



THE ARC TRAINING GROUP
 A Division of The ARC Consulting Group, Inc.
 A Profit Enhancement Firm
 Providing Educational and Consultative Services to the
 International Business Community

SEMINAR FACT SHEET

EFFECTIVE INTERVIEWING AND PRESENTATION SKILLS FOR AUDIT AND TECHNICAL PROFESSIONALS COURSE NO. ARC 009

SEMINAR OVERVIEW

Obtaining the right information from others in a constructive and effective manner is a critical skill in today's work environment. Sensitivity and concern for the rights and feelings of others is always the hallmark of a true professional. This program will provide you with the tools, techniques, and understanding necessary to plan, and conduct various types of interviews, from fact-finding to loss investigations, with a wide range of personalities, corporate levels, and manage conflict when the interview process delves into sensitive areas.

WHO SHOULD ATTEND

Audit, technical, and financial professionals, project managers, scientific professionals, and those who need to conduct interviews to determine work processes, identify risks that lie within current or proposed business processes.

AUDIT PROFESSIONALS	FINANCIAL PROFESSIONALS	TECHNICAL PROFESSIONALS	OPERATIONAL PROFESSIONALS	STRATEGIC MANAGEMENT
■ Staff	■ Staff	■ I / T	■ Supervisors	■ Managers
■ Seniors	■ Controllers	■ Engineers	■ Team Leaders	■ Directors
■ Managers	■ Directors	■ Proj. Managers	■ Managers	■ Vice Presidents
■ Directors	■ VP's & CFO's	■ ISO & Quality	■ Plant Managers	■ CEO's

WHAT WILL BE COVERED

You will see yourself, via videotape, working in a number of situations, deal with varying levels of conflict, and, along with your program leader, critique your approach, delivery, and handling of unique situations. This is a real MUST for anyone who needs to elicit critical information from others.

HOW YOU WILL BENEFIT

During this program, you will:

- Learn how to assess the current level of acceptance of your auditing organization
- Fully understand the inter-relationship between your product and your customer base
- Use the tools, techniques, auditing methodologies and frameworks that will enhance your ability to educate your customer and deliver a finished product that your customer can use.
- Learn how to effectively avoid and manage conflict
- Develop an effective marketing program for your internal organization.
- Use body language and nonverbal messages to control the situation

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PROGRAM AGENDA

DAY ONE

- **THE INFORMATION GATHERING PROCESS**

The key to the effective gathering of information is asking the right person the right question at the right time. In addition, the information we gather must be viewed in both its context and the environment in which it was obtained. This section will give you the tools to understand both. You will gain a new perspective on the nature and structure of the organization, The Organizational Planning Framework[®], the Product / Decision / Information Cycle[®], and how the internal audit process fits into the new business model.

- **INTERVIEW PRACTICE CHALLENGE: DEVELOPING A BASE LINE**

We will challenge you to identify the skills you want to develop as a result of the program. You will be video-taped in a format interviewing setting that will challenge you from several directions. Every participant comes with a unique challenge. This discussion provides a forum in which you and the program leader can identify the right path for you!

- **THE INTERVIEW PROCESS**

Every interview presents its unique set of challenges and constraints. Understanding the primary purpose of each is the first step in meeting that challenge. Here, you will discuss the varying types of interviews, their objectives and constraints, and how to target the right level of personnel.

- **THE EFFECTIVE AND SUCCESSFUL TECHNICAL PRESENTER**

Conducting interviews is much like delivering a presentation, only in a conversational mode. In this section, you will learn how to identify strategies for addressing the challenges presented in technical interviews, and develop a style that fits you and the situation. You will learn how to use your voice as a strategic tool to manage the interviewing process from beginning to end.

- **PROBING - DESIGNING THE RIGHT QUESTIONS FOR THE RIGHT INTERVIEW**

Targeting the interview to ensure the right levels of management and/or operational personnel are present is a critical aspect of the interviewing process. This section gives you a framework to use to ensure you “hit the mark.” Furthermore, you will learn how to construct the questions to provide a smooth flow during the interview process, and how to “get to the core” of the issues.

DAY TWO

- **PLANNING THE INTERVIEW**

Proper planning prevents poor performance. In this section, you will learn how to properly plan the interview, where to anticipate conflict and how to avoid it, and techniques to deal with it when it occurs. You’ll see how to turn “interview anxiety” into a positive motivator, construct your questions in a positive manner, solicit expanded responses, and identify when the answers may not be totally truthful.

- **AVOIDING AND MANAGING CONFLICT**

Conflict is unavoidable, but it often comes with the territory. Some folks just don’t like being questioned about their areas of responsibility. In this critical session, you will learn the key drivers of conflict and how to avoid them, if possible, and how manage conflict when it occurs.

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▪ INTERVIEW PRACTICE CHALLENGE: CHARTING YOUR PROGRESS

Here you will measure your progress since the first video. You will be video-taped again in a different setting to help you see the progress you have made since the beginning of the class. This session provides a forum in which you and the program leader can identify the skill sets your need to complete the process.

DAY THREE

▪ LEGAL ASPECTS OF INTERVIEWS – AUDITING FOR FRAUD

In this section, you will learn the legal aspects of interviewing when you suspect fraud or other types of wrongdoing. It is easy to trip into a trap and wind up on the other end of a legal battle. You will learn and practice the “do’s” and “don’ts” of all types of interviews.

▪ DEALING WITH PERSONALITY TYPES

There are a number of various personality types you will encounter in an interview and presentation environments. Here, you will learn how to meet even the most challenging individual with poise and professionalism.

▪ PRACTICING - PUTTING THE SKILLS INTO ACTION

In this section, you will practice the skills and concepts learned on Day One. You will practice using your voice to direct the interview, turn anxiety into a positive motivator, avoid the “jargon jungle,” and add specific language to build credibility.

Working with your colleagues in a controlled environment, you will play the role of the various people involved within the interview process from the interviewer, to the CEO, to the operational manager to operational personnel. Using class discussions and videotaped interviews, you will see yourself handling numerous situations, and together with your program leader, identify your strengths and opportunities. Since you will be taped on multiple occasions, you will be able to see your growth and enhanced confidence because of the skills gained during the program. You keep your video as a take home as part of the program materials.

SEMINAR PRICING AND LOGISTICS

Duration: 3 Days	Program Level: Introductory
Prerequisites: None	Advanced Preparation: None
Maximum Attendance: 25	CPE Hours: 24
Delivery Method: Group Live	Booking Instructions: Call (904) 268-1148
Our fees include all instructor travel, living and professional fees, and all participant materials. You are responsible for training facility, audio-visual requirements, and other creature comforts. For information regarding refund, complaint and program cancellation policies, please visit our website at www.arctraining.com, or call Kate Robbins at (904) 268-1148.	
For additional savings to your organization, invite participants from companies in your area who may also be interested in this program. The ARC Training Group places no restrictions on who you can ask to join your group.	

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