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COURSE BROCHURE

Auditing Organisational Behaviour and Culture Training Course

29 August – 2 September 2027
Amman

Auditing Organisational Behaviour and Culture Training Course

Ref: 749_28136 **Date:** 29 August – 2 September 2027 **Location:** Amman **Fees:** 3300 GBP

Auditing Organisational Behaviour and Culture is a 1-week training course for internal auditors and governance specialists who must give boards evidence about how people actually behave, ending with a Culture Risk Assessment Report on one business unit. Many control failures start with pressure, silence or tolerated shortcuts long before a hard control breaks. Jupiter Prime Training offers this course to auditors ready to examine the soft side of control.

Why Auditing Organisational Behaviour and Culture Matters Now

Three forces push culture onto the audit plan: boards asking for assurance on tone, conduct and speak-up climate rather than only on transactions; conduct investigations that trace failures to incentives and leadership behaviour; and staff who voice concerns through surveys and whistleblowing lines. An organisation that audits behaviour well sees warning signs early and fixes root causes, while one that ignores it learns about misconduct from outsiders. The course draws on The IIA Global Internal Audit Standards, the IIA Three Lines Model and the control environment component of the COSO Internal Control Integrated Framework.

Who Gains Most from Auditing Organisational Behaviour and Culture

- Internal auditors who scope engagements touching conduct, ethics or incentives
- Governance specialists who support boards on tone at the top and ethical climate
- Risk and compliance officers who track conduct incidents and speak-up cases
- Human resources partners who own engagement surveys and reward schemes
- Ethics officers who run codes of conduct and awareness campaigns

A governance group that sends auditors, ethics officers and human resources partners together gains most, because each holds different behavioural evidence.

Auditing Organisational Behaviour and Culture Capabilities

Participants learn to treat attitudes, norms and incentives as auditable conditions.

- Assess soft controls such as clarity, role modelling and openness to discussion — chief audit executives scoping culture engagements
- Design culture surveys, focus groups and structured interviews that reduce bias — ethics officers interpreting staff sentiment
- Apply observation protocols and behavioural indicators to meetings and front-line routines — line managers responsible for conduct
- Weigh incentive schemes and performance targets against the behaviours they reward — remuneration and nomination committees
- Rate culture risk on a consistent scale — boards setting risk appetite for conduct
- Communicate sensitive behavioural findings without blaming individuals — senior leaders asked to change their own behaviour

Key Auditing Organisational Behaviour and Culture Terms

- Soft controls — Informal influences such as trust, openness and leadership example that shape whether formal rules are followed.
- Tone at the top — The ethical signals senior leaders send through decisions and personal conduct.
- Behavioural indicator — An observable signal, such as overdue actions or speak-up volumes, that points to the state of a behaviour.
- Speak-up climate — The degree to which staff feel safe raising concerns, questions or bad news without fear of retaliation.
- Culture risk — The possibility that shared attitudes and norms lead people to act against the organisation's values or objectives.
- Triangulation — Confirming a behavioural conclusion by combining independent sources such as surveys, interviews and records.

Auditing Organisational Behaviour and Culture Day by Day

Day 1: Why Culture Belongs in Audit

- Culture as a Root Cause of Control Failure — Lessons From Conduct Cases
- COSO Control Environment Principles — Integrity, Oversight and Accountability
- IIA Three Lines Model Roles — Who Owns Culture Assurance
- Soft Control Models — Clarity, Commitment, Openness and Enforcement
- Culture Audit Scoping Memo — Choosing Units, Themes and Evidence Limits

Day 2: Gathering Behavioural Evidence

- Culture Survey Design — Question Wording, Anonymity and Response Bias
- Focus Group Facilitation — Drawing Out Unspoken Norms
- Structured Interviews With Leaders — Testing Stated Versus Lived Values
- Observation Protocols for Meetings and Shop Floors — Recording Behaviour Neutrally
- Document Mining of Minutes, Exit Data and Hotline Logs — Hidden Signals

Day 3: Indicators, Incentives and Speak-Up

- Behavioural Indicator Dashboards — Overdue Actions, Overrides and Turnover
- Incentive and Target Analysis — Pressure That Encourages Shortcuts
- Speak-Up Channel Effectiveness Review — Case Handling and Retaliation Signals
- Leadership Role-Modelling Assessment — Consistency Between Words and Decisions
- Subculture Mapping Across Sites and Functions — Pockets of Elevated Risk

Day 4: Rating and Reporting Culture Risk

- Triangulation Matrix — Combining Survey, Interview and Record Evidence
- Culture Maturity Scales — Consistent Ratings Across Business Units
- Writing Soft Control Findings — Describing Patterns Without Naming Individuals
- Board and Audit Committee Briefings — Framing Culture Risk Appetite
- Agreed Action Plans for Behaviour Change — Owners, Measures and Follow-Up

Day 5: Practising the Culture Risk Assessment Report

- Applying Survey and Interview Evidence to a Banking Sales Case — Mis-Selling Pressure
- Applying Observation and Indicators to a Construction Site Case — Safety Shortcuts
- Applying the Triangulation Matrix to Case Findings — Confirming Conclusions
- Rehearsing a Sensitive Findings Conversation — Responding to Leadership Pushback
- Culture Risk Assessment Report Drafting — Ratings, Evidence and Agreed Actions

Applying Auditing Organisational Behaviour and Culture After the Course

- Add a soft control assessment to the next scheduled engagement using a short survey and leader interviews
- Build a behavioural indicator dashboard for one function from existing hotline, overdue-action and turnover records

Auditing Organisational Behaviour and Culture Questions FAQ

What is Auditing Organisational Behaviour and Culture and why does it matter now?

Auditing Organisational Behaviour and Culture is the practice of gathering evidence on norms, attitudes and incentives that shape conduct. It matters now because boards want assurance on conduct risk and many control failures trace back to behaviour.

Which roles gain most from Auditing Organisational Behaviour and Culture?

Internal auditors and governance specialists gain most, alongside ethics, compliance and human resources staff.

How does Auditing Organisational Behaviour and Culture differ from a general internal audit course?

It differs by auditing people-centred soft controls rather than transactions and hard controls. You use surveys, interviews and observation instead of samples and reconciliations.

What do you bring back from Auditing Organisational Behaviour and Culture training?

You bring back a Culture Risk Assessment Report built on a realistic case, with triangulated evidence, culture risk ratings and agreed actions.

Auditing Organisational Behaviour and Culture: The Way Forward

The Culture Risk Assessment Report gives the audit committee its first structured view of conduct risk in one unit and informs the decision on where behavioural follow-up is needed. Ethics officers use it to target awareness. After its first use, revisit the rating scale to check that it separates genuine warning signs from noise.