



Audit Communication Skills for the International Internal Audit Professional

*Proven Strategies, Techniques and Tools that
Empower, Inspire and Drive Change*

Tracie Marquardt's



Training Programs



Audit Report Writing

Overview

Writing an effective audit report means communicating key messages to your audit stakeholders, clearly, concisely and persuasively. It means writing recommendations that will be agreed, accepted, and acted upon. Every word matters when you need to satisfy demanding stakeholders in today's dynamic international environment.

Learn the same proven techniques and strategies that thousands of auditors from Europe to America to South Africa have learned and put in place immediately following the workshop.

Program Objectives and Results

- Plan and prepare with stakeholders in mind so writing is focused and concise;
- Learn universal principles of writing in English that are specifically tailored to audit reports;
- Write persuasive audit findings and recommendations that are easily agreed;
- Gain efficiencies during audit report writing and review process to first draft to final acceptance;
- Provide an executive checklist for self review to consistently monitor and meet management's expectations;
- Address the avoidable cultural mistakes in your audit report writing style that could provoke or offend your international audit client.



Negotiation Skills for Auditors

Overview

In today's complex international environment, internal auditors have to successfully overcome two major challenges: Achieving cooperation with audit clients AND navigating between your own position and the audit client's position on findings and recommendations.

By focusing on persuading, negotiating and building relationships entirely from an internal audit point of view, you will be better equipped to optimize cooperation, deal with difficult audit clients, and overcome resistance to findings, risk and recommendations.

Program Objectives and Results

- Understand the interplay of audit, communication, language, culture and relationships so you can be more successful in any negotiation;
- Create a strategy playbook so your position is clear and you are prepared for any objection;
- Learn negotiation strategies and techniques to increase cooperation and prevent conflict so discussions over findings and recommendations are easier and shorter;
- Refine your questioning and listening skills so you can get the information and answers you need, including non-verbal communication that tells the real story;
- Learn facilitation language and skills so you successfully communicate no matter the format of the meeting.



Global Communication Competence

Overview

Your role as an international internal auditor is a demanding one, and excellent communication skills are critical to your success. Global communication competence requires understanding how language, culture and communication skills impact audit results.

Learn proven techniques and strategies to build relationships, get cooperation and agreement, and communicate authentically and persuasively. Communicate more effectively within the team and with stakeholders. Increase your personal success and the results of each audit.

Program Objectives and Results

- Build deeper relationships that support you as you add value to your audit clients, team members and organization;
- Understand the impact of language, behaviour and culture on communication so you are prepared to prevent and overcome communication challenges as they arise;
- Persuade your business partners to take action by asking the right questions, listening and responding appropriately;
- Apply current influencing and marketing techniques and strategies that will enable your messages to resonate with your business partners;
- Communicate more effectively so you can deal with difficult personalities, challenging situations and cultural mishaps.

Training Programs



Interviewing Skills for International Auditors

Overview

Conducting effective audit interviews is one of the most valuable methods you have to ensure your audit report adds value. To achieve this, you have to focus on the heart of communication: effective questioning and listening skills.

Combine these with behaviour, body language, cultural insights, interview strategy and facilitation techniques to create a successful outcome. Learn how to deal with difficult personalities and conflicting goals, and ensure you leave a positive, professional impression of audit behind you.

Program Objectives and Results

- Plan and prepare for your interview so the stage is set for your success;
- Apply rapport-building techniques so you can develop and foster strong, value-added business relationships;
- Employ a variety of question types and techniques so you get the information you need even when you are under time pressure;
- Learn facilitation language and skills so you are better able to control the flow of the interview;
- Navigate communication dilemmas as they happen, so you can successfully deal with challenges and unintended conflict no matter when or where it arises.



Preparing and Delivering Powerful Presentations

Overview

To present successfully to audit clients and board members, you need an effective storyline, compelling content, and a deep understanding of what motivates your audience. It means taking them on a journey to see, feel and believe in the value of the change to come: from today's status quo to tomorrow's possibilities.

