



The Institute of
Internal Auditors
Zimbabwe

SOFT SKILLS - PROBLEM SOLVING AND NEGOTIATION SKILLS

Internal auditors negotiate all the time in order to gain access to information, capture the attention of dominant managers, and get agreement on findings and implementation of recommendations. Problem solving and negotiation is also critical in managing audit teams. You therefore need to develop sound strategies and strong negotiation skills to achieve your objectives and manage critical relationships. This workshop takes you through the process that makes problem solving and making decisions easier.

WHO SHOULD ATTEND

This workshop is designed for internal auditors who want to master conflict management and negotiation skills to enhance interpersonal relationships and increase their effectiveness in the communication processes with clients and within audit teams.

TOPICS TO BE COVERED



CPE HOURS: 12

- The Anatomy of a Negotiation - Characteristics, Behaviours and Phases
- Building a Deal – Advanced Negotiation Strategies
- Utilising Leverage and Dispute Resolution Skills
- Preparation and Communication – The Key to Successful Outcomes
- The Psychology of Negotiation – Harnessing the Science of Influence
- Conflict Management

IN-HOUSE TRAINING

to discuss in-house training opportunities in your organisation, contact iiazim@iwayafrica.co.zw

VENUE
DATE

Rainbow Towers Hotel
26 – 27 January 2023

COST: Members : ZWL 173,000.00
Non-Members : ZWL 212,000.00

Closing date for registration:
25 January 2023

Payments should be made through our bank:
First Capital Bank, Kurima House Branch
Account: 21 576 304 250

A 10% group discount will apply to a simultaneous registration for 3 or more participants.



+263 242 313286/7
+263 774 163 667



Cnr.
Adyllin/Marlborough
Drive
Marlborough
P.O. Box 6170, Harare
Zimbabwe



iiazim@iwayafrica.co.zw
www.theiaa.org/en/affiliates/iaa-zimbabwe



IIA Zimbabwe