



Emotional Intelligence: The Internal Auditor's key to successful interpersonal relationships

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**Is building relationship
important to us, internal
auditors?**





What is internal audit?

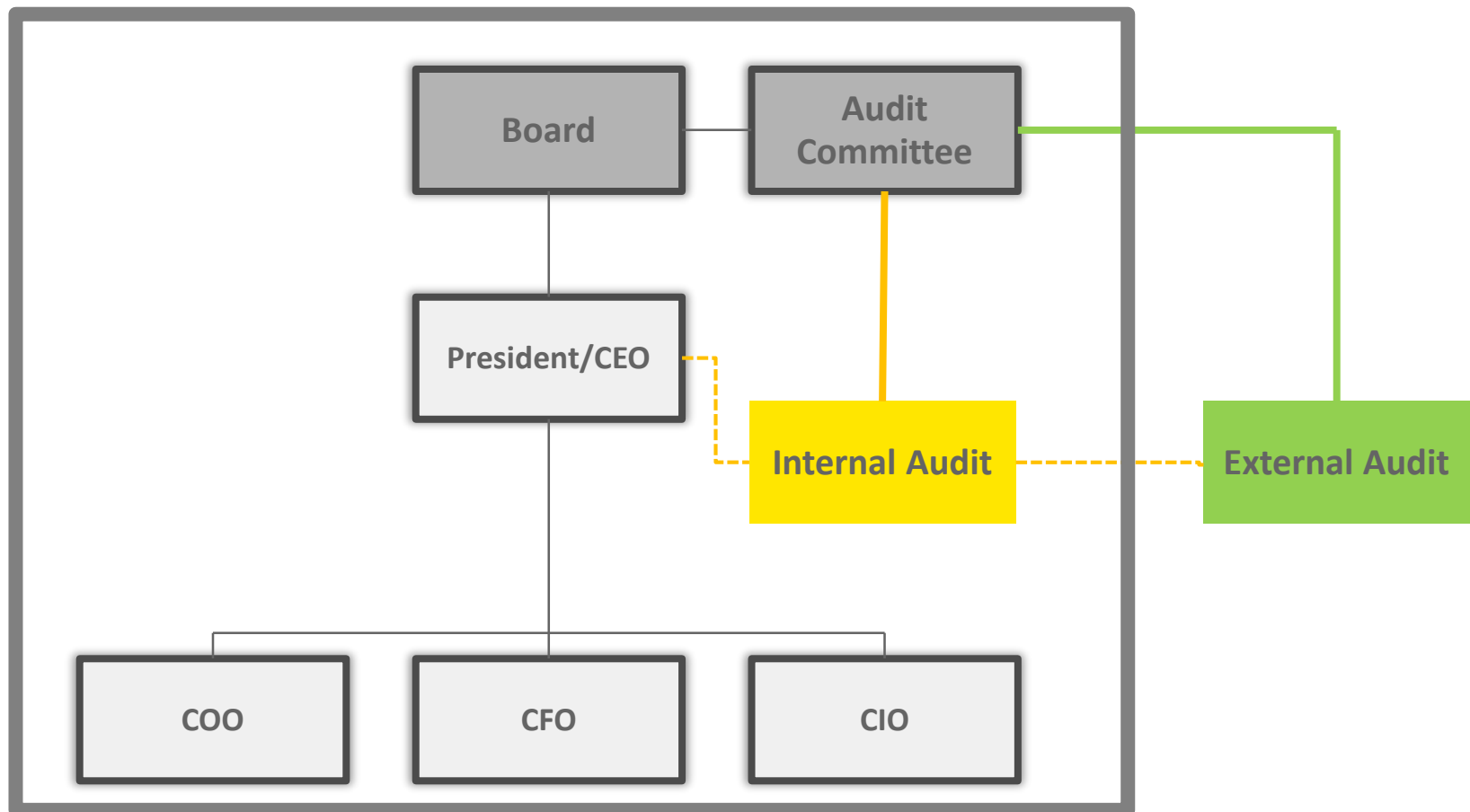


“..is an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.”

