

# ASK RIGHT DISCOVER RIGHT

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## OVERVIEW

This 4.5 hour of highly engaging online workshop is intended to equip and sharpen the core tools of the participants in listening and questioning skills for effective conversation and engagement during audits that enables effective buy-in from the stakeholders.

This hands-on course provides ample opportunity to practice and implement useful skills during the session enabling the participants build further skills and confidence in allowing them to return to the workplace as effective professional auditors.

## LEARNING OUTCOMES

Participants will be able to:

- Enhance the art of listening to understand.
- Sharpen the art of questioning to discover.
- Gain more confidence to carry out their core responsibilities.

## OUTLINE

- Welcome & setting the expectation and learning outcome
- Reality check on the current Audit experience
- Core enabling skills for success (Part 1):
  1. Active Listening - what and how of it.
  2. Listening assessment.
- Core enabling skills for success (Part 2):
  1. Art of Questioning - what and how of it.
  2. Skill practise
- Experiential activity to bring alive active listening and questioning techniques
- Open dialogue and learning take-away

## ADMINISTRATIVE DETAILS

<b>TARGET AUDIENCE</b>	LEVEL I-III
<b>MEMBER'S FEE</b>	RM450.00
<b>NON-MEMBER'S FEE</b>	RM550.00
	<i>All Fees will be subject to 6% SST</i>
<b>DATE</b>	16 June 2021
<b>TIME</b>	8:30 am - 1:00 pm
<b>DELIVERY MODE</b>	Virtual Platform
<b>PROGRAMME CODE</b>	WEB 46
<b>TRAINER</b>	<b>Zohrab Chong</b> B.EC, LL.B (Monash), AMII, HRDF Certified Trainer
<b>CPD POINTS</b>	5



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## ABOUT THE TRAINER

### ZOHRAB CHONG

B.EC, LL.B (Monash), AMII, HRDF Certified Trainer

Zohrab has more than 20 years of the financial institutional industry experience, in particular the Malaysian Insurance Industry. His early professional career includes being a practising lawyer, an economic trade officer with the South African High Commission and an international business management before joining the financial industry. He began his financial industry journey in insurance as a loss adjuster before moving onto claims, business excellence, performance management, coaching, organizational development, learning & development and talent management. His operational exposure and experience has enabled him to understand and speak the business language when facilitating in-house as well as external learning programmes.

He has also served and delivered learning programmes including train-the-trainer certification across the region namely in Indonesia, Hong Kong and Singapore. Zohrab is an energetic and engaging facilitator delivering various technical and soft skills related programmes. His passion is to enable business transformation to happen through people development.

**ENQUIRY & REGISTRATION**

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

Course Title \_\_\_\_\_

Course Code \_\_\_\_\_ Course Date(s) \_\_\_\_\_

**DELEGATE 1**

\*Full Name (as per IC) \_\_\_\_\_

\*Designation \_\_\_\_\_

\*Mobile No. \_\_\_\_\_ \*Email Address \_\_\_\_\_

Member  Non-Member "Membership No. (only applicable for members)" \_\_\_\_\_

**DELEGATE 2**

\*Full Name (as per IC) \_\_\_\_\_

\*Designation \_\_\_\_\_

\*Mobile No. \_\_\_\_\_ \*Email Address \_\_\_\_\_

Member  Non-Member "Membership No. (only applicable for members)" \_\_\_\_\_

**DELEGATE 3**

\*Full Name (as per IC) \_\_\_\_\_

\*Designation \_\_\_\_\_

\*Mobile No. \_\_\_\_\_ \*Email Address \_\_\_\_\_

Member  Non-Member "Membership No. (only applicable for members)" \_\_\_\_\_

**CORPORATE DETAILS** (only applicable for corporations)

Corporate Member Corporate Membership No: \_\_\_\_\_

Corporate Non-Member

**CONTACT DETAILS**

Organisation Name \_\_\_\_\_

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 \_\_\_\_\_

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## PAYMENT DETAILS

Payment Details	Member Rate (per person) for WEB-code related courses	Non-Member (per person)	6% 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)

**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: UOVBMYYL

**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@iam.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 Virtual Training Code number at the back of the cheque/bank-in slip. Admittance will only be permitted upon receipt of full payment
- The fee covers the soft copy course material\* and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is subject to 6% SST.
- Last minute registration and admittance will only be allowed if full payment is made, subject to the availability of the seat.

### 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.
  - a) Written cancellations should be received by 14 working days before the Virtual Training date to get the refund.
  - b) Written cancellations should be received by 7 working days before the Virtual Training date to get a partial refund after deduction of 50% administrative charge. Unpaid registrations will also be liable for 50% administrative charge.
  - c) Written cancellations/no-show on the day of the Virtual Training.
    - No refund will be entertained.
    - Unpaid registrations will also be liable to full payment of the registrations fee.
    - Partial cancellation is not allowed.
  - d) 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 date, topic, speaker including cancellation if warranted by circumstances beyond its control.
- The Institute is not responsible for the action, advise or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- 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.
- 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.

### 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 Virtual Training. 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 the Virtual Training 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. Upon signing the registration form, you are deemed to have read and accepted the terms and conditions.

\* Subject to approval of the proprietor.