



The Institute of Internal Auditors

Florida West Coast Chapter

Audit Scope

The Electronic Newsletter of the West
Coast Florida Chapter of the IIA

Providing dynamic leadership for the global profession of internal auditing

September 2009

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Job Openings:

Follow the link on each job opening for a complete description of the position:

- [Senior Audit Consultant – University of South Florida](#)
- [Internal Audit Senior – Clockwork Home Services](#)

President's Message

Bob McCall



Greetings! As Labor Day traditionally marks the end of summer, it also kicks off the start of a new Chapter year. As we have taken time away from seminars and meetings over the past few months, your chapter leaders have been working diligently to prepare for another great year. We are fortunate as a chapter that our entire Officer group volunteered to serve a second consecutive term at their current position, adding stability and continuity to all the chapter activities. Specifically:

- Three of officers attended the Destination Leadership 2009 conference in April and proudly accepted the Platinum Award for our chapter for the 8th consecutive year. Our District Representative, Connie Valencia, will be on-hand to present that to our chapter at our first seminar.
- In August we held our Third Annual Volunteer Summit. Volunteers are the lifeblood of any IIA chapter, and ours is no different. We have a great bunch of auditing professionals ready to pitch in and make this an outstanding year. You can still get involved if you want.

(Continued on page 4)

Our Next Seminar: October 6, 2009



Our first seminar of the chapter-year is titled "Business Management." We will have four sessions covering the topics of communication, ethics and interpersonal relationships in the work environment.

Presenting the first topic will be Rick Gallegos, President/CEO of Dale Carnegie Training. Mr. Gallegos will present information about (1) How a business can clarify world class standards to their employees, (2) Tying the company mission towards service, (3) Holding everyone accountable to show up with the right attitude, (4) How to handle conflict when it occurs from internal and external customers and (5) Overview of World Class Service

Mr. Gallegos serves as President of the Board of Directors for the Dale Carnegie International Franchise Association, and his Tampa Bay office was awarded the 2008 Small Business of the Year by the Greater Tampa Chamber of Commerce.

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CIA Exam:



The CIA Exam is now Computer-Based and can be taken during designated testing periods. [Click here](#) to register and for additional information.

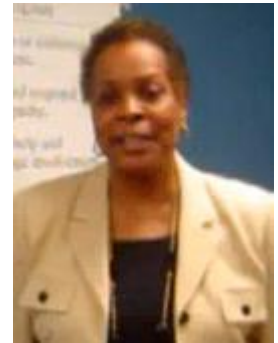
Contact Us

Darren Cassels, Vice President of Communication:

darren.cassels@nielsen.com

Our Next Seminar: October 6, 2009 (Continued from page 1)

Presenting the second topic will be Clara McCalla, President, WIN Professional Development and Training Solutions. Ms. McCalla will share skills that will help you work more effectively with anyone and everyone, including (1) Being able to recognize patterns of negative behavior, (2) How to handle disruptive behavior, allowing you to become a more valuable employee and a more self-reliant person (3) Examining why it is so hard to work with some people and more important, what can you do to significantly improve your working relationships?



(4) How to proactively manage your relationship with those who are mean and angry, suspicious, pessimistic, overly competitive, controlling and more (5) Identifying the characteristic strengths and weaknesses of "people styles" and how these characteristics can clash and create stress.

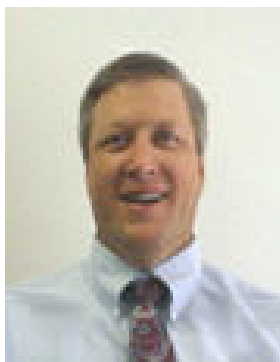
Previously, Ms. McCalla was a Senior Corporate Trainer for Cablevision Systems in New York for eighteen years.