International Professional Practices Framework (IPPF) of the IIA



Where is internal audit?





What are the skills needed of internal audit?



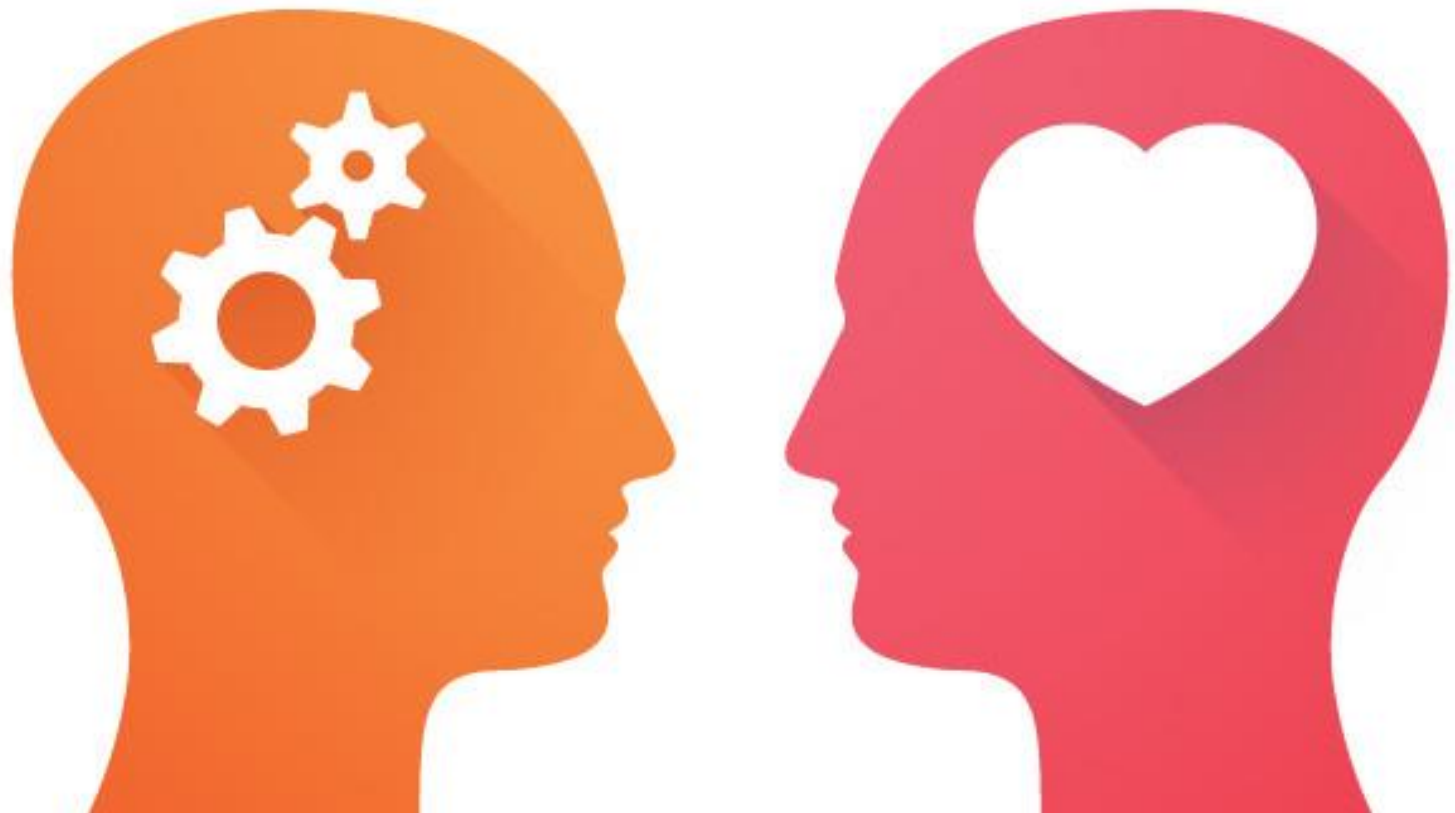


Technical / Hard Skills



- **Internal audit standards, procedures, and techniques**
- **Accounting principles**
- **Risk management, controls, and governance**
- **Information technology general skills**
- **Business acumen**
- **Management principles**