Learn how to inspire your audience to action. Create slides that support you and your message. Deliver your presentation in a confident, professional manner.

Program Objectives and Results

- Connect with your audience so your key messages resonate and inspire;
- Develop a compelling concept and storyline with content that moves your audience to action;
- Plan and structure your presentation so your key messages are clear, persuasive and effective;
- Arrange slide content in a way that supports your presentation goals while ensuring your audience focuses on you and your messages—not the slides;
- Deliver your presentation in an authentic, confident and persuasive manner that creates a dialogue with your audience.



Intercultural Communication Competence for Auditors

Overview

Today's internal auditors work around the world, interviewing, negotiating, and writing audit reports for multiple international stakeholders. Communicating across cultures brings new challenges that require you to be more aware of language, culture and behavior than ever before. Because when you get it wrong, you can negatively affect the outcome of the audit.

Increase your knowledge of how to audit in other cultures while understanding the impact of your own culture on the success or failure of your communication.

Program Objectives and Results

- Apply the Trompenaars-Hampden-Turner '7 Dimensions' so you have a deeper understanding of what cultural tendencies may be at play for you and your audit clients;
- Assess the effectiveness of your communication style in the moment so you can begin to overcome perceived misunderstandings immediately;
- Deal with challenging situations within the audit process that may arise from cultural differences and misunderstandings;
- Understand how behaviour, language and emotion can influence your response to challenging communication situations;
- Implement strategies to resolve cultural dilemmas so that audit objectives can be achieved while maintaining professionalism.

Proven Results

“Tracie’s background and experience matched our needs exactly. Not only did she provide valuable insight for our new report writing guideline, she also reviewed it for readability, contributing significantly to the end result. Tracie moderated two 2-day training events attended by 40 auditors, which was tailored to our exact requirements. As a result, our more reader-friendly, value-added audit reports have been noted at executive level. I have no hesitation in recommending Tracie as a trainer, coach and consultant for audit report writing!”

–Elspeth Elliot, Corporate Audit, SAP

“Tracie’s experience with the European community and international companies provides her with a fine sensitivity to multicultural issues in communication styles.”

–Dirk Vermeiren, Retired Head of Internal Audit at National Bank of Belgium

“Before Tracie created a customized workshop specifically for my team, we were struggling to achieve our KPI. Now, my team consistently achieves our internal report writing KPI, and my investment in review and editing time has decreased significantly.”

–Steffen Lacher, Area Audit Director at HeidelbergCement AG

“Tracie’s expertise has enabled our audit team to streamline our audit reports, describe risks more precisely, and write at a consistently higher quality level across the team. Our findings, risk and recommendations have become more focused and more value added to the business. My team is writing at a consistently higher level, and very important for me personally, the time it takes me to review a draft report has been cut by over 50%. That means I can focus on more important issues every day.”

–Sabine Scholz, Head of Internal Audit, Fresenius SE & Co. KGaA

“Our in-house workshop with Tracie helped us add structure and clarity to our audit reports. Using criteria, condition, cause and risk allows us to clearly show our stakeholders the issues we identified and the impact to the business. Our recommendations now use consistent language that is actionable and measurable, which will make follow-up easier. The workshop was also an excellent opportunity to bring the team together, share ideas and have some fun at the same time.”

–Stephan Schnitzler, Head of Internal Audit, Haribo Holding GmbH & Co. KG

Tracie Marquardt is a trainer, coach and consultant who has successfully helped thousands of international internal auditors in Europe, Africa and North America to be more effective in their global communication skills. Tracie’s passion is helping her clients communicate their key messages clearly, concisely and persuasively. As a result, her clients are able to achieve their desired results better than ever before, whether it’s writing a report, presenting results, or resolving conflicting positions. Her clients become agents of positive change within their organizations whose contributions to organizational success are recognized at C-level.

Your Next Global Audit Team Conference

Empower your team and boost audit results in a 2 to 4 hour session with Tracie.

Contact Tracie now for a complimentary needs analysis.

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