Letter from the President - February 2019

Dear Members,

It was great to see so many of you at our Leadership Conference despite the tricky weather! You may wonder why we have a conference dedicated to leadership skills every year. We’re auditors. We’re not leading the strategic vision of our organizations so why the emphasis on leadership skills? Well, as we’re all aware, Internal Audit is often the messenger of unwanted news, and while our findings should be based in fact, the delivery is best served with a measure of compassion and awareness that the auditee is a human being experiencing the pressures of being audited.

Richard Chambers, CEO of the Institute of Internal Auditors, gives his advice on how we can deliver bad news in a more understanding way without compromising our findings in his blog, Being the Bearer of Bad News Is Never Easy for Internal Audit. Years ago, I spoke at a conference for Federal government auditors and one lady asked me how she could gain better cooperation from auditees. I froze because it was an important question that I didn’t have a ready answer for. I understood her concern because I had been in her shoes, and I could see the earnest concern on her face and hear it in her voice. She really wanted to do her job without so much adversity. Because my brain had stopped working, I farmed the question out to one of my fellow presenters, who gave the typical answer of something like, "It doesn’t matter. They have to do it." I knew in my heart that this was not a good answer, but I couldn’t get the right words out of my mouth to help so quickly moved on the next question. This experience gave me the incentive to really think about this question because I never wanted to be caught off guard in front of 200 people again. I had somehow managed early in my career to change the auditor/auditee dynamic from one of anxiety and contention to that of mutual cooperation, but I had never given purposeful thought to how that evolution took place. After some thought, I realized that a couple of distinct, unpleasant interactions with auditees early on in my career had provided me with motivation to make incremental changes towards building better relationships. My first epiphany, simple as it sounds, was to see the client as just another person doing his/her best. This helped me to be more open and compassionate and to approach audits with the expectation of collaboration. To this day, I keep hoping for the chance to redeem myself on that stage. Hopefully, the lady who asked the question was able to find her way into the clear.

I think most of us have heard the profession equated to the "Internal Police". In fact, I overheard an internal auditor make the association recently, which surprised me given the emphasis that IA leaders have placed on changing this perception. We talk a lot about being trusted advisors, but we will never be trusted if others within our organization are fearful of us. In fact, when the proverbial yucky stuff hits the fan, the question may be asked "Where was Internal Audit?" If the answer is "Being held at arm's length because they’re constantly beating us over the head with little stuff," then something is seriously wrong. In Mr. Chambers’ blog, We Are Here to Help You: Managing Relationships When Management is Skeptical he points out that, "Client relationships are delicate and based in large part on trust built up over time."

Nowhere in Richard's blogs does he advocate for dogmatically harping on the facts and taking people to task. Instead his focus is on listening, building consensus, and compassion, which are the trademarks of a successful leader. Leadership skills help us to focus on what’s most important and to gain trust even in the face of adversity, which is why
the Denver Chapter continues to host an annual leadership conference, and we are dedicated to making it better every year. If you attended this year, I highly encourage you to fill out the conference survey to help us improve.

I also want to give special thanks to RSM for sponsoring the Leadership Conference. It's incredible how much it costs to produce a conference on this scale while keeping prices reasonable for our membership. RSM's support went a long way towards easing the financial pressure. If you would like to sponsor the chapter, our sponsorship brochure will give you a good start, but contact Robert Blair our Chair of Sponsorship at sponsorships@denveriia.org for more information.

And most importantly, I want to give special thanks to all of our volunteers who worked on this conference to make it successful. Thank you to:

- Dana Pearce - Conference chair
- Amanda Carrigan - Conference organization
- Jennifer Presnall and Jennifer Zanone - Speaker coordination and registration system
- Greg Williams and Melissa Murphy - Managing conference finances and registration list
- Cheryl Ward and Ann Repass - Managing registration and CPE coordination
- John Olenberger - Day of volunteer and sponsor
- Robert Blair - Sponsorship coordinator

Until next time, lead on!

