

## COURSE OUTLINE

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### Audit Review and Reporting Skills

#### Who is it for?

This course is specifically for Credit Risk Regulation teams and anyone else involved in internal reporting. The course will build the confidence of the delegates to ask difficult questions and not allow themselves to be 'fobbed off' with technically complicated answers from the business.

#### What is it about?

This course will provide the skills necessary to identify the issues within the business and produce accurate audit reports that achieve their objectives first time. This course will provide the necessary 'softer' skills to sit alongside the technical skills that the team will pick up from the Internal Audit Department at Lloyds. The course will also cover the essential skills of being able to communicate the information in a report in a clear and concise manner.

#### What will it cover?

- Key listening skills
- Working styles & building rapport
- The role of emotive decision making
- Questioning techniques – open / closed / semi open / semi closed questions
- Define the key issues to be covered and the 'question' being asked
- Understand the purpose of reports and why they are necessary
- Plan your report: ask why, who, where, when, how?
- Produce the report: assimilate material from different sources and organise into a logical sequence, isolate fact from fiction
- Develop an appropriate and effective writing style: learn the tools of the trade to convince your reader
- Communication objectives - precise objectives for what we want the readers to know, feel and do
- Report types and structure
- Principles of plain English
- The role of supporting elements such as the executive summary and follow up Structure the argument effectively
- Use a style of plain English that improves understanding and raises levels of interest

#### What will I learn?

- Ability to apply questioning techniques to uncover areas of audit weakness
- A thorough understanding of the report brief

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- Knowledge of the appropriate scope and depth for a document
- The ability to define precise communication objectives in relation to reader
- A clear understanding of how to structure arguments effectively and persuasively
- Understand the pros and cons of different layouts