



## Leading Successful Audits

### Day One

#### Session – Opening

Introductions  
Course objectives and schedule  
Course Overview

#### Session – Leading Successful Audits

Defining “Successful”  
Elements Contributing to Success  
Success and the Audit Process

#### Session – Key Audit Relationships

Key Relationships to Manage in the Audit Process  
The Importance of Relationships  
Relationship Mapping Exercise

#### Session – The Thinking Required for a Successful Audit

Maximizing Value Added  
Strategic Thinking  
Critical and Creative Thinking  
Cognitive Bias

### Day Two

#### Session – Scoping Successful Audits

Team presentations  
Diagnosing Improvement  
Facilitator comments

#### Session – Managing Audit Quality

Quality Control  
Continuous Improvement

#### Session – Building Relationships

Elements of Strong, Positive Relationships  
Building Rapport and Trust  
Communication – Verbal, Non-Verbal

### Day Three

#### Session – Building Relationships cont’d

Communication - Listening Skills  
Having a Service Orientation

#### Session – Strategies for Improving Relationships

Forces at Play in Key Audit Relationships  
Strategies for increasing the quality of key audit relationships

#### Session – Managing Challenging Relationships

Real-life Challenges  
Tips for Managing Agency Relations

#### Session – Conflict Management

Empathy  
A Model for Having Difficult Conversations  
Fighting Fair

#### Session – The Leader’s Responsibilities

Leadership and the Audit Process

#### Session – Taking Action

Self-Assessment of Current Audit  
Action Plan

#### Session – Course Closure

Parking Lot  
Closing Activity  
Course Evaluation