

Transformational Workshops

The mission of Audit Practice Support is to improve the performance of audit teams. Our skill development workshops build on foundational leadership and communications skills that transform the performance of your department.

We do not create “sit, listen and check the box learning events”. Instead, we combine the latest in behavioral sciences with technology to engage learners through activities, discussion, content and explicit learning objectives that inspire change. We then provide post workshop follow up and guidance for managers and leaders that reinforce that change to transform your department.

Our unique workshop investment model will help you identify the specific objectives and changes you want to see in your department and quantify the value of those performance changes in cost, quality and time savings.

Your “training budget” no longer becomes an expense but an investment into sustainable performance improvement!

Our workshops

Our workshops focus on those foundational skills that make a direct impact to the success of your internal audit function through increased employee engagement, clearer communications to stakeholders and developing high performing leaders.

Communication Skills

[Writing to Influence](#)

[Visual Communication](#)

[Re-design your Audit Report](#)

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Leadership Development

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Communication Skills

Our communication skills workshops will help your teams deliver a clear, complete and concise message and will equip them with tools and techniques that influence action and realize results.

Writing to Influence

This workshop will help you develop writing skills that will help you write faster, with greater impact and influence action.

- Use content organization strategies used by professional writers
- Use strategies to learn how your readers internalize and act on information
- Apply headlines to grab attention
- Use storytelling techniques to engage readers
- Learn where and how to use generative AI to improve your writing
- Learn how to clarify your message
- Apply the F.A.R. framework to assess the effectiveness of your message
- Use professional reviewing and editing techniques to improve your writing

Length: 4 hours, virtual or onsite

Especially effective when combined with the **Visual Communication** workshop.

Visual Communication

Reduce the mental load on your readers through visual communication. We will look at some quick and simple tips from UI and UX design professionals including using color, font, symbols and other visual cues to clarify, simplify and communicate your message. We will also practice using generative AI to get ideas on effective visuals.

- Assess the cognitive load of your communications
- Apply simple UI and UX design tricks used by professionals to highlight important content
- Use Generative AI to visualize concepts
- Tell a story using images
- Create engaging visualizations with data

Length: 4 hours, virtual or onsite

Especially effective when combined with the **Writing to Influence** workshop.

Re-design your audit report

This full-day facilitated workshop begins with learning the basics of visual communications and visualizing data. We will then apply that understanding by dissecting and rebuilding your audit report template.

You will leave the workshop with a working template that you can use immediately that communicates your message with impact and influences action.

Length: full day

Notes:

- This workshop is designed for a small team of audit managers and leaders.
- We typically recommend breaking this workshop up into two half-days.
- This workshop is more effective on-site.

Virtual Presentation Skills

Led by a facilitator with over 20 years of presenting virtually (yes, long before Zoom!), this workshop will help you learn and practice skills that will help you elevate your performance and motivate participants in a virtual presentation.

- Use engagement tools to engage your audience beyond simple polling and QA boxes
- Learn techniques to effectively present to large audiences
- Learn to read and manage the energy in the virtual environment to keep the participants engaged
- Create intention in your message and learn how to avoid the COP (content on page) syndrome
- Learn how to avoid the top engagement killers
- Use the power of stories to motivate

During the workshop you will give short presentations to practice your skills and receive feedback to help you refine your style and effectiveness.

Length: 4 hours, virtual only

Notes:

- 10 participants maximum per workshop to provide individual mentoring.

Leadership

Our leadership development workshops help audit leaders and managers learn how to create trust, team engagement and inspire performance.

Exceptional Team Performance

This multi-day workshop is the most impactful team building workshop we offer. This unique learning opportunity will accelerate the performance of your teams by creating an understanding of how the individuals on your teams think and work.

We begin with using either the [Myers-Briggs](#) type assessment or the [Personalisys](#) preference assessment as a starting point to develop a language to help us understand the unique strengths of each individual. Then, in a group workshop, discuss how your teams think, communicate, act, work, respond to stress and how they can perform better as a team. Just some of the changes you will experience as a result of this workshop:

- Team members will overcome individual biases as they understand there is more than one “correct” style of thinking, working and communicating.
- Teams will begin taking advantage of different strengths on the team to achieve objectives faster with increased quality.
- Teams will achieve a greater sense of unity, engagement and focus.
- Individuals will learn how to appropriately respond to stress.