Christina Baker, CIA, CRMA
President, IIA Denver Chapter

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Another Ruby Year!

The Denver chapter is a "Ruby" chapter. What does that mean? It means that we're awesome! The IIA has a ranking system to encourage chapters to go above and beyond in serving members, as well as the larger audit community, and Ruby status is one of the highest honors.

The Denver Chapter is having another successful year earning the Chapter Achievement Points (CAP). CAPs are obtained from serving our membership and the profession. What you probably didn't realize is that you can help us to earn points. To learn more about how you can contribute to the chapter's Ruby status, check out this letters from our Secretary.
Learn Valuable Insights from a 40-year IA Professional

Interested to see more from Richard Chambers? As you read in the President's letter, Richard F. Chambers, CIA, QIAL, CGAP, CCSA, CRMA, is president and CEO of the IIA. In Chambers on the Profession, he shares his personal reflections and insights based on his 40 years of experience in the internal audit profession.

Upcoming Events

Please look for upcoming communications about future events. Refer to our website IIA Denver for more detailed information on upcoming events.

Total Quality Auditing

Audit should no longer be "reactive" and should focus on "proactive", value-add activities, melding quality into the organization. The "Total Quality Auditing" or "TQA" approach, a trademark of Amanda "Jo" Erven, CPA, CIA, CFE, has helped organizations, globally, succeed.

TQA, much like TQM, focuses on listening to customer needs, anticipating future problems and risks, and providing new quality approaches, process improvements, and strategic enhancements. We need to STOP managing our Internal Audit functions by fixing YESTERDAY's problems. We need to show your leaders you are there to transform the future.

Monthly Webinar Series!

Virtual Delivery
Every third Thursday of the month - 9:05 am to 9:55 am
CPE - 1.0

Data Visualization for Management Reporting

Visualizing data is critical for decision-making. Most of us have a difficult time understanding and drawing accurate conclusions from raw data. Being able to summarize data into a visually friendly and easily understandable format is vital for all organizations and especially for senior management. Good data reporting allows us to extrapolate trends, patterns and potential challenges easily and effectively. In this Data Visualization for Management Reporting course, we will explore the basic concepts and important considerations when developing reporting templates, discuss various reporting examples and how to avoid common distractions. This is an interactive course with open discussion and participation from the audience is desired.

Wellshire Event Center
3333 S. Colorado Blvd., Denver
March 13, 2019 - 7:30 am to 10:00 am
CPE - 2.0

Innovation in Internal Audit Seminar

Join us for an enlightening day full of creative ideas for taking your internal audit shop into the future! This full-day seminar includes presentations on practical creativity, collaboration and innovation, agile auditing, and application auditing.

Roundtables

Roundtables are a great way to connect with other auditors in your industry. These meetings are free of charge and are hosted by one of the participating organizations. If you are interested in starting or have questions surrounding a roundtable, please contact the Chapter President, Christina Baker at president@denveriia.org.

- Chief Audit Executive (CAE) Roundtables. Contact jolenberger@cicn.biz for more info.
- Financial Services Roundtables. Contact Debbie254@aol.com for more info.
- Public Agency Audit Leadership Roundtables. Contact Prescott.Coleman@Denverwater.org for more info.

Update Your Member Profile

Just a friendly reminder that it is the responsibility of each IIA member to keep his/her member profile accurate to ensure that you are receiving communications. Below are some helpful hints/reminders:

- Chapter members should periodically check their profiles to ensure chapter member information is current.
- After logging in to www.theiia.org, click Profile at the top right of the screen and select "My Profile" to display your current contact information. Click the "Edit" button to make changes.
- For members to change their name, organization, and/or chapter, they must contact HQ at CustomerRelations@theiia.org or 1-407-937-1111.
- IIA member data provided to chapters via the download is based on the most current information available.

The Denver Chapter Service Provider Directory is available on the chapter website.

Employment Opportunities

Did you know that there are Internal Audit Employment Opportunities posted on the Denver Chapter Website? If you are looking for a new hire or a position or know of someone who is, please...
Registration is open! Early registration closes February 28th, don't miss the great discount.

