



The Institute of
Internal Auditors

Malaysia

INVESTIGATIVE INTERVIEWING SKILLS FOR INTERNAL AUDITORS

www.iiam.com.my

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OVERVIEW

Investigative interviewing skills are vital to anyone conducting investigations, during/following an audit or when misconduct or misappropriation concerns arise. Inexperience handling of the case being investigated could potentially lead to costly mistakes. In their scope of work, Internal Auditors are now expected to perform some form of investigations and this program provides the necessary tools for investigation interviewing. One key area in which many Internal Auditors and Investigation Officers could improve is in their preparation for and execution of investigative interviews with auditees/witnesses/suspects.

This uniquely designed program will equip Internal Auditors, Investigation Officers and Managers with necessary tools, techniques and approaches required in performing investigative interviews effectively and successfully to obtain the best results and help draw comprehensive conclusions from investigations. Application of investigative interviewing techniques learnt will ensure participants are better able to detect root causes and control failures.

METHODOLOGY

The Approach

This is a highly interactive, facilitation-consultative style and hands-on program with a blend of presentations, live Q&A, role play, discussions and breakout room activities, together with a variety of interviewing and communication tools. Participants are required to attend the full program and to actively participate throughout the sessions for optimal impact and benefit.

Focus

Participants to be equipped with:

- understanding key differences between audit & investigation
- an overview of the role and principles of investigative interviewing
- awareness of key characteristics of an effective investigative interviewer
- interviewing technique incorporating personality styles
- enhanced investigative probing techniques
- ability to apply the PEACE model as an investigative interviewing tool
- experiences and solutions for remote/virtual investigative interviewing



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OUTLINE

Introduction

- welcome & energizer
- introduction to program
- program objectives & overview

Investigative Interview Overview

- distinguishing audit and investigation
- role and principles of investigative interviewing
- characteristics of effective investigative interviewers
- investigative probing techniques

Colored Brain Communication (CBC) Technique

- what color is your brain?
- CBC overview
- aligning interviewing with 'Unique 4'
- probing techniques 5WIH

PEACE Investigative Interviewing Model

- Plan & Prepare (P)
- Engage & Explain (E)
- Account, Challenge & Confirm (A)
- Closure (C)
- Evaluate (E)

Mock Investigative Interview A

- PEACE Model application

Remote / Virtual Interviewing

- privacy & confidentiality
- virtual presence & engagement
- elevated tension & breaks
- investigation premature judgement & bias
- non-verbal communication (NVC)

Mock Investigative Interview B

- challenging case studies / scenarios



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ABOUT THE TRAINER

VANEESA VEERAPPAN

ACMA

Associate Member of the Chartered Institute of Management Accountant UK and has with her over 20 years of working experience in Governance, Risk, Compliance & Internal Audit.

Vaneesa spent a significant number of years with Malaysia Airlines as a Chartered Accountant then moved to explore her interest in the field of Risk & Policy Advisory. She contributed largely into developing several key corporate policies and framework across many of Malaysia Airline's key Global offices including United Kingdom, Italy, Australia & the Middle East. Vaneesa was awarded with the much-coveted MH Star Award by the Managing Director of Malaysia Airlines for the stellar contribution in the field of risk & policy advisory.

She also extended the remit of her experience and took on the role of an Internal Auditor, where she was involved in conducting corporate audits to ensure corporate objectives and strategies were achieved in compliance to corporate policies and procedures.

Vaneesa then moved on to Astro Malaysia where she was engaged as a Risk Management Practitioner and trainer. This role laid the foundation for her training career, in which her experience, drive

ADMINISTRATIVE DETAILS

TARGET AUDIENCE	LEVEL II-III
MEMBER'S FEE	RM2,300.00
NON-MEMBER'S FEE	RM2,650.00 <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	16 & 17 November 2022
TIME	9:00 am - 5:00 pm <i>(Registration on Day 1 at 8:30am)</i>
DELIVERY MODE	Physical Class
LOCATION	Kuala Lumpur
PROGRAMME CODE	KL55
TRAINER	Vaneesa Veerappan ACMA
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.



