

Audit Influence and Negotiation - 2 days

Internal Auditors must possess excellent soft skills and be able to positively influence management to improve the control environment.



Why should you attend?

Internal audit conclusions and opinions are increasingly used as a performance measure for management, whether in perception or firm KPIs, resulting in strong push back on audit issues to help manage this measure. Auditors often feel unprepared for this and, in an attempt to manage their independence, take an overly hard line on these 'negotiations'; often escalating to senior management for final agreement.

This course has been designed for any negotiation or influencing situation, including, but not limited to, those audit related situations. It aims to empower participants to depend less on their positional power and more on their influencing and negotiation skills. The course is based on a proven process framework for Influencing and Negotiation.

This two day interactive and hands-on course will help you to:

- Appreciate the underlying influencing and negotiation process;
- Implement flexible influencing and negotiation styles;
- Control the 'emotional atmosphere' of each situation and appropriately change the balance of power;
- Identify and counter common tactics used in situations;
- Break deadlocks creatively;
- Pace influencing and negotiation situations through their phases;
- Structure verbal and non-verbal language to create co-operation; and
- More confidently manage future negotiation situations.

Workshop outline:

Day 1

- Introduction, Process, Content
- What is Negotiation?
- Motivation and the Need Theory
- Negotiation Philosophies/Styles
- Creating the Mood for Successful Negotiation through Words
- Using Questions to Guide Negotiations

Day 2

- Negotiation tactics and preparation
- Breaking Negotiation Deadlocks
- Making and Gaining Concessions
- Phases of the Negotiation Session
- Major Case Study - "Fish Bowl"
- Improve Negotiation Outcomes
- Conclusions and action planning