



**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**

### **ARC'S 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.

#### **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 improve the current level of acceptance during an audit or examination
- Fully understand the inter-relationship between you and the auditee / employee
- Use the tools, techniques, auditing methodologies and frameworks that will enhance your ability to solicit information from auditees & employees in a constructive and positive manner
- Learn how to effectively avoid and manage conflict
- Develop an effective marketing program for your internal organization.
- Learn how to plan your interviews and ensure maximum benefit to both the audit or examination and the successful achievement of the audit objectives
- Learn how to interpret and effectively use body language and nonverbal messages to control the situation
- Learn how to turn evasive interviewees into fountains of information in a positive manner

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**PROGRAM AGENDA**

- **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<sup>®</sup>, the Product / Decision / Information Cycle<sup>®</sup>, 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.

- **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.

- **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.

- **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.

- **LEGAL ASPECTS OF INTERVIEWS – AUDITING FOR FRAUD**

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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.

### SEMINAR PRICING AND LOGISTICS

<b>Duration:</b> 2 Days	<b>Program Level:</b> Introductory
<b>Prerequisites:</b> None	<b>Advanced Preparation:</b> None
<b>Maximum Attendance:</b> 6	<b>CPE Hours:</b> 16
<b>Delivery Method:</b> Group Live	<b>Booking Instructions:</b> Call (904) 258-1148
<b>Seminar Fee:</b> \$1,995.00 per person	<b>Email:</b> <a href="mailto:Kate@arctraining.com">Kate@arctraining.com</a>
<b>Group Discount: Book 3 people and the fourth person is free!</b>	

#### **Cancellation Policy:**

If you cannot attend a seminar you can contact ARC in advance to transfer to a future session, or you can send someone to take your place. If you need to cancel your attendance, ARC will give you a complete refund if you cancel more than three weeks before your seminar begins. To cancel, simply email us at [kate@arctraining.com](mailto:kate@arctraining.com). If you cancel with less than three weeks' advance notice, you will be liable for the entire seminar fee. Once your payment has been received, you may request a courtesy transfer to use at any future ARC seminar of equal or lesser length up to three weeks prior to the session. The courtesy transfer must be used within one year of the date of your originally scheduled seminar. In fairness to all attendees, if you do not attend a seminar session for which you are confirmed and do not contact ARC to cancel in advance, you will be charged the entire seminar fee.

ARC grants courtesy transfers to people who cannot attend their scheduled sessions up to three weeks prior to the session. You can use a courtesy transfer for any seminar of equal or lesser length than the original seminar. You must use your courtesy transfer within one year of the date of your originally scheduled seminar.

ARC guarantees the quality of our seminars. If, for any reason, you are not satisfied with a seminar for which you have paid, ARC will give you credit toward another seminar of comparable price or will refund your fee. You can also register on our website at <http://www.arconsultinggroup.com/open-enrollment-programs/>. You can also call Rick Balog at 904-268-1148.



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