

Soft skills week

Description

IIA Belgium and IIA Netherlands organize the Soft skills week for internal auditors in collaboration with Ferocia!

As an internal auditor and by performing internal audits, you contribute to the quality of risk management. In this way you make an important contribution to the learning capacity of the organization. Your role within the organization is therefore of great added value. It is crucial that your message is not only heard, but also accepted and stimulates action. Only then will the findings identified by you be embraced and resolved by management.

Whether you are communicating with a colleague, a client or an auditee; and whether you do this in a one-on-one conversation, a group conversation, face-to-face or virtually: taking into account the preferred styles of your conversation partner(s) increases the effectiveness of your communication. After all, communication is not only about what you say, but also about how you say it. To put it differently, it's all about your communication style. If your communication style deviates too much from that of the other person, you will be having a dialogue of the deaf. As a result, your message does not get across and the chance that your words have any impact at all is very limited.

In order to align your communication style with that of the other person, you must be able to recognize his or her communication preferences. This insight into the other is preceded by something important, namely insight into oneself and one's own communication style. Because only if you are aware of your own style, you can respond to the style and needs of the other person and take into account what the other person finds more comfortable.

Learning goals

At the end of the program the participant will be able to:

- interpret and attune one's own communication style to the other;
- increase the effectiveness of audit interviews;
- write audit reports that inspire action;
- present audit findings in a convincing manner; and
- deal well with resistance.

Agenda

Day 1 (4.5 hours)

This day we will focus on being able to interpret your own communication style. You will become acquainted with the communication styles of others, and you will learn how the different communication styles interact.

Day 2 (4 hours)

During this day you will learn how to gain insight into the communication style of another person and how you can tailor your communication style to this. It ensures that your message comes across the way you want it to come across!

Day 3 (4 hours) and day 4 (4.5 hours)

During these days, we will apply the acquired knowledge to internal audit practice.

We will in smaller groups practice communication skills related to:

- conducting audit interviews;
- writing audit reports;
- presenting audit findings; and
- dealing with resistance.

You are required to make a preparatory assignment for each part.

EVENT DETAILS

Duration (hours)

20

CPE Credits

20

Spoken language

Dutch stream

French stream

Level

Starting Level

Intermediate Level

Location

Virtual (4 x 4 to 4.5 hours)

Type

Training

Category

Soft skills

PRICING

Member price: 1,295,-

Non-member price: 1.495,-