Stonebrook Manor
650 E. 124th Avenue, Thornton
April 17, 2019 - 7:00 am to 4:00 pm
CPE - 8.0

Financial Services Auditor's Roundtable
Please join us for the Financial Services Auditor's Roundtable. If you haven't joined us before, this is an open forum where you can ask other Financial Services auditors questions and bounce ideas off the group. If you have agenda items, please email those ahead of the meeting to Debbie Varga at Debbie.Varga@pensco.com.

OppenheimerFunds
6801 S. Tucson Way, Englewood
April 29, 2019 - 3:00 to 4:30pm
CPE - 1.5

Rocky Mountain Area Conference (RMAC)
The Rocky Mountain Area Conference (RMAC) is planning its annual conference. This conference is one of the largest finance and accounting conferences in Denver co-hosted by the IIA Denver Chapter, the Institute of Management Accountants (IMA), and the Accounting and Finance Women's Alliance (AFWA). We are seeking speakers, sponsors, and volunteers. This is an awesome opportunity for you to join a great group of professionals who are dedicated to advancing internal audit, finance and accounting-related professions by providing thought leadership and training on emerging issues. Please see below for details of how you can become involved in RMAC.

Conference Dates: September 26 and 27 at Arvada Center in Arvada, CO.

Speaker Proposals
If you have an interesting and engaging presentation on the subject of Accounting, Auditing, Management and Leadership, Tax, Corporate Finance, or related topics, we would love to hear from you! Presentations should be 100 minutes in length, and the deadline for proposal submission is April 22nd. Please submit your proposal here. If you have any questions, please don't hesitate to contact Debbie Varga at her contact information below.
Deadline: April 22nd

Call for Sponsors
RMAC is so grateful for its sponsors who do so much to make the conference successful! RMAC is a wonderful opportunity for your organization to connect with finance and accounting professionals in the Denver area. The RMAC committee is committed to making the conference a successful experience for both our sponsors and our attendees. This year, we have a fun game of Sponsor CandyLand planned to facilitate networking between our attendees and sponsors. We have various options for you to support the conference. To learn more about these opportunities, please contact Debbie Varga at the information below.
Deadline: May 31st to be represented in the brochure.

Call for Volunteers

Subscriptions
You and your department can experience substantial savings by subscribing to the subscription program. The subscription coupon program is offered only to IIA Chapter members. You pay once for a set of coupons and for only the meeting coupons you want.

For instance, without participating in the subscription program, attendance for all 6 bi-monthly meetings would cost $240 per person ($40 each meeting). If you participated in the subscription program, you would purchase 6 coupons at $30 each and you would only pay $180, which equates to a $60 SAVINGS!

- Meeting coupons are good for two (2) years from issuance.
- You can buy a minimum of 3 and up to a maximum of 9 for $30 each. If you buy 10 or more, they are $28 each.

Purchasing coupons is simple. Coupons are issued in the name of the company/individual that purchases them. Meeting coupons can be used for any meeting and any company employee can use the coupon. There are no refunds for offered or unused coupons.

If you are interested in this program, please contact the Denver Chapter Treasurer, Dan Fagan, at treasurer@denveriia.org for instructions.

check out the "Careers" page at IIA Denver.
The success of RMAC relies on many volunteers. The planning committee meets twice monthly via conference call. If you have an interest in helping to plan our event or working the day of the event, please contact Debbie Varga at the information below.

**IIA Denver Contact**

Debbie Varga is a board member of the IIA Denver Chapter and is our chair for RMAC. To learn more about how you can be involved in RMAC, please contact Debbie at Debbie.Varga@pensco.com or 303-658-3117.

