XCELERATE TRAINING INSTITUTE

your learning & development partner

AUDIT, COMPLIANCE AND GOVERNANCE

Audit Interview Techniques and Best Practices

DURATION	LANGUAGE	FORMAT
5 days	English	Classroom / Online

Upcoming dates

Dates	Venue	Format	Fee
17 – 21 May 2027	Live online	Online (live)	€1,200
22 – 26 Nov 2027	Live online	Online (live)	€1,200
27 – 31 Dec 2027	Boston	Classroom	€4,800

Register or ask a question

Online: x8ti.com/course/audit-interview-techniques-and-best-practices/

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Audit Interview Techniques and Best Practices

Introduction

In case of any fraudulent activity or misconduct, the time taken for the investigation and the quality of investigation to ensure that the correct conclusions are drawn are of utmost importance.

Unless such activities or misconduct is treated seriously and the guilty receive disciplinary action, no fear is created against such activities. However, in doing so, it must be assured that only the guilty receive disciplinary action and no innocent person is unnecessarily involved in this entire process.

To be able to do so, gathering evidence effectively and accurately becomes a very critical aspect. Evidence can be obtained in many ways, through inquiries, questionnaires, face-to-face discussions, interviews, physical searches, etc. However, in most cases, physical searches may not reveal much because of the high risk of tampering or interference in the process.

The most effective way of gathering accurate evidence is through investigative interviews. Given the importance and sensitivity of this means of evidence collection, only specialized, trained individuals can be part of the process. Possessing investigative interviewing skills is a mandate if one is to undertake this role.

This is because the role is not only complex and risky but also needs the presence of mind, creativity, assertiveness and confidence through the interview process in order to deliver fruitful results.

For professionals in this role, understanding laws of evidence, identifying evidence, cross-questioning, raising appropriate questions in the appropriate way and at the appropriate time, comprehending evidence and devising definite next steps or follow-up questions are some of the key skills or attributes that they need to possess.

Current global economic trends and conditions are exerting more pressure on individuals to seek financial gain through illegal means, thus giving rise to a number of fraudulent practices that need investigation. In such cases, investigative interviews need to be conducted in a robust, ethical and transparent manner.

Conducting investigative interviews requires extreme focus and presence of mind since an interviewer cannot be biased, should not place forth his/her opinion and should probe intently to get the required answers through some form or the other. Thus, training in gathering evidence and interviewing skills is a mandate for professionals closely and remotely related to this process.

This Xcelerate’s Audit Interview Techniques and Best Practices training course will empower you with all the necessary skills and knowledge to thoroughly understand evidence gathering and investigative interviewing skills and successfully undertake roles in these areas.

Further, this interviewing skills training course will help you with additional information of new and modern methods of gathering evidence and conducting interviews as well as ideal practices to make the most of these opportunities.

This Audit Interview Techniques and Best Practices training course will also enable you to conduct effective interviews to reach accurate conclusions with no bias or influence. The skills and knowledge gained through this course will prepare you to assume roles with higher responsibilities and will provide you the confidence and experience to perform well in these roles, eventually contributing to growth and development in your career.

By undertaking this course, you will become capable of ensuring that correct justice and judgements are passed in such cases.

Learning Objectives

The main objective of this Audit Interview Techniques and Best Practices course is to empower professionals with—

- detailed information and knowledge of techniques related to evidence gathering and investigative interviewing
- the required experience and information to gain credibility and reliability as an interviewer or official in charge of gathering evidence
- the required exposure and awareness to understand witness or subject psyche and memory
- awareness of best practices of verbal and non-verbal communication in case of evidence gathering and/or interview
- the required experience, confidence and capability to manage difficult and challenging behavior during interviews
- the required skill and technique to be able to alter one's approach when interviewing different kinds of people, such as kids, senior citizens, aggressive persons, etc.
- the necessary experience and ability to successfully gather and manage evidence
- additional knowledge of advanced tools and techniques used for investigation and interviewing

Training Methodology

All training courses at Xcelerate Training Institute are customizable as per the requirement of the training audience. In the case of no special requirements or requests, Zoe Talent Solutions reviews the training content each time to ensure that it relates to the nature of the training audience. Batch sizes are kept limited to ensure equal attention to and equal participation by all trainees.