Our third presenter of the day will be Dr. Chris Bauer, Bauer Ethics Seminars, Inc. Dr. Bauer will present a program designed to help assure that you and your entire organization are able to more easily "walk the

talk" of great ethics. This often-humorous program will show us ethics risks we never even knew we had and what can be done right now to make sure those risks don't turn into potentially extremely costly legal and ethical problems. The tone will be conversational and the ideas immediately applicable. You will leave with easy, practical ideas and tools to reduce your risk for ethics difficulties while simultaneously reducing the risk of your colleagues, coworkers and entire organizations.



Dr. Bauer publishes a "Weekly Ethics Thought" which is seen by thousands of readers worldwide and is available at no charge through his website (www.bauerethicsseminars.com). The latest of his books, "Better Ethics NOW: How to Avoid the Ethics Disaster You Never Saw Coming" has been a business ethics "Top Seller" on Amazon.com.



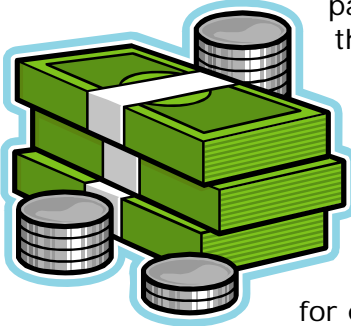
The final presentation of the afternoon will be "Communications and Interviewing Skills," by Jim Ellis, DTM. Jim will be discussing the following topics (1) The art of active listening, (2) Prepared impromptu, (3) When to be quiet, (4) STAR in your presentation, (5) The Ice Breaker, (6) Word usage has meaning, (7) Speaking without words, (8) Transferable interview skills, (9) Neurolinguistics of the negative, (10) Talk Team and (11) Selling ideas in dialog.

Jim has 12 years of experience working for the Florida Department of Revenue, specializing in Unemployment Compensation and Sales and Use Taxes and Communications Services Tax and electronic audit of all taxes. He has also worked as a substitute teacher.

Please RSVP by **October 2, 2009**. The cost will be \$175 for members and will be held at the **Marriott Hotel, 12600 Roosevelt Blvd, St. Petersburg**. To get more information and for directions to the hotel, [please click here](#).

\$\$\$ Seminar Packages \$\$\$

Money is tight, but Continuing Professional Education requirements are not going away. Let the Florida West Coast Chapter help by taking advantage of the deep discount offered in our seminar package program. The Board of Directors decided to leave the low price of this package unchanged for the third year in a row.



Our package includes **four flexible seminar seats for the member price of \$395**. That is a **44% discount** off of the individual seminar price of \$175 each and at \$12.34 per CPE-hour, it's the best deal in town!

Seat flexibility means that the four seats can be used by a single person for each of the four seminars, by four individuals for a single seminar, or any combination in between. Therefore, in addition to being an affordable means of securing CPE for individuals, the seat flexibility makes this package an especially great deal for your company's audit shop as well.

While quality CPE is the highlight, the package also includes breakfast, lunch and two refreshment breaks at each seminar.

Our quarterly seminar series gets kicked off with a Business Management presentation on **Tuesday, October 6th** (See page 1)

[Click here to sign up for this great deal!](#)

Platinum Again!



Eight years and running!! Once again, the IIA has awarded the Florida West Coast Chapter "Platinum" recognition. IIA Chapters receive Platinum status by achieving the highest levels of Chapter performance (as measured through CAP reporting) for ten or more years. Darren Cassels (*pictured*), Scott Moreland and Kristine Del Vecchio accepted a certificate, on behalf of the Florida West Coast Chapter, recognizing this outstanding achievement from our District Representative, Connie Valencia (*pictured*). As noted in the President's Message on page 1, Connie will be joining us at our first Seminar on October 6th to formally present the award to the Chapter.

CAP stands for "Chapter Achievement Program." The IIA uses this program to encourage chapter activity and awards points for seminars, social events, etc. Sure, our Chapter leadership organizes and manages the reporting of our Chapter activities, but it is all for naught without the participation of the Chapter's members.

Soooo...THANK YOU! and CONGRATULATIONS! to all of the Florida West Coast Chapter's members for being recognized as one of the country's most outstanding chapters. Again.

