

Report writing for auditors

Challenge

The Real Estate Division of a pan-European, German-based retailing group has traditionally written its audit reports in the local language. In the interests of clarity and transparency, it was decided that all of its audit reports should be written exclusively in English. It was also felt that the added-value of the audit reports would rise significantly if the auditing teams adopted a consistent reporting style. The dual challenge was to support the client in identifying the best-practice approach to be adopted, before designing, developing and running a series of report-writing workshops. These would both convey the need for conformity and develop the techniques necessary for that conformity.



Training Targets

- ⊕ To achieve a significant and sustainable improvement in the quality and stylistic consistency of written reports.

Training Solution

Conception - During the conception phase, it was necessary to identify the best-practice which would be adopted as the division's standard. This was achieved in a series of facilitated discussions which culminated in the development of several templates.

Implementation - The implementation phase consisted of 3 distinct elements:

- ⊕ the pre-workshop phase during which participants submitted examples of their reports to be studied by the trainer.
- ⊕ the 2-day workshop during which the inherent strengths of the participants' work was married to the division's chosen format and style.
- ⊕ the post-workshop phase during which the participants' report writing was supported by email and telephone coaching.

An on-going loop of workshops and post-workshop support was implemented until the division was satisfied that the identified best-practices had been internalized by all the audit teams.