Audio-visual presentations and lectures, followed by case studies, role-plays, group activities and experience sharing, form part of the training methods. A practical approach to training is preferred over the theoretical approach, and this increases the participation and involvement of trainees in the course.

Like all Xcelerate Training Institute courses, this one too follows the unique and effective Do–Review–Learn–Apply Model.

Benefits for Your Organisation

With professionals undertaking this Audit Interview Techniques and Best Practices training course, their organizations will benefit in the following ways:

- Experienced and trained employees to effectively gather evidence and/or conduct investigative interviews
- Faster resolution to issues and conflicts because of complete transparency during the process and clear conclusions drawn from clear evidence
- Increased credibility and reliability as an organization because of trained professionals partaking in the entire process
- More objective conclusions and closures to investigation cases because of adequate evidence through effective interviewing
- Growth of the organization because of more successful closures to investigation cases
- Adequate information and evidence derived from interviews and cross-questioning in a tactful manner
- Timely action for disciplinary cases because of early warning signals correctly identified and addressed by the trained professionals

Benefits for You

By undertaking this audit Interview Techniques and Best Practices training, professionals will benefit in the following ways

- Complete understanding of best practices and advanced techniques and methods of evidence gathering and/or investigative interviewing
- Better decision making (more objective) as a result of clear evidence and transparent interviews with clear next steps
- Increased skill, confidence and experience to use advanced tools and techniques for evidence gathering and investigative interviewing
- Greater confidence, experience and capability to undertake more critical and difficult cases for resolution, thus demonstrating the potential for future growth in one’s role
- Increased credibility and reliability because of more successful closures to cases
- Higher awareness of best practices of verbal and non-verbal communication
- Greater experience and skill to predict changes or challenges in the interview process and alter one’s questions or approach accordingly to derive maximum information
- Increased control over one’s state of mind and emotions to conduct unbiased, un-opinionated interviews
- Greater potential and skill to ensure justice and appropriate judgements are passed

Who Should Attend

- Senior members of organizations as they would be involved in decision making or fact presentation during the investigation process
- Human resource professionals who need to conduct investigative interviews for cases at an organizational level
- Internal and external auditors and other investigators who will need to validate claims against facts for

any sphere of work or function in an organization

- Forensic experts, fraud investigators and private investigators responsible for conducting stringent investigations in fraud cases
- Police officers and risk management agencies responsible for managing risks and addressing critical and sensitive instances requiring investigation
- Law enforcement agencies who need to ensure that all legal and regulatory standards are being adhered to and there is no misconduct or misbehavior within the organization
- Any other professional who, by virtue of his/her role, needs to be part of the evidence gathering and investigative interviewing process

Course Outline

The interviewing skills training course will cover the following areas important to understand and successfully carry forth evidence gathering and investigative interviewing:

Types of Evidence

- Direct evidence
- Real evidence
- Documentary evidence
- Photos, videotapes, audiotapes
- Expert, circumstantial, corroborating evidence

Evidence Gathering Techniques

- Inquiry
- Questionnaire
- Interviews
- Expert opinion
- Focus group
- External confirmation
- Surveys
- Internal searches

Best Practices of Evidence Gathering

- Take notes
- Avoid touching exhibits
- Handle exhibits as less as possible
- Label and identify exhibits carefully

Features of an Interview

- Non-accusatory
- Fact seeking
- Conversational

Important Aspects of an Interview

- Quality

- Preparation
- Warnings and representation
- Rapport building
- Investigative questions
- Behavioral analysis and conclusion

Preparation for an Interview

- Devise strategy
- Plan scenario
- Include personnel
- Create a setting
- Maintain sequence
- Minimize physical barriers
- Reduce distractions
- Minimize observable body language

Steps in an Investigative Interview

- Preparation
- Deciding a logical sequence of questions
- Posing objective questions and probing
- Development of the topic
- Summary of the interview

Key Skills of a Successful Investigator

- Communication and interviewing skills
- Control over emotions
- Honesty and ethical conduct
- Knowledge of the law
- Critical thinking/problem solving
- Research skills
- Writing skills

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Registration Form

Audit Interview Techniques and Best Practices

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

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Email this form
info@x8ti.com

Register online
Open the course page