

April 18, 2007

Soft Skills in Auditing

Characteristics of Successful Advisors

Mike Juchno, CISA
Senior Manager
Ernst & Young

 ERNST & YOUNG





Agenda

- What are Soft Skills?
- Importance of Soft Skills over Hard Skills
- How Can Soft Skills Enhance My Career?
- How Can Soft Skills Hurt My Career?
- Action Plan
- Questions



What are Soft Skills?

Any Analogies Come to Mind?

**Are Soft Skills or Hard Skills
Easier to Learn?**

**What Percent of Your Day Uses
Hard Skills vs. Soft Skills?**



What are Soft Skills?

This was taken from an on-line job posting for an IT position:

“To succeed you will need the following soft skills ...

Ability to quickly adapt to dynamic, fast paced environment

Ability to visualize and implement feature requirements

Demonstrated effort to finish tasks and bring quality software to production

High work ethic and responsibility

Good teamwork skills.

Strong organizational skills.

and hard skills ...

Experience in software development from 2 years

Strong C#, Delphi or C++ knowledge/development experience from 1.5 years

Good XML knowledge

Experience in console applications development

Excellent English (Reading and Writing).”

Source: http://www.apexsql.com/comp_employment.asp



What are Soft Skills?

This was taken from an on-line job posting for an IT position:

“To succeed you will need the following soft skills ...

Advanced written and verbal communication skills

INCREDIBLY detail oriented and meticulous (you are a perfectionist)

Common sense

Problem solving is essential

Ability to work in a constantly changing, dynamic environment

Quick learner

Deadline driven

Ability to prioritize requests and manage projects to meet target delivery dates is essential.

Knowledge of technology trends, and ability to quickly analyze technological innovations from competitors

and hard skills ...

Strong familiarity with Microsoft standard interfaces, controls and techniques including customizable toolbars, docking panels, and Whidbey features to enable ApexSQL to continue to lead the industry in state of the art user interfaces

Deep understanding of Windows standards including dialogs, short keys, form layout/design, standard behavior, etc.

Microsoft Office 2003, Visio, Microsoft Project”

Source: http://www.apexsql.com/comp_employment.asp



What are Soft Skills?

This was taken from a Presentation by the New Orleans Job Initiative:

“Soft Skills for Career Seekers

The following themes related to soft skills in the workplace emerged:

Trust within the workplace,

- Key Soft Skills should address:
 - the ability to work with diverse groups of people,
 - to communicate effectively, and
 - to identify appropriate workplace mentors

Challenges managing anger in the workplace

- Interventions should address
 - expanding people’s range of skills to respond to conflict
 - anger and stress management
 - screening for deeper emotional issues and referral to appropriate services

Experiences with supervisors and managers who did not themselves model effective soft skills.

- Interventions could include
 - supervisor training that addresses the soft skills of the supervisor as well as the employees they supervise.”

Source: www.doleta.gov/.../LA-New%20Orleans/LA-New%20Orleans-Other-Supply%20Audit%20Presentation.ppt



What are Soft Skills?

Personal Qualities + Interpersonal Skills = Soft Skills

Personal Qualities

- Self-Esteem
- Responsibility
- Integrity
- Self Management
- Honesty
- Sociability

Interpersonal Skills

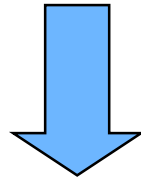
- Participates as a Member of the Team
- Teaches Other
- Serves Clients/Customers
- Exercises Leadership
- Accepts other views
- Negotiates



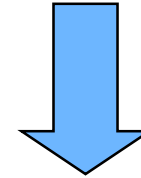
What are Soft Skills?

In Summary:

Soft Skills Add Value and Create Opportunities



- Value to a Team
- Value to a Project
- Value to a Client
- Value to a Deliverable
- Value to a Future Event



- Opportunity to Make a First Impression
- Opportunity for High Remarks
- Opportunity to Excel
- Opportunity for Career Advancement
- Opportunity to Help Others

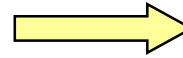


Importance of Soft Skills over Hard Skills

Why are Soft Skills so Important for Auditors?

Scenario 1: Little Soft Skill Auditing

- Focus on the Audit Workstep
- Ask Basic Questions
- Focus is on Reviewing Documentation, and not People or the Process

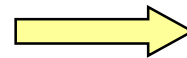


Results

- Client is Frustrated
- Little Cooperation
- Client is Defensive
- “Vanilla” Audit Findings

Scenario 2: Soft Skill Auditing

- Engage in Conversation
- Prepare for the Meeting
- Ask Intelligent Questions
- Present with Enthusiasm



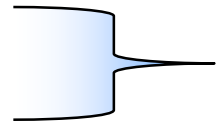
Results

- Get Information Easier
- Reduce Follow-Up
- Gain additional Insights
- Value Add Audit



