



The Institute of
Internal Auditors
Malaysia

IIAM
GLOBAL
SERIES

2024

COMMUNICATION SKILLS FOR AUDITORS - INTERVIEWING AND NEGOTIATING

(DEVELOPED BY GLOBAL IIA)

PROGRAM OVERVIEW

The importance of effective communication to business unit leaders, senior management, and the board, is a critical skill for individual internal auditors all the way to Chief Audit Executives (CAEs). Without strong interviewing and negotiating skills, internal audit cannot successfully carry out the internal audit engagement process, nor communicate its value to the stakeholders of the organization.

Are you ready to develop and improve your communication skills for the engagement process and beyond?

This instructor-led course is complete with highly interactive individual and group activities, as well as role-play scenarios to provide internal auditors with opportunities to develop or sharpen their interviewing and negotiating skills. After completing this course, internal auditors will have a profound awareness of how to effectively interview and negotiate and be prepared to apply these skills in their organizations.

WHO WILL BENEFIT FROM THIS COURSE?

This course is designed to improve the effectiveness of your interviewing and negotiating, by offering techniques and tools that will help to improve your skills through multiple activities designed to practice new skills without the pressure to "get it right" and serves as a judgment-free zone, where you can interact freely with peers and

receive feedback, guidance, and support to enhance your communication skills as they relate to interviewing and negotiating. This course is for internal auditors – at all levels – who have a desire to develop or sharpen their interviewing and negotiating skills.

OBJECTIVES

- Express the purposes for interviewing and negotiating.
- Explain the relationship between communication and noise.
- Identify the stages of interviewing.
- Identify the types of negotiating.
- Describe the development of the best alternative to a negotiating agreement.



OUTLINE

The Communication Model

- The classic communication model.
- Noise in communication.
- Communication breakdowns.
- Communication methods.

Introduction to Interviewing and Negotiating

- Purpose for interviewing and negotiating.
- Communication relationships.
- Communication noise.
- Essential communication skills.
- Active listening.
- Body language.

Interviewing Skills

- Purposes and importance of interviewing.
- Key interviewing skills.
- Types of interviews.
- Facilitated interviewing techniques.
- Stages of interviewing.
- Interviewing preparation.
- Interviewing tips.
- Types of interviewing questions.
- Interviewing body language.
- Key interviewing steps.
- Interviewee cooperation.
- Follow-up considerations.

Application of Interviewing Skills

- Interviewing preparation.
- Common interviewing mistakes.
- Listening.
- Interviewing.
- Interviewing follow-up.



Negotiating Skills

- Definition of negotiating.
- Purposes for negotiating.
- Types of negotiating.
- Negotiating outcomes.
- Negotiating communication.
- Negotiating noise.
- RADPAC Model.
- Best Alternative to a Negotiating Agreement (BATNA).
- Overcoming negotiating challenges.

Application of Negotiating Skills

- Personal negotiating style.
- Negotiation planning.
- Negotiation activities.



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ABOUT THE TRAINER

DEVANESAN J A EVANSON

Devanesan retired as the CEO of MSWG (Minority Shareholders Watch Group), a non-profit company, involved in minority shareholder activism in December 2023 after six years of service.

He is a qualified accountant (FCCA) and a Chartered Member of the MIA (Malaysian Institute of Accountants). He was a past council member of the MIA and a past president of the Malaysian Advisory Committee of the ACCA. He was also the past president of the Institute of Internal Auditors Malaysia and holds the designation of CFIIA (Chartered Fellow of the Institute of Internal Auditors).

In addition, Devanesan has a law degree (LLB Hons) from the University of London.

He is an adjunct professor of Universiti Kebangsaan Malaysia, an appointment made in December 2019.

He has served 18 years with Bursa Malaysia from 1992 to 2010. He has held various positions at Bursa Malaysia including Chief Regulatory Officer, Chief Market Operations Officer, Head of Group Internal Audit and Risk Management. He set up the Group Internal Audit Function at Bursa Malaysia. He has 13 years' experience heading various internal audit functions.

Devanesan also sits on the Board of AKPK (Agensi Kaunseling dan Pengurusan Kredit) as an independent director since 2017. He is currently the Chairman of the Audit Committee and a Member of the Nomination and Remuneration Committee of AKPK.