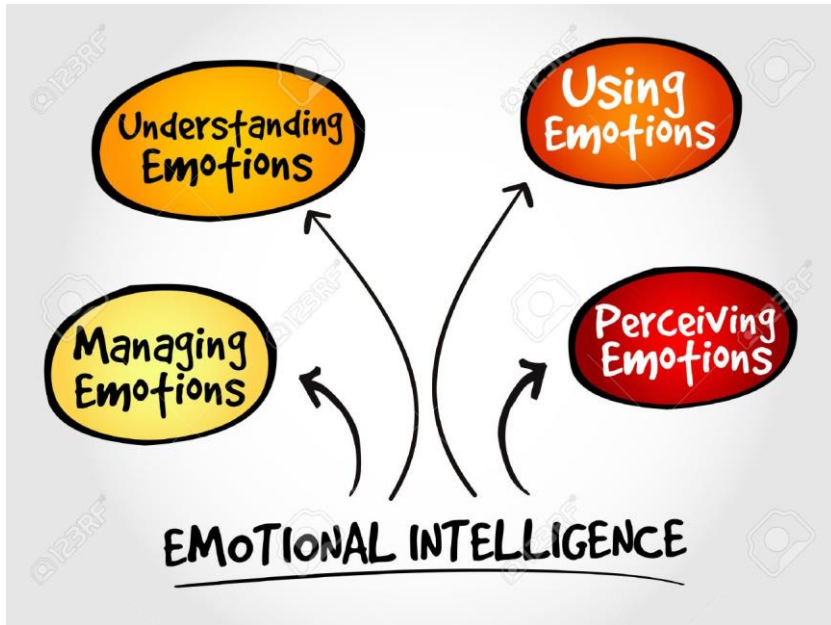




EMOTIONAL INTELLIGENCE



the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.



Understanding and managing one's emotions, as well as understanding the emotions of others, is fundamental to successful interpersonal relationships.

How's your

Emotional intelligence can help auditors build and maintain positive, productive relationships throughout the organization.

EQ?

J. Michael Jacka

Illustration by Sandra Dionisi



INTERVIEWS



“The key to successful interviewing is gaining the interviewee’s trust.. Applying EQ during interviews begins with understanding any emotions the interviewee may be experiencing and addressing these concerns up front.”



INTERVIEWS



Auditors should..

- ***explain the purpose of the interview, as well as what can be expected during the process***
- ***consider how their own emotions may be interfering with effective communication***
- ***try to bring those emotions under control, and then proceed with a calmer state of mind***

meeting



“Many of the EQ principles used during interviews also apply to meetings.. Nonetheless, the emotional dynamics of meetings can be more complicated than interviews because of the number of people involved.”

meeting



Auditors should..

- ***explain what to expect before a meeting starts***
- ***pay close attention to participants' emotions before the meeting, watch for any escalation of negative emotions, and avoid getting swept up in their own emotions***
- ***watch for and balance participants' reactions to ensure no one projects negative emotions that could derail the meeting's objective***