Importance of Soft Skills over Hard Skills

Mind

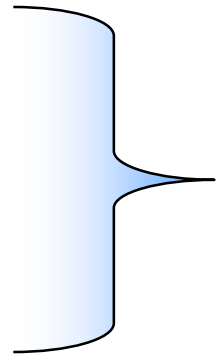


Your “Competency Factor”

Face

Body

Voice

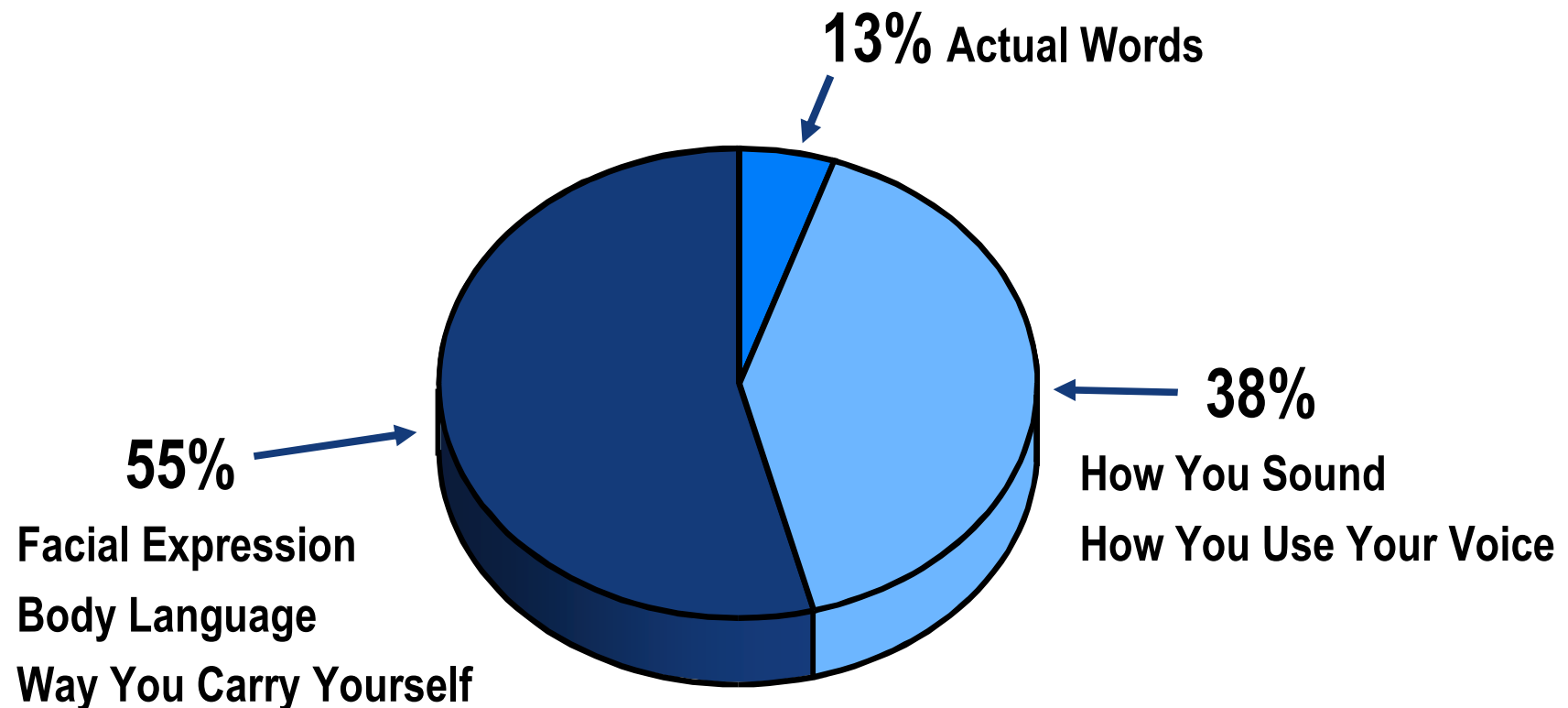


Likeability Factors*

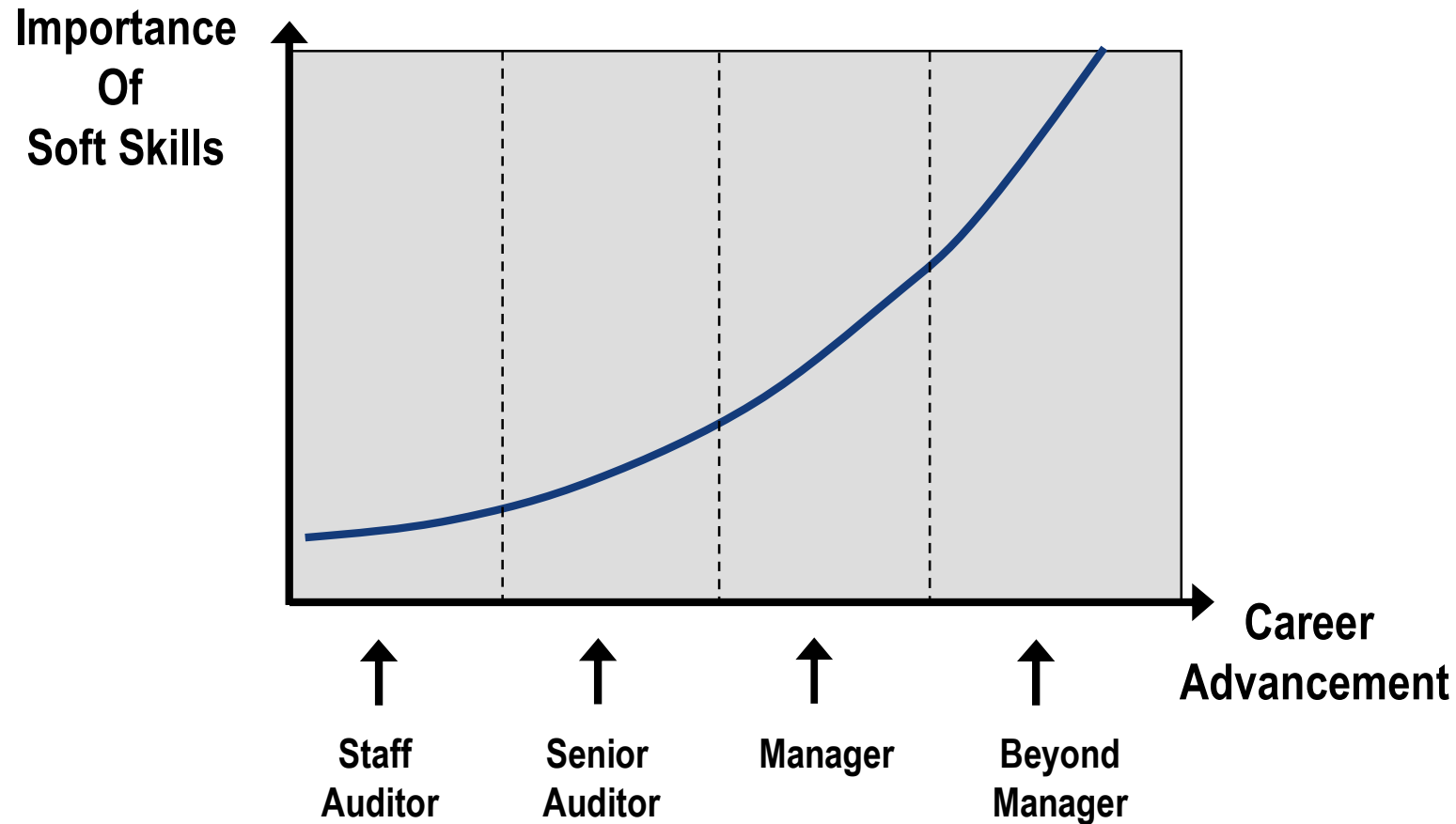
*Your personal style ... how you choose to present your message

Importance of Soft Skills over Hard Skills

Communicating a Message . . .



Importance of Soft Skills over Hard Skills





How Can Soft Skills Enhance MY Career?

1. First Impressions
2. Instilling Trust & Confidence in Your Team and your Client
3. Delivering a Tough Message
4. Staff Development: Providing Positive & Negative Feedback
5. Giving Compliments
6. Projecting a Positive Demeanor
7. Not Being Intimidated by C Level Executives
8. Providing Unique Perspectives / Insights
9. Helping Your Boss Succeed
10. Marketing Yourself (to a degree)



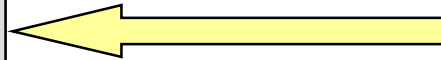
How Can Soft Skills Hurt MY Career?

1. When Your Emotions Overtake the Facts
2. Reacting to Other's Poor Soft Skills
3. Talking Too Much
4. Unprofessional Conversations
5. Not Delivering on Your Commitments
6. Compromising Your Standards
7. Lack of Professional Skepticism
8. Presenting Unclear Concepts / Ideas
9. Others?

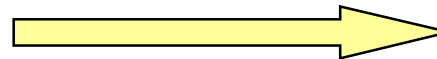
What Soft Skills am I Good At?

- Communicating
- Listening
- Presenting
- Managing
- Leading
- Responsiveness
- Planning
- Problem Solving

Traditional



Non-Traditional



- Sharing
- Visioning
- Helping
- Learning
- Facilitating
- Maintaining Composure
- Complimenting
- Exhibiting Passion

How Do I Improve My Soft Skills?

- Training
- Career Counselors at Work
- Understanding People's Reactions to Me

- Practice
- Practice
- Practice



My Action Plan

Stop

What Soft Skills I need to stop doing?

Start

What Soft Skills I need to start doing?

Continue

What Soft Skills do I already do well and need to continue?

Strengths

How do I get my Soft Skills to reflect my Strengths?

Questions?

