

ENHANCED COMMUNICATIONS FOR AUDITORS

9 - 12 November 2009



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COURSE DESCRIPTION

Successful auditors are effective communicators, clearly conveying thoughts, ideas and suggestions during meetings, presentations, interviews and negotiations with audit customers and executives. As you move through your career, it's important to develop your own communication style, learn how to respond to the styles of others, get your message across clearly, maintain poise, and project your own professionalism.

Over the course of this seminar, auditors at all levels will learn the best practices for presentations, interviewing, negotiations, and practice techniques for mastering the fear of public speaking. Through lectures, group discussions, case studies, practical exercises, and individual coaching and feedback, participants will learn to see themselves as others see them, in terms of style and the impressions they create, and increase their ability to reach negotiated agreements in a wide range of audit situations.

UNIT 1: Introduction

Overview

This unit covers introductions and provides an overview of the seminar.

Objectives

In this unit, we will:

- Meet the instructors and your fellow participants
- Introduce the seminar objectives and activities
- Share participant goals in your first presentation

UNIT 2: Communications Model

Overview

This unit covers a model for all types of communications.

Objectives

In this unit, we will:

- Understand the communications model
- Explore how the communications model can break down
- Understand “noise” in the communication
- Apply the model to various types of communication

UNIT 3: Social Styles and Communications

Overview

This unit covers four Social Styles™ that have an impact on communications.

Objectives

In this unit, we will:

- Overview style preferences and behaviors
- Explore your own styles
- Recognize others' styles
- Explore versatility
- Assess the impacts of styles on communications

UNIT 4: Best Practices for Presentations

Overview

This unit covers effective practices for presentations.

Objectives

In this unit, we will:

- Examine the communications characteristics of presentations
- Handle the fear of presentations
- Use presentation best practices for visual, vocal, and content factors
- Use presentation best practices for visual aids
- Distinguish characteristics of different types of presentations

UNIT 5: Best Practices for Interviewing

Overview

This unit covers effective practices for interviews.

Objectives

In this unit, we will:

- Examine the communications characteristics of interviews
- Understand the stages of the interview
- Use specific skills for listening and questioning

UNIT 6: Best Practices for Negotiations

Overview

This unit covers effective practices for negotiations.

Objectives

In this unit, we will:

- Examine the communications characteristics of negotiations
- Separate the problem from the people
- Identify the interests behind the positions
- Understand the power of exit alternatives
- Develop solution options
- Manage hostile negotiations

UNIT 7: Communications Self-Audit

Overview

This unit covers an individual communications self-audit.

Objectives

In this unit, we will:

- Examine the Social Styles under stress
- Perform a communications self-audit

COURSE LEADER'S BIOGRAPHY

DENIS BERGEVIN, CIA, MBA

Denis Bergevin is an audit professional with more than 10 years of experience. He worked for The IIA as the Regional Manager – Institute Relations covering Europe, Russia, and French speaking countries. During his time with the IIA he offered multiple training opportunities and presentations to professionals in internal audit, senior management and government officials. Prior to joining The IIA, Denis was part of the Audit and Risk Management Services group of Bell Canada Enterprises. He was located in Montreal, Quebec, where he held the Senior Internal Auditor – Methodology, Quality Assurance and Regulatory position. In that role, he was responsible for the development of methods and procedures, establishing standards for the audit portion of the group, and performing quality assurance reviews; all of this based on The IIA standard. He was responsible for ensuring that everyone in the department was appropriately trained to perform their function. In addition, he had

the responsibility of ensuring that processes were in place to implement or change any activities within the corporation that may be impacted by a change in regulation in the telecommunication industry.

Prior to this assignment, he was a Senior Internal Auditor with the same department for over five years. His specialty was in operational and compliance audits. He also trained auditors to use an internal control self-assessment approach. Before joining the Internal Audit department, he was a senior instructor with the Bell Institute for Professional Development teaching new technologies to management and support staff. He also held management positions in Budget and Results, Transport Network Implementation, Design and Planning with the Transmission Network in Montreal, Quebec, and in London, Ontario.

Denis has been a member of The Institute of Internal Auditors since 1998. He is also a volunteer instructor for The IIA since 1999 and achieved the Distinguished Faculty Member status in 2001.

He received his BSc with a major in Maths and in Physics (Electronic). He also has certificates in adult education, distance learning, and financial management. He also was granted his MBA/Accounting from the University of Phoenix and his Certified Internal Auditor (CIA) qualification from the Institute of Internal Auditors.