The IIA's 2009-2010 Chairman's Video

During the Institute of Internal Auditors' (IIA) 2009 Annual Meeting in Johannesburg, South Africa, Rod Winters, CIA, was elected to serve as The IIA's 2009-2010 Chairman of the Board. Inherent in this honor is the responsibility to demonstrate and advocate for the highest level of internal audit professionalism, to travel the world on behalf of the profession, and to serve as the official spokesperson for The IIA.

Winters has chosen "Achieving Our Potential" as his theme for the year and for his chairman's video. This video allows The IIA to showcase his message, urging all internal auditors to achieve and fulfill their potential to bring unique value to the board room, protect stakeholders of organizations everywhere, and perform to the highest degree of proficiency, professionalism and ethics.

Mr. Winters is a CIA and has more than 26 years of professional experience, including 15 in the internal audit field, and was recently named general manager of financial operations for the Microsoft Corporation. Until recently, Winters was general auditor, overseeing Microsoft's Internal Audit group which is widely viewed as an innovative audit organization and as a leader in leveraging technology and employee empowerment to optimize audit productivity, effectiveness, and value contribution. Prior to joining Microsoft in 1994, Winters spent 11 years with Deloitte & Touche, most recently as the director of marketing and communications for the Seattle office.

President's Message (Continued from page 1)

- All summer the Education team has been building a strong program for 2009-2010. The year kicks off October 6 with a seminar called "Business Management". More on that below.
- All of our work has been guided by the input from our members via the Annual Member Survey. Congratulation to Megan Kemp of Ovations Food Services – she was selected at random from everyone who completed the survey by June 30 to win a \$100 American Express gift card. We value your feedback when we plan all of our events.

Read further and you will get look at the great programs planned for the upcoming year. I look forward to seeing all of you in October! If I can help any of you at all with questions, comments or suggestions, feel free to email me anytime at president@tampabayiia.org.

Sincerely,

Bob McCall
2009/10 Chapter president

Smile!

If you were not able to attend the Spring Picnic you missed a great time. We hope to see you next year!



Gleim Partnership: The Benefits Continue

As we continue our partnership with Gleim Publications, Melissa Leonard will be taking over for Kara Pretty as our chapter liaison. Gleim continues to offer our chapter members with exceptional learning value.

Remember, our **Chapter Discount Program** allows members to **save 20%** on Gleim's CIA exam review materials, as well as Online CPE courses. Also, you can still take advantage of Gleim's offer of a complimentary 4-hour CPE course by contacting Melissa at melissa.leonard@gleim.com.



A Recipe For Success (Part II)

April's article highlighted several exam preparation techniques, such as educated guessing and time management, that will assist candidates in preparing for the exam. This article provides additional ingredients for the "Recipe for Success."

Dr. Gleim has always warned exam candidates to "expect the unexpected and adjust." To help you achieve this goal, we recommend you do at least one 20-question test of multiple choice questions as you begin each study unit in your prep program. This technique will increase your competence and confidence answering difficult questions, especially those where you are not sure of the answer. In addition, by taking this quiz "cold" prior to starting the review, you'll be able to determine what you know and what you don't know. This assessment will assist in tailoring your studies to YOUR weaker areas.

When approaching each multiple choice question, Gleim recommends that you

-Read the question stem (the part of the question that precedes the answer choices) carefully to determine the precise requirement. Focusing on what is required enables you to ignore extraneous information and to proceed directly to determining the correct answer. "[Gleim] will provide every Chapter member with a 4-hour CPE course (any one in [the] course catalog) at NO charge!

-Determine the correct answer before reading the answer choices. The objective is to avoid allowing the answer choices to affect your reading of the question. **Cover up the answer choices** by scrolling (or using your hand) to view only the question. Do not allow the answer choices to affect your reading of the stem. When four answer choices are presented, three of them are incorrect. They are called distractors for a very good reason.

-Select the best answer. If you are uncertain, make an educated guess. Remember to **answer all questions**. Your grade will be based on the total number of correct answers, which means that there is no penalty for guessing.