Enhancing Audit Team Success: Emotional Intelligence, Constructive Conversations and Leveraging Conflict

<u>Overview</u>

The key to both personal and professional success is the ability to interact with others in a way that fosters trust and open communication and demonstrates a willingness to engage in dialogue when differences or conflict occurs. COVID-19 has put a bright light on the importance of teams working well together in difficult, stressful times and how the solutions to the challenges of today are highly dependent on both individuals and teams operating at maximum effectiveness. This 1-day curse (or, if virtual, 2 half-days) provides insight and techniques for helping to ensure audit teams' success through better understanding the value each team member brings to the audit and being able to work through differences in a positive ways.

<u>CPEs</u>: 8

<u>Who Should Attend</u>

Both new as well as seasoned auditors in team leader or team member roles will gain knowledge and new perspectives about the role of emotional intelligence in teambuilding as well as best practices and practical tips to build trust and credibility and resolve conflicts.

<u>Course Topics:</u>

Expanding Your Emotional Intelligence
- Identify the key components of emotional intelligence
- Describe practical indicators of emotional intelligence
- Explore the link between emotions and behavior responses
- Discuss the benefits of strengthening emotional intelligence to relationships in the workplace
- Identify strategies to increase self-awareness and self-management and practical steps to maintain composure
- Discuss the role of empathy
- Identify practical strategies to strengthen work relationships

Reinforcing Skills to Build Positive Peer-to-Peer and Team Relationships
- Recognize the impact of productive work relationships on your success at our agency
- Identify best practices for interpersonal savvy and two-way communication
- Discuss ways to maintain open, effective communications with team members, peers, managers, and stakeholders
- Recognize the importance of continuous communication
- Learn about the relationship of trust and credibility to having constructive conversations and implement everyday practices that build trust and credibility and show integrity

- Provide tools to engage staff in constructive conversations that result in higher levels of performance
- Employ tools to accomplish these objectives in a virtual environment

Appreciating and Leveraging the Role of Conflict
- Define and understand types of conflict
- Employ a set of communication skills with team members to help resolve and manage conflicts.
- Lead teams in the creation of a work environment that promotes constructive conflict resolution.

Develop a Plan to Implement Lessons-Learned