



The Institute of Internal Auditors, Singapore

The Secretariat
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13 March 2008

Dear Members

2 Day Seminar on Facilitating Results Using CSA

24 – 25 April 2008 by Mr Donald Espersen

What you will gain from this seminar:

YOUR OPPORTUNITY TO...

- Understand the important role control self-assessment (CSA) workshops play in the CSA process.
- Identify the key skills necessary for a successful CSA facilitator.
- Recognize behavior that can disrupt a CSA workshop and learn how the facilitator should deal with such behavior.
- Grasp the power of the group decision process.
- Gain feedback from peers and instructors on conducting a CSA workshop.
- Learn how to evaluate, review, and report results.

Course Description

Prerequisites: NONE

It's one thing to have a firm understanding of Control Self-Assessment; it's another to become a successful facilitator of a CSA workshop. Yet conducting these workshops is an important part of the process. In this dynamic seminar, participants will join fellow auditors and CCSA candidates in presentations and practice CSA workshop facilitation techniques, as well as group discussions, case studies, practical exercises, self-assessments, and individual coaching and feedback sessions. Through these highly interactive sessions, you will gain an understanding of the important role workshops play in the CSA process, grasp the power of the group decision process, and learn how to evaluate, review, and report results.

This course satisfies the facilitation requirement for Certification in Control Self-Assessment (CCSA) and is the ideal follow-up for auditors who have completed Introduction to Control Self-assessment or have a solid understanding of CSA concepts.

About the Speaker

Donald Espersen, CIA, is an independent risk/control advisor and internal auditor based in St. Paul, Minnesota, USA. His firm, despersen & associate, specializes in the design/delivery customized training programs and internal audit quality improvement activities. He has worked with client groups in Asia, Canada, Europe, Mexico, the Middle East, South America, and the United States.

Prior to forming despersen & associate in 1999, Espersen held a variety of Chief Audit Executive internal audit management and staff positions in several financial services organizations. Don is one of the primary facilitators for The Institute of Internal Auditor's (IIA) Chief Audit Executive's Vision University series. Additionally, he has developed and led many of the Institutes seminars.

Espersen is an active member of the IIA. He currently is a member of the Board of Research & Educational Advisors, and is the co-editor of the Internal Auditors "Risk Watch" column. He is also an IIA distinguished faculty member, holds The IIA's accreditation in Internal Quality Assessment/Validation, and has a B.S. in Business from the University of Minnesota. Biographical Information.

Who Should Attend

- Auditors who have completed *Introduction to Control Self-assessment* or have a solid understanding of CSA concepts.
- CCSA candidates who wish to satisfy the facilitation requirement.

Details of the administrative arrangements are as follows:

Date : 24 – 25 April 2008

Time : 9.00 am to 5.00 pm
(Lunch and refreshments provided)

Registration : 8.30 am

Venue : **Park Hotel Orchard Singapore** (former Crown Prince Hotel)
Jewel Room 1, Level 3
270 Orchard Road
Singapore 238857

CPE credit : 14 hours

Fee : S\$1,200 (IIA / ISACA Member)
S\$1,560 (Non-member)
*** NO GST payable**
****NO invoice will be issued**

Closing Date : 11 April 2008

Please return the reply slip together with your cheque made payable to "**The Institute of Internal Auditors Singapore**". **No invoice will be issued.**

Yours sincerely
Lena Kuok
for Education Committee

REPLY SLIP

To: The Institute of Internal Auditors, Singapore
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Singapore 079903
Tel: 6324 9029
Fax: 6220 5972

2 Day Seminar on
Facilitating Results Using CSA
24 – 25 April 2008 by Mr Donald Espersen

From: Mr/Mrs/Ms/Miss _____

Organisation: _____

Mailing Address: _____

Tel: _____ Fax: _____ Mobile: _____ Email: _____

Name of Attendee	Designation	IIA / ISACA Membership No. (where applicable)

Terms and Conditions:

1. Notification of withdrawal in writing received **seven working days or more before** the event will be processed for refund after deduction of \$100 processing fee.
2. No refund will be made for shorter notice but you are welcome to send a replacement.
3. Registration is only confirmed when full payment is received. An official receipt will be sent to you.
4. Payment must be received **before** commencement of the event.
5. No invoice will be issued.
6. IIAS reserves the right to cancel, postpone, alter the programme and/or change the speaker due to unforeseen circumstances.
7. Request for special food arrangement must be made at time of registration.

Enclosed is cheque number _____ for S\$ _____ being payment for _____
IIA / ISACA member(s) @ S\$1,200 and _____ non-member(s) @ S\$1,560.

Participants will be awarded 14 CPE hours upon completion of the course.

[Cheque should be crossed and made payable to "The Institute of Internal Auditors Singapore"]

>>>> Complete and Fax to : (65) 6220 5972 for Reservation <<<<<

COURSE OUTLINE

CONTROL SELF-ASSESSMENT BACKGROUND AND OVERVIEW

- How others are using CSA
- Identifying others with whom you may want to share CSA experiences
- CSA historical background
- CSA drivers, benefits, and concerns
- Major CSA implementation steps

PREPARING FOR A CSA WORKSHOP

- Steps necessary for preparing for a CSA workshop
- Commonly asked questions about CSA
- The hierarchical nature of business objectives
- Selecting workshop objectives
- Selecting workshop participants
- Practice your facilitation and recording skills
- Logistics and setup of facilities
- Icebreakers and controls training

HANDS-ON CSA WORKSHOP PRACTICE

- Running a CSA workshop
- Identifying objectives for use in CSA workshops
- Providing feedback to others as they practice their facilitation skills
- Role-playing various personality types to provide others experience in handling different workshop situations
- Refining your questioning techniques
- Using a control framework during the workshop
- Recording data for a workshop

AUDIT TOOLS AND READINGS

- Checklist for running a workshop
- Checklist: What to consider when selecting the first workshop and participants
- Articles on CSA best practices
- Control framework samples