

INFLUENCING SKILLS FOR AUDITORS

OVERVIEW

Successful auditors are effective influencers who can succinctly conveying observations, recommendations, feedback, and conclusions to all stakeholders who range from fellow auditors, auditees, senior management, the Audit Committee, and the Board of Directors. These are accomplished through effective influencing skills utilised during meetings, presentations, interviews, and negotiations with all stakeholders. This course navigates the participant through the various practical challenges and allows the development of key understanding and skills to overcome these challenges with successful results.

OBJECTIVES

- Identify issues in the conduct and conclusion of the audit process
- Develop best practices in influencing to ease the audit process.
- Identify problems in communications and methods to avoid these.
- Understand and improvise personal influencing skills.
- Empathise and adapting to the working styles of various stakeholders.
- Develop an audit approach that best utilises appropriate influencing skills.
- Apply strategies to negotiate solutions and navigate conflicts.

OUTLINES

Importance and relevance of influence in audit

- Trends on influence
- Characteristics of a good influencer
- Reasons for influence
- Audience to be influenced
- Degrees of influence

Principles of influence

- Defining sources of influence in an audit process
- Referent versus reverberation impact
- Understanding and utilising influencing styles

Influencing techniques

- Importance of listening and understanding auditees
- Persuasion rather than coercive methods
- Reframing issues and solutions
- Building perpetual relationships

Relationship skills

- Building trust and rapport with stakeholders
- Developing assertiveness with stakeholders
- Dealing with different characteristics

Influencing outcomes

- Listening and probing techniques for auditors
- Using persuasive language involving people

Practical negotiations for auditing

- Characteristics of negotiations
- Distinguishing people and process issues
- Distinctions between interests and positions
- Allowing for options
- Alternatives to negotiated solutions
- Strategies for negotiations

INFLUENCING SKILLS FOR AUDITORS

ABOUT THE TRAINER

DR EDDY YAP **PhD, FCCA, CIA**

Dr Eddy Yap is the Founder and Managing Consultant of Conductiviti Business Advisory Sdn Bhd. His core competencies are in qualitatively and quantitatively diagnosing issues, formulating solutions, and implementing changes. He has over 22 years of corporate, advisory, academic and entrepreneurial experience, and has worked with various organisations including government corporations, public conglomerates, private companies, public sector organisations and academic institutions, across diverse industries.

He is also a visiting lecturer and facilitator to several universities at the undergraduate and postgraduate levels, as well as professional bodies, delivering courses in strategic management, finance, accounting, auditing, and economics. He has published in international peer reviewed journals and presented in corporate and academic conferences, as well as delivered talks on the global and national economy.

He is a Certified Internal Auditor, Technical and Research Committee Member of IIAM, Chartered Accountant of MIA, an ASEAN CPA, Fellow of ACCA, Fellow of the Malaysian Institute of Management, and a HRDF-certified trainer. He holds a Bachelor's in Economics from the University of London, MBA from Heriot-Watt University, and PhD in Finance from Universiti Kuala Lumpur.



ADMINISTRATIVE DETAILS

| | |
|-------------------------|---|
| TARGET AUDIENCE | LEVEL I-II |
| MEMBER'S FEE | RM1,900.00 |
| NON-MEMBER'S FEE | RM2,400.00 |
| | <i>All Fees will be subject to 6% SST</i> |
| EARLY BIRD FEE | 10% discount for registration received one (1) month prior to respective workshop dates |
| DATE | 25 & 26 October 2021 |
| TIME | 9:00 am – 5:00 pm <i>(Registration on Day 1 at 8:30am)</i> |
| LOCATION | Kuala Lumpur |
| DELIVERY MODE | Physical Class |
| PROGRAMME CODE | KL31 |
| TRAINER | Dr. Eddy Yap Phd, FCCA, CIA |
| CPD POINTS | 16 |



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) _____

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*Full Name (as per IC) _____

*Designation _____

*Mobile No. _____ *Email Address _____

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

Dietery Preferences Vegetarian Non-Vegetarian

DELEGATE 2

*Full Name (as per IC) _____

*Designation _____

*Mobile No. _____ *Email Address _____

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

Dietery Preferences Vegetarian Non-Vegetarian

DELEGATE 3

*Full Name (as per IC) _____

*Designation _____

*Mobile No. _____ *Email Address _____

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

Dietery Preferences Vegetarian Non-Vegetarian

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 KL-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)

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: UOVBMKYL

OVERSEAS PAYMENTS BY WIRE TRANSFER (USD only)

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

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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

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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 the hard copy course material, lunches, refreshment and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is subject to 6% SST.
- Walk-in delegates 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 workshop date to get the refund.
 - b) 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.
 - c) 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.
 - 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 venue, 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 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 the Workshop 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.