The performance improvements in your teams will be immediately noticeable as your teams create stronger relationships, communicate better and work together to meet your audit objectives.

This multi-day workshop includes:

- An individual assessment and debrief / coaching session for each participant before the group workshop
- A 2-hour group workshop to understand how you can use your organization’s unique strengths for better performance
- 2 follow up sessions per team to help them apply the concepts to the team’s performance

Notes:

- The group workshop is more effective onsite with all team members attending in person.
- The individual and follow up sessions can be virtual.

Creating Psychological Safety

Do your team members feel safe to speak up? If current engagement survey reports are an indication (see [Gallup 2023 Engagement Survey results](#)), likely the

answer is: "not as much as you think". With the new Global Internal Audit Standards ([2023 Draft for Public Comment](#)) emphasizing the need for a space to "feel supported" to raise issues, now is the time to find out if they are willing to do so and take corrective action to create that safe space if they do not.

During this workshop each individual will complete a simple assessment to understand their own level of psychological safety. We will then take a deep dive into what psychological safety is, the science behind how it impacts team performance and, more importantly, what specific changes both leaders and team members can take to create a safe space for everyone in your organization.

- Understand what psychological safety is and the science backed need to create psychological safe spaces to work and live.
- Recognize behaviors that create both negative and positive spaces.
- Create interventions that build trust and psychological safety in our teams

4 hours, virtual or onsite

Engage without burnout

With measurements of employee stress and burnout at an all-time high (Gallup, 2023), how do you keep employees engaged, focused and productive without creating burnout?

This workshop will focus on the answer to that question and examine the questions you should be asking yourself and others to identify burnout. Learn what you can do as a leader to treat both the symptoms and causes of burnout and learn how you can prevent individual burnout.

- Recognize the symptoms of burnout in your team members
- Understand the causes of burnout that exist in your organization
- Create an action plan to address burnout in your teams
- Create a personal "care plan" to overcome burnout in our personal performance

2 hours, virtual or onsite

Overcoming the High Cost of Low Trust

Drawing on over 20 years of research and consulting on the impact of trust on organizations, this workshop focuses on how to build trust and avoid paying a "trust tax".

We will look at the impact of trust on the performance of your teams from multiple angles; individual trust, trust in your teams, and trust in your organization.

- Recognize the elements of trust and how to sift through the cultural "trust hype"

- Understand the science and the neurological impact of trust
- Understand what 'trustworthiness' means and how to use trust as a value multiplier
- Understand what organizational trust is and why it must be an intentional part of your leadership strategy
- Understand the role of Internal Audit as the guardian of organizational trust and how to communicate that role to stakeholders
- Understand how to measure trust and identify the cost of the trust tax to your organization
- Create a plan to overcome the lack of trust in your organization

Of all the workshops we facilitate for organizations, this one will have the greatest impact for individuals and leaders as it creates the foundation for all leadership development.

4 hours, virtual or onsite

Lead Facilitator



Jason Franzen

MBA, CIA, SPHR, SHRM-SCP

Jason is a performance consultant who helps individuals and teams elevate their performance to new levels. His career supporting internal audit teams includes being one of the original software engineers of PWC TeamMate, creating a boutique global technology consulting company supporting audit teams, and leading the internal audit practice support team for a fortune 300 financial services company. As a coach and consultant, he has advised audit leaders across the globe on performance improvement, technology integration, and talent development.

He has over 30 years of experience as a professional public speaker, performer, teacher, adjunct professor and group facilitator as well as a Certified Practitioner for both Myers-Briggs and Personalis assessment. He has delivered keynotes at conferences and company meetings of all sizes in both Europe and the US. He also leads highly rated, outcome focused workshops that help teams grow and achieve objectives faster through leadership skill development, communications, team dynamics, strategy and execution.

He is a founding partner of Audit Practice Support and uses his experience and expertise to help internal audit teams of all sizes increase their performance through operational excellence, quality assurance, leadership and talent development. He has an MBA from Purdue University and is a Certified Internal Auditor (CIA) and a Certified Human Resources Professional (SPHR / SHRM-SCP).

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