the following prior knowledge:

Participants must have You must have completed an Internal Auditor training course before attending this course.

Why invest in training from BSI?

We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment so you retain the knowledge and acquire the skills that will continue to be of use beyond the course.

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples to enhance your learning.

Training delivered at your site could be a convenient and cost-effective option, especially if you have multiple delegates. Talk to one of our experts to find out more.

Next steps with the BSI Academy

Want to learn more? You may be interested in attending other courses within our improvement series, such as:

- Eight disciplines of team-oriented problem solving techniques
- Effective root cause analysis
- Process mapping toolbox towards excellence
- Developing and managing key performance indicators



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