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and unbridled passion as a trainer were recognized and lauded by her peers and superiors when she was awarded the prestigious "Excellence in Training" award by the Human Resources division of Astro Malaysia.

Vaneesa is a well-recognized corporate trainer, specializing in the field of Governance, Risk, Compliance & Internal Audit. Her training credentials include HRDCorp certification, endorsed trainer of Basel Institute of Governance Switzerland, DCI Certified Colored Brain Trainer, Certified Neurolinguistic Practitioner (NLP), Certified Virtual LearnCaster & Certified Six Sigma Green Belt. She is an Associate Member of Malaysian Association of Professional Speakers (MAPS) and a member of Transparency International Malaysia (TIM).

Vaneesa is a faculty trainer for Malaysian Institute of Management (MIM), Malaysian Institute of Accountants (MIA) & The Institute of Internal Auditors Malaysia (IIAM).

She's been actively training both local and international participants from Saudi Arabia, Oman, Kenya, Bhutan & Singapore. In recognition of her contribution in this field, she was awarded Risk Practitioner and Certified Trainer under the category of Women Leadership by CMO Asia.



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FACILITATOR / CONSULTANT

SHARMA KUMARI

Founder-Consultant of Step by Stepz, Malaysia. She is also Faculty Member of Human Capital Institute, USA; and Associate Facilitator, Inspire Group Asia.

She has more than 25 years' experience in HR-Talent Development, Communication and Media, having successfully undertaken a wide-range of international assignments across more than 15 countries (Australia, Bangladesh, Brunei, Canada, England, Fiji, Germany, India, Indonesia, Pakistan, Papua New Guinea, Philippines, Singapore, Sri Lanka, Thailand and USA).

Her work spans varied sectors from intergovernmental and not-for-profit, to PLCs and SMEs; from shared services to broadcasting and tertiary education. Sharma has led cross-functional teams in key projects and ventures, ranging from foreign acquisitions and new ventures, to strategic leadership development, succession pipeline and stakeholder management.

She works with clients from diverse industries - agriculture, aircraft MRO, banking, construction, electronics & hi tech, entertainment, financial services, hospitality, legal, manufacturing, media, retail, and tertiary education.

Amongst others, Sharma's credentials include Certified Strategic HR Business Partner, Leadership Development & Succession Strategist, Assessment Centre and Talent Management Assessor, DCI Certified Colored Brain Trainer, PROSCI Change Management Practitioner and leading profiling tools such as Workplace Big5 Profile, and Personal Profile Analysis (DISC).

She has an MA in Communication Management and has also served as Adjunct Lecturer in a leading local university, besides being a coach and mentor, across social and demographic lines.

She is a Professional Member & Exco of Malaysian Association of Professional Speakers; member of Malaysian Institute of Management, and Malaysian Institute of HR Management. She was Awarded '101 Top Global Training & Development Minds' at the World HRD Congress, in addition to several workplace recognition & merit awards.

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@iam.com.my Website: www.iam.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)" _____
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 _____

Are you claiming under HRDF SBL Khas? Yes No If Yes, please fill in the form of Appendix A

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

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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: UOVBYMYKL

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 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.
- 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.

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, advice 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.

ENQUIRY & REGISTRATION

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APPENDIX A – HRDF SBL KHAS CLAIM

DELEGATE 1

Full Name (as per IC) _____

NRIC _____

Citizenship _____

Gender _____

Race _____

DELEGATE 2

Full Name (as per IC) _____

NRIC _____

Citizenship _____

Gender _____

Race _____

DELEGATE 3

Full Name (as per IC) _____

NRIC _____

Citizenship _____

Gender _____

Race _____

*** Invoice will only be produced upon approval of grant. Should the amount approved be lesser than the total cost fee, the balance will be invoice to the corporation/individual.*

DISCLAIMER: For organisations claiming from HRDC under SBL-Khas scheme, please note that in the event application of grants or claims made through HRDC are unsuccessful, the registering organisation will be liable to make full payment for the course fees. To secure your registration, kindly share the approval of grant from HRDC or provide a Letter of Undertaking (LoU) to the IIA Malaysia Training Team before formal confirmation can be sent from the IIA Malaysia Training Team for the respective training sessions.