REPORTING

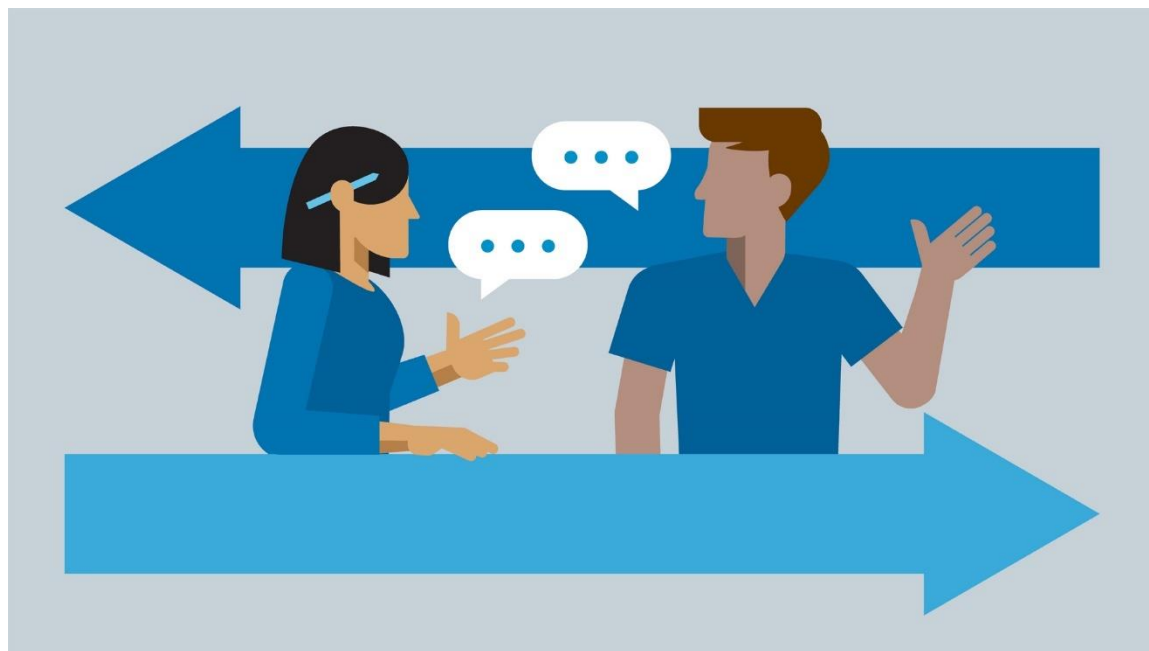


“Auditors often approach reports as a logical exercise, methodically describing the audit process from background and purpose to final conclusions.”

Auditors should anticipate potential reactions and crafting each report to mitigate them to help improve report content and establish better communication.