ADMINISTRATIVE DETAILS

TARGET AUDIENCE	LEVEL I-IV
MEMBER'S FEE	RM2,916.00 <i>Fee is inclusive of 8% SST</i>
NON-MEMBER'S FEE	RM3,348.00 <i>Fee is inclusive of 8% SST</i>
EARLY BIRD FEE	10% discount for registration received one (1) month prior to respective workshop dates
DATE	11 & 12 September 2024
TIME	9:00 am – 5:00 pm <i>(Registration on Day1 at 8:30am)</i>
DELIVERY MODE	Physical Class
LOCATION	KUALA LUMPUR
PROGRAMME CODE	2024/KL73
TRAINER	Devanesan Evanson
CPD POINTS	16

Disclaimer

This course has been planned as a classroom training session. In the event that the training session is converted to virtual format, a rebate of RM300 will be given for each participant. T&C apply.

Are you claiming under HRDC SBL Khas?

Yes No

COURSE DETAILS

Course Title 2024 Communication Skills for Auditors - Interviewing and Negotiating

Course Code 2024/KL73 Course Date(s) 11 & 12 September 2024

DELEGATE 1

Full Name (as per IC) _____

Designation _____

NRIC _____ Gender Male Female Race _____

Mobile No. _____ Email Address _____

Member Non-Member Membership No. (only applicable for members) _____

Dietary Preferences Vegetarian Non-Vegetarian

DELEGATE 2

Full Name (as per IC) _____

Designation _____

NRIC _____ Gender Male Female Race _____

Mobile No. _____ Email Address _____

Member Non-Member Membership No. (only applicable for members) _____

Dietary Preferences Vegetarian Non-Vegetarian

If you are sending more than 2 delegates, kindly send the delegates details in an Excel File format.

CORPORATE DETAILS (only applicable for corporations)

Corporate Member Corporate Membership No: _____

Corporate Non-Member

CONTACT DETAILS

Organisation Name _____ Company Registration No. _____

Mailing Address _____

Contact Person _____ Designation _____

Telephone _____

Fax _____ Email Address _____

BILLING DETAILS

please tick if billing details are the same as contact details.

Contact Person _____ Designation _____

Billing Address _____

Telephone _____ Fax _____

Email Address _____

For non-member, would you like to be contacted to know more about IIA Membership programme? Yes No

ENQUIRY & REGISTRATION

1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450, Kuala Lumpur, Malaysia
Tel: +603 2181 8008 ext 210/211/212/213 Fax: +603 2181 1717 Email: training@iiam.com.my Website: www.iiam.com.my

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PAYMENT DETAILS

Payment Details	Member Rate (per person) for KL-code related courses	Non-Member (per person)	8% SST	Total with SST
Fee (per pax) RM				
No. of pax				
Subtotal				

All registrations **MUST** be accompanied with full payment. Upon receipt of your registration, you are deemed to have read and understood the registration procedures and accepted the terms and conditions contained therein. (Please tick (✓) the chosen method)

Enclosed is a cheque/bank draft no. _____ for the sum of RM _____ payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

LOCAL PAYMENTS BY CHEQUE / INTERBANK GIRO

All payments should be crossed and made payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Bank Details: United Overseas Bank (M) Bhd. USJ Taipan Branch, No.7, Jalan USJ 10-1, USJ Taipan Triangle, 47620 UEP Subang Jaya, Selangor
Account No.: 165-301-514-9 Bank Swift Code: UOVBMKML

OVERSEAS PAYMENTS BY WIRE TRANSFER (USD only)

Beneficiary: **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Address: 1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450 Kuala Lumpur, Malaysia

Beneficiary's Bank: STANDARD CHARTERED BANK MALAYSIA BERHAD

Beneficiary's Bank Address: Level 18, Menara Standard Chartered, No.30 Jalan Sultan Ismail, 50250 Kuala Lumpur

Account No.: 312-170-024-235 Bank Swift Code: SCBLM-YK-XXXX

All wire transfer payments should include USD\$30.00 (overseas) and RM25.00 (local) for wire transfer processing fee. For GIRO, please include RM1.00 as bank charges. (Please fax the bank-in slip to +603 2181 1717 or email to training@iiam.com.my)

CREDIT CARD

I hereby authorise **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA** to charge to my credit card. to the value of

RM _____ Card Type: VISA MASTER

Card Number:

Expiry Date: _____ Cardholder's Name _____

I understand that any amount drawn from my credit card will first be cleared with the credit card authorisation facility.

