

How to Communicate Effectively with an Auditee

October 25, 2016

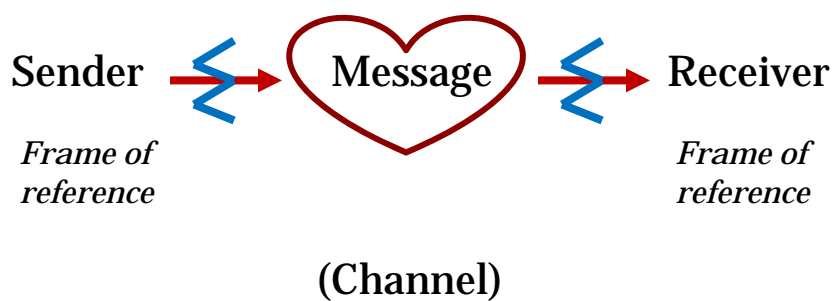
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Communication Model



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Choosing a Channel

- ❖ Does the interviewee have channel preference?
- ❖ Do you want to communicate nonverbally?
- ❖ Do you need to control the timing of the message?
- ❖ Do you want a permanent record?
- ❖ How much detail do you want to communicate?

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Interference

1. Barriers

- ✦ Physical
- ✦ Internal
- ✦ Language

<http://www.youtube.com/watch?v=noUyaoGlvBg>

Are you a good listener?



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Keys to Becoming a Better Listener

1. Create a list of daily tasks
2. Listen for details
3. Perform an honest self assessment
4. Don't talk as much as you listen
5. Concentrate on eliminating inner thoughts



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Benefits of Listening Well

- Retain information better
- Satisfy EE's desire to be heard
- Improve rapport with EE



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Listen Skills Extend to Nonverbals

- Attending skills
- Encouraging skills
- Following skills

<https://www.youtube.com/watch?v=vkSwXL3cGUg>

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Use Questions That Encourage

Say...

Tell me about the computer project.

Instead of...

Is the computer project going well?

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Nonverbal Communication

- Facial expressions & eye contact
- Body movements & gestures
<http://www.youtube.com/watch?v=AGMPHic7Bk>
- Clothing & personal appearance
<http://www.youtube.com/watch?v=XilAPEHm4Xs>
- Distance & personal space

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Distance & Personal Space

- Intimate distance: contact - 18 inches
- Personal distance: 18 inches - 4 feet
- Social distance: 4 - 12 feet
- Public distance: 12 feet or more



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How valuable is a smile?



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Discussion Time

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Questions??

Curiosities???

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What is an interview?

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A planned conversation between two or more people in which at least one of the participants has a specific objective in mind. Questions are typically asked by the ER to obtain information from the EE.

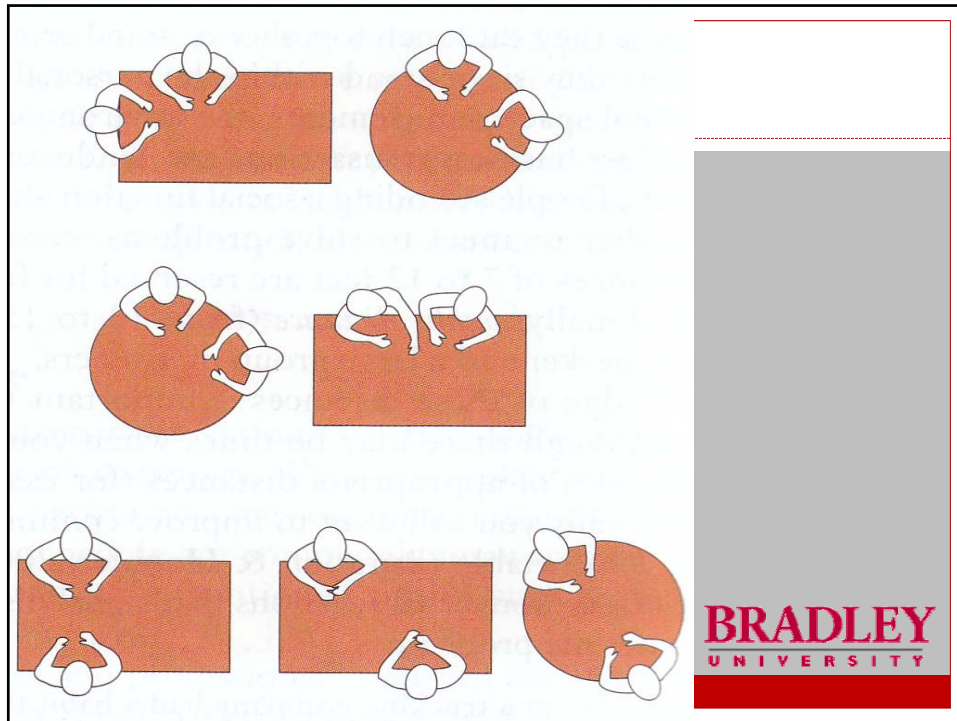
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Interview Purpose



1. Purpose influences preparation
2. Goal is quality information
3. Plan to dig beneath the surface



The Interview Guide



1. Identify purpose of the guide
2. Plan a sequence of topics
3. Practice developing a guide

Which rapport topic is best and why?

- a. Donald Trump's run for President
- b. Gonzaga athletics
- c. Caterpillar's workforce reduction of 10,000
- d. Fall Break starts soon
- e. Smoke pollution

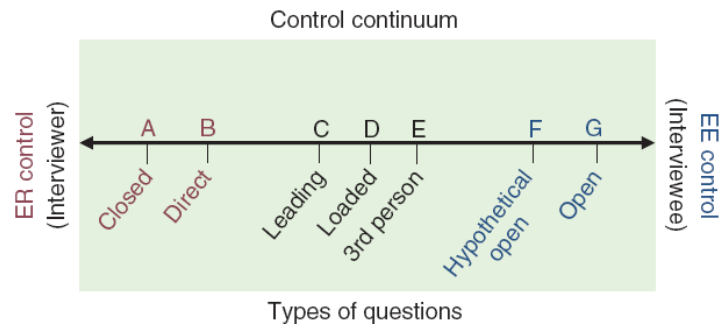
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Effective Questioning

- Start with a road map
- Present one idea at a time
- Be specific
- Keep words, tone and body language in sync
- Adjust to the listener's reality

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Interview Questions



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Neutral Questions vs. Leading Questions

- Do you like to ride roller coasters?

- I assume you like to ride roller coasters?

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Supply The Probe



ER: Tell me about your hometown.

EE: It was pretty small.

ER:

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Supply The Probe



ER: Define team work for me.

EE: (no response)

ER:

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One More Thing... *the difficult auditee*

1. Emotional
2. Hostile
3. Reticent
4. Talkative
5. Evasive
6. Confused

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In Summary...

1. Know your purpose
2. Quality of information
3. Plan to dig beneath the surface



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