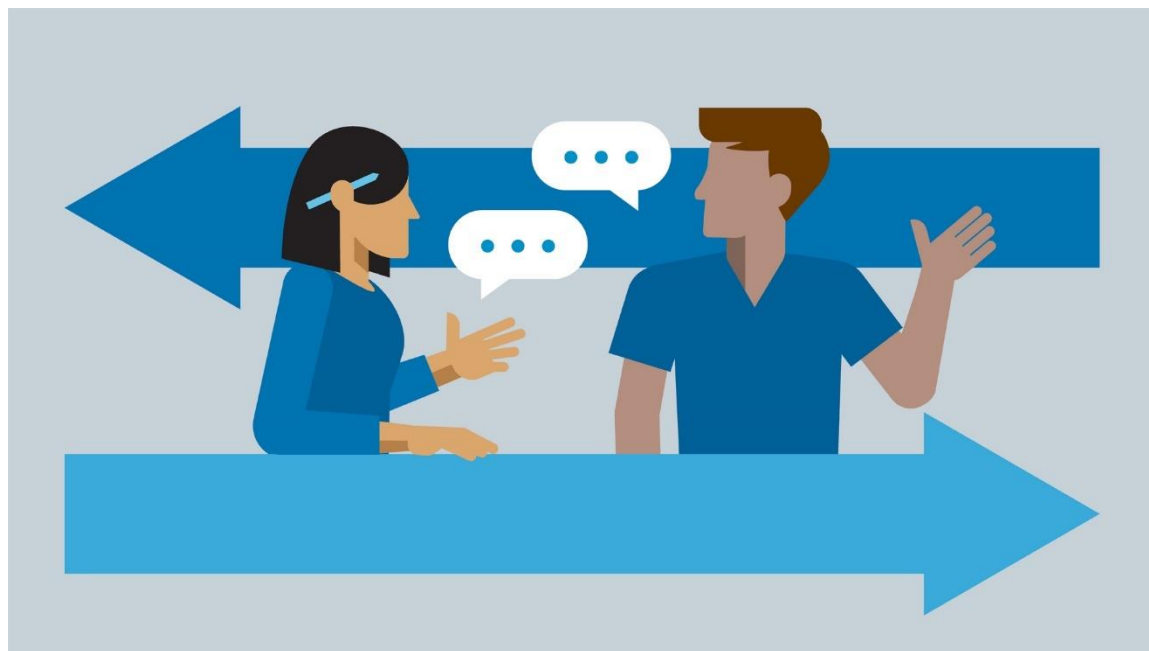
FEEDBACK



“Just as EQ is important to client interactions, it is equally important to interact with other internal auditors.. The reviewer must consider that, no matter how well intentioned, any feedback can be construed as criticism”



FEEDBACK



Auditor should anticipate and prepare for any reaction by ensuring everyone understands the benefits of the review and by focusing on the facts — describing what needs to be improved — rather than on the personal traits of the individual being reviewed.

TEAM



TOGETHER
EVERYONE
ACHIEVES
MORE



“When an audit department understands and practices EQ concepts, the team will be stronger.”

Auditors will have a better understanding of how to work together effectively, with the ability to gauge and adjust their reactions with each other. They can also work together to better align their approaches with other departments, helping minimize negative reactions and build better relationships.



How to

BOOST your



EQ

These tips will help you strengthen relationships at work while expanding your EQ toolkit.



“..understand and exert appropriate control over your emotions.. determine how to better manage emotions in ways that help improve relationships.”



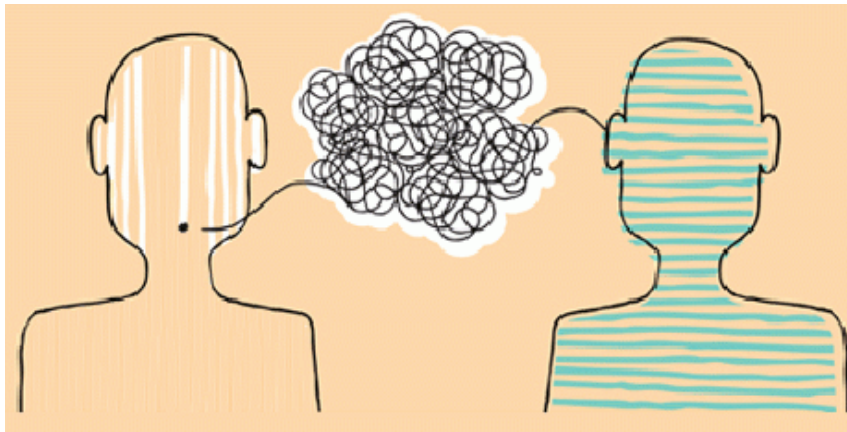
How to

BOOST your



EQ

These tips will help you strengthen relationships at work while expanding your EQ toolkit.



“.. giving listeners sincere appreciation, talking in terms of the listener’s interests..”



How to

BOOST your



EQ

These tips will help you strengthen relationships at work while expanding your EQ toolkit.



“..saying “we” instead of “I,”..”



How to

BOOST your



EQ

These tips will help you strengthen relationships at work while expanding your EQ toolkit.



“..welcoming constructive criticism, and not forcing one’s point of view on others.”



