

Seminar E213306: The Internal Auditor as Communicator

Online- & in-class seminar from 07.06. to 10.06.2021

Content of the 5 Modules

Module 1 Basics	Module 2 Influence	Module 3 Tools	Module 4 Resistance	Module 5 Applications
Introduction -Group welcome -Course concept -Overview	Learning theories -Social learning -Ethical aspects -Auditees as learners	Grammar & style -Recurring errors -Effectiveness of language -Orthography	Organizational Change -Change dimensions -Resistance and stress -IA as change agent	Presenting -Types of presentations -Effectiveness -Task: Exercises
Foundations of Communication -The c process -Types of c -Application in IA	Trust -Theory -Basis of IA work -Building trust		Barriers -Types of communication barriers -Counter measures -Effective feedback -Task: discussion	
Motivation -Classical theories -Current theories -Motivating auditees -Task: compliments	Stakeholder -IA stakeholders -Active involvement -Interview technique			
Break	Break	Break	Break	Break
Individual Behaviour -Personality -Demography -Emotional Intelligence -Task: measure EQ	Report writing -Practitioners' model „From Insight to Influence“ -Typical IA texts -Task: IA examples	Technology -Old and new ICT -Social media -IA challenges	Micro politics -Influence and power -Increasing influence actively -Task: role play	Case conference -Introduction of practitioners' cases -Analysis and strategy
Perception -Theories -Automatisms -Influence on IA		E-Mailing -Coping with emails -Formulating effectively -Task: training	Case conference -Introduction of practitioners' cases -Analysis and strategy	
Organizational Culture -Dimensions -Reading o-culture -Influence on IA				