Course Details :

Duration : 9 - 12 November 2009

Venue : BIBF

Fee : BD 600 for levy payers
BD 800 for non-levy payers

To Register, contact : The Registrar

Tel: +973 17 815555 / 17 815518

Fax: +973 17729928/17916420/17916444

Email: infodesk@bibf.com

Website: www.bibf.com

ENHANCED COMMUNICATIONS FOR AUDITORS

REGISTRATION FORM

Duration: 4 days (9 - 12 November 2009)

Venue: BIBF, Kingdom of Bahrain

Fees: **BD 600** for levy payers, **BD 800** for non-levy payers**Organization Sponsored** **Self Sponsored**

Name of the participant (s):

1. (Mr/Mrs/Ms):

First Name	Middle Name	Last Name		
Position	Department	Nationality	Tel	Email

2. (Mr/Mrs/Ms):

First Name	Middle Name	Last Name		
Position	Department	Nationality	Tel	Email

3. (Mr/Mrs/Ms):

First Name	Middle Name	Last Name		
Position	Department	Nationality	Tel	Email

Contact Person

(Mr/Mrs/Ms):

First Name	Middle Name	Last Name
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Position: _____ Department: _____

Organization: _____ Nationality: _____

Address: _____

Telephone: _____ Fax: _____ Email: _____

Signature & Stamp: _____ Date: _____

Methods of Payment

1. Please find enclosed a cheque for _____ made payable to BIBF2. Please debit my credit card: Visa MasterCard

Card No: _____ Expiry date: _____

Cardholder's name: _____ Signature: _____

Please forward this form together with course fee to:

The Registrar

The Bahrain Institute of Banking & Finance – BIBF

P.O. Box 20525, Manama, Kingdom of Bahrain.

Tel: +973 17815555 / 17815518 Fax: +973 17729928 /17916420/17916444

E-mail: infodesk@bibf.com Website: www.bibf.com

IMPORTANT NOTICE:

All courses are subject to demand. The Institute reserves the right to cancel or postpone courses at short notice at no loss or liability where, in its absolute discretion, it deems this necessary.

CANCELLATION AND REFUND OF FEES:

In the case of cancellations by delegates, fees will only be refunded if a written notice of cancellation is received by the Institute not less than four weeks prior to the commencement of the course/program in question. Course/program fees already paid or invoiced may not be refunded and invoices will be due and payable. Substitute delegates are permitted.

VISA PROCEDURES:

GCC nationals and residents do not require a visa for the Kingdom of Bahrain. All others should have an entry visa, which BIBF can arrange. Should you wish that the Institute obtains an entry visa for you, please mail or Fax (+973 17 916402) our Information Desk, a copy of your passport at least 15 days prior to the course/program starting date. Visa costs will be charged to the participant.

ACCOMMODATION & TRANSPORTATION:

Hotel accommodation and transportation costs are the participant's own responsibility. Should you wish that the Institute arrange accommodation for you, please Fax (+973 17 916402) our Information Desk or Email infodesk@bibf.com for assistance.

Background of BIBF

BIBF is a leading professional training Institute in Bahrain and the Gulf Region. It was founded in 1981 to provide essential training for the banking community in Bahrain. Since then it has evolved into an internationally recognised training and development organisation where over 100,000 students have attended courses since its inception. In 2008, more than 15,500 participants attended BIBF programs resulting in approximately 450,000 participant hours. Thirty percent of these participants were from outside Bahrain. BIBF now offers courses in most major business disciplines including Insurance, Management, Professional Studies and Banking. Most of these courses are accredited by top business school partners of BIBF in Europe and the United States including Darden Graduate School of Business Administration (University of Virginia), DePaul University, Bentley College, Cambridge University and Wales University. In addition, BIBF offers preparatory courses in most major professional designations including but not limited to CFA, CPA, CMA, CIA, ACII, FRM.

CENTER FOR ACCOUNTING & IT

Accounting, Finance and IT courses have been offered by BIBF for many years. The Newly created (January 2008) Center for Accounting & IT offers courses in Accounting, Finance and IT, using certificated, academically and professionally qualified accountants, finance and IT specialists. The Center is working hard to ensure that the courses offered are based on the most up-to-date practices in its areas of expertise – Accounting, Finance and IT.

The quality of what BIBF has to offer is evidenced by the fact that BIBF's Center for Islamic Finance has won the Best Islamic Training Institution 2008 in the world, awarded by the Banker magazine's "Islamic Business and Finance"

BIBF

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Shaping tomorrow's financial leaders today

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