

AUDIT FORWARD



INTERNAL AUDIT CONSULTING AND TRAINING



ELIZABETH
MCDOWELL

THE PEOPLE PUZZLE: INTERVIEWING, BODY LANGUAGE & GENERATIONAL INSIGHT FOR AUDITORS

SESSION DETAILS

Summary: Auditing is as much about people as it is about procedures. This session builds key interpersonal skills—interviewing, body language, and generational awareness—to help internal auditors communicate effectively, read the room, and build trust during audits.

Topic: The People Puzzle: Interviewing, Body Language & Generational Insight for Auditors

CPE: 4 CPE hours

Learning Level: Beginner

Field: Professional Development

MEET THE SPEAKER

Elizabeth McDowell, CPA, CIA has over 20 years of audit experience and is the founder of Audit Forward, an innovative internal audit consulting and training firm. Elizabeth is passionate about advancing and advocating for the internal audit profession and was recognized as one of the 2023 Internal Audit Beacons by Richard Chambers. Elizabeth makes auditing and training fun (no, really!) with the help of her mascot, Audie the Internal Otteror. In addition to training and consulting, Elizabeth is an adjunct Professor of Accounting at Front Range Community College.

Elizabeth's most recent industry experience was at Achieve, where she was Sr. Director, Audit Strategy; prior to that, she held internal audit leadership roles at Elevations Credit Union, Fidelity Investments, and Xcel Energy after first starting her career at Ernst & Young.

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LEARNING OBJECTIVES

In this session, participants will learn to:

- Conduct structured, effective audit interviews
- Recognize key body language cues to support audit observations
- Communicate clearly across generational differences
- Adjust their approach to fit different personalities, settings, and situations

SESSION OUTLINE



Interviewing for Insight

- Craft effective open-ended and probing questions
- Use active listening and mirroring to build rapport
- Handle difficult or evasive responses



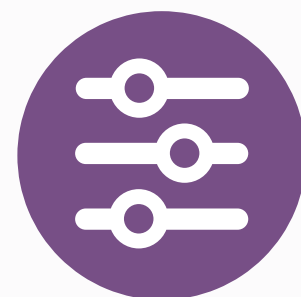
Body Language: What's Not Being Said

- Identify common nonverbal cues (eye contact, posture, tone)
- Recognize signs of discomfort, deflection, or deception
- Practice matching verbal and nonverbal communication
- Adjust your own body language to put others at ease



Bridging Generational Gaps

- Overview of generational traits (Boomers to Gen Z)
- Explore communication preferences by generation
- Identify audit risks tied to generational misunderstandings
- Tailor messaging to resonate with different age groups



Adapting to the Moment

- Adjust tone and delivery for formal vs. informal settings
- Navigate remote or hybrid interviews
- Practice scenario-based responses
- Build trust while maintaining professional skepticism