

AUDITING ORGANISATIONAL BEHAVIOUR & CULTURE



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TRAINING CENTER



Introduction

Auditing Organisational Behaviour & Culture Training Course prepares auditors to examine the human side of control with the same rigour they apply to numbers. Participants work through what culture is and how it drives conduct, the regulator's expectations for culture audit, behavioural indicators, staff surveys and interviews, root cause analysis of conduct failures, tone from the top, incentive review, and reporting on culture as one connected method. The programme links the way people actually behave with the control environment the organisation claims to have. As a result, learners gain a credible, evidence-based approach to culture audit. Furthermore, the course strengthens interview skill, judgement, and reporting influence.

Auditing Organisational Behaviour & Culture Course Objectives

- Explain organisational culture, conduct, and the control environment.
- Apply culture frameworks and regulatory expectations for assurance.
- Identify behavioural risk indicators and culture metrics.
- Design and analyse staff surveys and culture assessments.
- Conduct structured interviews and focus groups for culture evidence.
- Evaluate tone from the top and leadership behaviours.
- Review incentives, targets, and performance management for conduct risk.
- Apply root cause analysis to conduct and culture failures.
- Write culture audit findings with appropriate evidence and caveats.
- Report culture and conduct assurance to audit committees and boards.

Course Methodology

- Interactive sessions built on culture and conduct audit cases.

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- Workshops on culture frameworks, indicator design, and survey method.
- Group exercises on interview technique, evidence assessment, and findings.
- Hands-on practice with survey instruments, indicator sets, and audit programmes.
- Simulation of a culture audit interview and an audit committee discussion.
- Facilitator coaching and peer review on personal culture audit plans.

Who Should Take This Course

- Internal auditors and audit managers.
- Compliance, conduct, and risk professionals.
- Human resources and organisational development professionals.
- Behavioural risk and culture specialists.
- Regulators and supervisory staff reviewing culture.
- Consultants advising on culture audit and conduct assurance.

Auditing Organisational Behaviour & Culture Course Outlines

Day 1: Culture, Conduct, and Control Environment

- What organisational culture is and how it shapes behaviour.
- The control environment and the behavioural dimension of control.
- Conduct risk and its link to culture and incentives.
- Culture frameworks and regulatory expectations.
- Culture as an audit objective: what can and cannot be assured.
- Auditor independence, objectivity, and cultural sensitivity.
- Case discussion: a conduct failure rooted in culture.





Day 2: Culture Indicators and Assessment Methods

- Behavioural risk indicators and culture metrics.
- Leading and lagging indicators of culture.
- Sources of culture evidence: surveys, interviews, and observation.
- Designing culture surveys and question framing.
- Sampling, response bias, and interpreting survey results.
- Benchmarking and trend analysis in culture data.
- Workshop: designing a culture indicator set and survey.

Day 3: Interviews, Focus Groups, and Evidence Quality

- Interview strategy and question sequencing.
- Cognitive interviewing basics and probing techniques.
- Handling reluctance, anxiety, and sensitive topics.
- Focus group facilitation and group dynamics.
- Note taking, thematic analysis, and evidence documentation.
- Triangulating testimony with documentary evidence.
- Simulation: conducting a culture audit interview.

Day 4: Leadership, Incentives, and Root Cause

- Tone from the top and leadership behaviour assessment.
- Governance and board behaviour on culture and conduct.
- Incentive design, targets, and unintended behavioural effects.
- Performance management and disciplinary practice review.
- Root cause analysis for conduct and culture failures.

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- Whistleblowing data and speak-up culture review.
- Exercise: analysing a conduct failure to its cultural root causes.

Day 5: Findings, Reporting, and Influence

- Structuring culture findings with appropriate evidence.
- Language, caveats, and avoiding over-claiming.
- Reporting culture assurance to the audit committee.
- Discussing sensitive findings with management.
- Recommendations that influence behaviour and incentives.
- Follow-up, monitoring, and re-assessment.
- Capstone: presenting a culture audit programme and report.

Conclusion

By successfully completing Auditing Organisational Behaviour & Culture, participants will gain a practical command of culture and conduct concepts, behavioural indicators, survey and interview method, incentive and leadership review, root cause analysis, and culture assurance reporting. They will acquire skills in indicator design, qualitative evidence assessment, interview practice, and reporting influence that bring culture within audit scope credibly. Gentex Training Center designs the programme to help auditors examine behaviour and culture with confidence.

FAQs





Q1 What is the "Auditing Organisational Behaviour & Culture" course about?

It prepares auditors to examine the human side of control with the same rigour they apply to numbers. The course spans culture, conduct and the control environment, culture indicators and assessment methods, interviews, focus groups and evidence quality, leadership, incentives and root cause, and findings, reporting and influence.

Q2 What are the key benefits of the "Auditing Organisational Behaviour & Culture" course?

You gain a credible, evidence-based approach to culture audit that links how people actually behave with the control environment the organisation claims to have. The course improves indicator and survey design, strengthens interview technique and evidence quality, sharpens incentive and leadership review, and gives you reporting practice that influences behaviour rather than just describing it.

Q3 What skills will I gain from the "Auditing Organisational Behaviour & Culture" course?

You will develop four core skills: culture assessment design with behavioural indicators and surveys, interview and focus group practice with qualitative evidence assessment, leadership and incentive review with root cause analysis of conduct failures, and culture findings development with audit committee reporting.



Q4 What tools, methods, or standards are covered in the "Auditing Organisational Behaviour & Culture" course?

The course covers organisational culture concepts and behavioural drivers, the control environment and the behavioural dimension of control, conduct risk and its link to culture and incentives, culture frameworks and regulatory expectations, culture as an audit objective, auditor independence, objectivity and cultural sensitivity, behavioural risk indicators and culture metrics, leading and lagging indicators, culture evidence from surveys, interviews and observation, culture survey design and question framing, sampling, response bias and survey interpretation, benchmarking and trend analysis in culture data, interview strategy and question sequencing, cognitive interviewing and probing techniques, handling reluctance, anxiety and sensitive topics, focus group facilitation and group dynamics, note taking and thematic analysis and evidence documentation, triangulating testimony with documentary evidence, tone from the top and leadership behaviour assessment, governance and board behaviour, incentive design and targets and unintended behavioural effects, performance management and disciplinary practice review, root cause analysis for conduct and culture failures, whistleblowing data and speak-up culture review, structuring culture findings with appropriate evidence, language and caveats and avoiding over-claiming, reporting culture assurance to the audit committee, discussing sensitive findings with management, recommendations that influence behaviour and incentives, and follow-up, monitoring and re-assessment.



Q5 How is the "Auditing Organisational Behaviour & Culture" course applied in real-world practice?

Participants apply it to real work such as designing a culture indicator set, running a staff culture survey and interpreting results, conducting culture interviews and focus groups, reviewing incentive schemes for conduct risk, analysing a conduct failure to its cultural root causes, and drafting culture findings for an audit committee. The same methods support speak-up culture review and culture reassessment.