Signature (As per credit card) _____ Date _____

TERMS & CONDITIONS

FEE

- Fee is payable to "THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA". Please state your name, payment advice number, phone number and Workshop Code number at the back of the cheque/bank-in slip. Admittance will only be permitted upon receipt of full payment
- The fee covers a copy of course material*, lunches, refreshment, and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is inclusive of 8% SST.
- Walk-in delegates will only be allowed if full payment is made, subject to the availability of the seat.
- This course has been planned as a classroom training session. In the event that the training session is converted to virtual format, a rebate of RM300 will be given for each participant. T&C apply.

HUMAN RESOURCE DEVELOPMENT CORPORATION (HRDC) SBL KHAS CLAIM(S) [APPLICABLE TO HRDC SBL KHAS CLAIMABLE COURSE(S) ONLY]

- Claimants are fully responsible:
 - To provide IIA Malaysia with the HRDC grant approval notification (letter or email) minimum 7 working days before the commencement of the course(s).
 - To provide IIA Malaysia with Letter of Undertaking (LOU) for full settlement of the course fees if grant approval notification is received from HRDC prior to the commencement of the course(s).
 - To adhere to all terms and conditions set by HRDC (i.e., full attendance of the courses).
 - For timely completion and submission of all required HRDC documents as per their requirement.
 - To follow up and respond to any queries from HRDC and attain the approval of grant claim(s) within 60 days from the completion of the course(s). If no grant claim approval is attained within 60 days, claimants are responsible to arrange for an immediate full settlement of the course fees(s). Should a late approval is attained post the full settlement, IIA Malaysia will arrange for the reimbursement accordingly based on the approved grant claim.
 - The HRDC Grant Approval Amount falls within the purview of HRDC. IIA Malaysia is obligated to adhere to the HRDC procedure and permissible cost matrix. In the event that the approved amount is less than the total training cost, the participant or attending corporate entity is required to cover the remaining balance.

CANCELLATION

- Upon registering, participant(s) are considered successfully enrolled in the course. Should participant(s) decide to cancel/transfer their registration, a cancellation/ transfer policy shall be applied as follows.
 - Written cancellations should be received by 14 working days before the workshop date to get the refund.
 - Written cancellations should be received by 7 working days before the workshop date to get a partial refund after deduction of 50% administrative charge. Unpaid registrations will also be liable for 50% administrative charge.
 - Written cancellations/no-show on the day of the workshop.
 - No refund will be entertained.
 - Unpaid registrations will also be liable to full payment of the registrations fee. Partial cancellation is not allowed.
 - You can substitute an alternate delegate(s) if you wish to avoid cancellation charges. Any differences in fees will be charged accordingly.

RESERVATION

- The Institute reserves the right to make changes to the venue, date, topic, speaker including cancellation if warranted by circumstances beyond its control.
- The Institute reserves the right to utilize any recordings or photographs taken during the delivery of the course(s) for marketing and advertising purposes.
- The Institute is not responsible for the action, advice or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- Certificates of Attendance will be issued an "E-certificate" via email. For this purpose, it is COMPULSORY to fill in the email address clearly. Certificate will only be given to participant who attended the session in full.
- Upon signing this form, you have deemed to have read and understand the registration term and condition and therefore have accepted the terms contained herein.

DATA PROTECTION

Personal Data is gathered in accordance with the Personal Data Protection Act 2010 (Act 709). The Institute of Internal Auditors Malaysia (IIA Malaysia) hereby inform you that your personal data will be processed, retained and used by IIA Malaysia in relation to this Workshop. Your personal data may also be retained and used by IIA Malaysia to market and promote other training programmes conducted by IIA Malaysia.

DISCLAIMER

The Institute of Internal Auditors Malaysia (IIA Malaysia) reserves the right to change the speaker(s), date(s) or to cancel workshop(s) should circumstances beyond its control arise. IIA Malaysia also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. IIA Malaysia is not responsible for any incidental cost of participants (i.e. return flights, accommodation and etc) due to changes or cancellation of course(s). Upon submitting the registration form, you are deemed to have read and accepted the terms and conditions.

* Subject to approval of the proprietor.

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