**Is building relationship
important to us, internal
auditors?**



High EQ, better performance

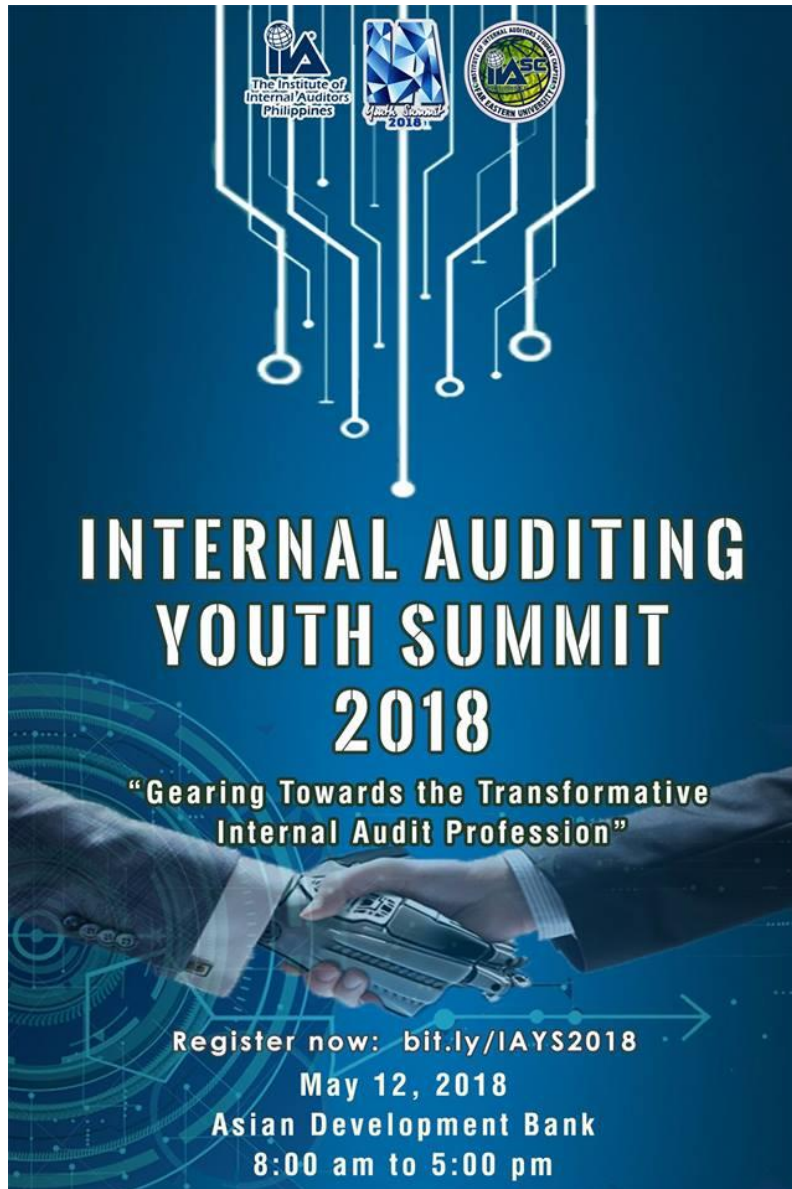
".. research consistently shows that star performers possess high EQ."

"Individuals with superior EQ excel in areas such as:

- communication***
- conflict resolution***
- team building, and***
- personnel development***

all of which are among the most important soft skills for auditors to possess."

"Understanding and practicing EQ competencies can help anyone build better and stronger relationships with those around them. And those strengthened relationships can play an instrumental role in an internal auditor's ability to help protect and enhance organizational value performers possess high EQ."



Tips for students

- **Join university-based organizations**
- **Be a STUDENT first before being a STUDENT LEADER**
- **Never neglect relevant minor subjects**
- **Set your priorities in line with your goals**

“ A GOAL
WITHOUT
A PLAN
IS JUST
A WISH ”

ASan

The background of the slide is a bokeh effect with out-of-focus circles in shades of blue, pink, green, and yellow. The text is centered over this background.

Don't build links.

**Build
Relationships.**

-Rand Fishkin



Thank you!



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