COURSE SYLLABUS

Emotionally Intelligent Auditor: The Power of Influence and Situational Awareness Course

Boost your influence and interpersonal effectiveness in audit contexts by using emotional intelligence to connect, de-escalate, and persuade.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/emotionally-intelligent-auditor-the-power-of-influence-and-situational-awareness



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Course Outline

Module 1: What Is Emotional Intelligence (EQ)?

- Define EQ and why “power with people” matters in audit contexts.
- Examine how you occur to yourself vs. to others—and how you want to occur.
- Identify core EQ facets: self-awareness, self-control, attitude/motivation, empathy, and social competence.
- Connect EQ to trust-building and overcoming resistance to change.

Module 2: Why is Emotional Intelligence Important to Auditors and Leaders?

- Trace key roots of EQ (Gardner, Goleman) and contrast EQ with IQ.
- Recognize that auditors rely on persuasion, not authority, to influence action.
- Use ethos, pathos, and logos to frame recommendations that gain buy-in.
- Balance analytic and intuitive thinking to manage defensiveness and emotion.

Module 3: Gaining Self-Awareness

- Explore style preferences (Introvert/Extrovert; Thinker/Feeler) and the DiSC model.
- Spot difficult behaviors (e.g., “Tank,” “Sniper,” “Star Performer”) and their drivers.
- Practice responses that de-escalate and re-engage across styles.
- Build a personal toolkit: seek feedback, surface blind spots, and adapt your approach.

Module 4: Self-Control—Managing Emotions

- Understand how beliefs shape emotions and impulses—and how to reframe them.
- Identify your “hot buttons” and plan tactics to keep control under pressure.
- Use temperature-lowering moves: time-outs, active inquiry, common ground, and facts.
- Apply conflict tools (TKI styles, “I” messages, a stepwise resolution model) to tough interactions.

Module 5: Attitude and Motivation

- Cultivate a resilient, optimistic stance—because attitude is contagious.
- Self-assess motivation; set SMART goals that sustain energy and focus.
- Replace “don’t” language with specific, positive requests.
- Use timely, sincere praise to reinforce desired behaviors.

Module 6: Empathy

- Tune into emotional cues and perspectives to build rapport.
- Strengthen active listening to understand needs beneath positions.
- Translate empathy into collaborative problem-solving with stakeholders.

Module 7: Social Competency Awareness

- Develop the “seven Cs” of influence: character, confidence, credibility, caring, courage, compassion, competence.
- Plan for difficult conversations: triggers, goals, and environment.
- Practice professional listening and read nonverbal signals accurately.
- Adapt communication to DiSC styles to earn trust and cooperation.

Module 8: Critical Thinking—Applying EQ to Situational Awareness

- Blend analysis, open-mindedness, and creativity to connect evidence to action.
- Separate facts from assumptions; time decisions appropriately.
- Anticipate consequences, adjust when new information emerges, and avoid belief bias.
- Build mental toughness: realism, restraint, resilience, and accountability.