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**IIA TRAINING / Denver**

**National Internal Audit Training, held Locally - July 30 to August 2, 2019**

- July 30-31, 2019  Analyzing and Improving Business Processes
- July 30-31, 2019  COSO Enterprise Risk Management Certificate Program
- July 30-31, 2019  Fundamentals of IT Auditing
- July 30-August 2, 2019  Tools & Techniques I: New Internal Auditor
- July 30-August 2, 2019  Tools & Techniques III: Audit Manager
- August 1-2, 2019  Audit Report Writing
- August 1-2, 2019  Cybersecurity Auditing in an Unsecure World
- August 1-2, 2019  The Effective Auditor: Understanding & Applying Emotional Intelligence

*Don't forget to build these foundational-level trainings into your department's 2019 plan!*

**Members register by June 14, 2019 and save up to $200!**

**Access to past Presentations**

Another benefit of being a member of the IIA Denver chapter is that you have access to past event presentations. Follow these quick and easy steps to see all the past presentations:

1. Visit the IIA Denver website, [https://chapters.theiia.org/Denver/Pages/default.aspx](https://chapters.theiia.org/Denver/Pages/default.aspx)
2. Sign in with your IIA member number and password.
3. Visit the Members Only page and filter for Presentations.

![Image of Members Only page with filters highlighted]

### Congratulations to our Newest Certified Members

**Certified Internal Auditor**
- Jonathan Champ
- Clarissa DuBose
- Brad Harwell
- Jennifer Hegdal
- Jay Jun
- Tatyana Lozovatskaya
- Nathanel Overturf
- Michael Owens

**Certified Internal Auditor (cont.)**
- Lillian Valerio
- Justin Veach
- Jennifer Warner

**Certification in Risk Management Assurance**
- Amy Cook

**Certified Professional Environmental Auditor**
- Tawnya Chott

### WELCOME! to our Newest Members!

- Borislava Auld
- Cherie Axelrod
- Phil Boyer
- Karen Brooks
- Colin Byers
- Michael Callahan
- Larry Ciocio
- Alex Darger
- Justin Deese
- Pupsa Dhital
- Erin Dodson
- David Estrada
- Marcela Fierro
- Julie Fingelson
- Gareth Gamble
- Gigi Gilbert
- Richard Glassen
- Akanksha Jindal
- Natalie Juarez
- Angela Kernell
- Dan Kline
- Josh Ladner
- Chris Lampley
- Alice Leung
- Jon Maher
- Don Mapes
- Kerri Mills
- Barbara Newcomer
- Pamela Nagah
- Kevin Rice
- Brandon Shepard
- Shilpa Shrivastav
- Wes Stewart
- Jeffrey Stuart
- Kurt Sunderland
- KC Tarnovska
- Brianna Tomlinson
- Dana Williams
- Tim Winkler
- Celia Zawalski

### NEW! Live Streaming Sessions

Can’t make it to Dallas and GAM 2019 this year? You can still experience a portion of this year’s program - featuring thought leaders who will share their proven tactics and unique perspectives on how auditors can evolve. Join us online with live streaming to look ahead and stay ahead of the ever-changing face or risk.

[Register today.](#)
NEW Public Sector Virtual Symposium

Learn what to expect for 2019 and beyond in the public sector related to government auditors under siege, relationship management with your audit committee/agency head, and how effective audit shops operate in the government space.

**March 26** (2 CPE) and **March 28** (2 CPE). Earn 4 CPE credits if you attend both events.

Register today!

IIA Bookstore: Create Your Own Sale

Through March, chapter members can save 20% off any single title, including the new Sawyer's 7th Edition, published by the Internal Audit Foundation.

Use promo code MARCHAP by March 31, 2019, to save 20% on any single title published by Internal Audit Foundation.* [Place your order today.]

*Some exclusions apply.

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Did you know?

LinkedIn and Facebook are great resources for you! As a member of the Denver chapter, you can use the Denver IIA social media as a forum to ask questions about issues you are dealing with and get advice and/or help from our Denver community. Access to network with your Denver IIA peers is just one of the many benefits of an IIA membership!

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Thank-You

Thank-you to our wonderful sponsors for all that you do to support our events throughout the year!

Need help completing your audit plan? Something come up during the year necessitating additional resources? Our sponsors provide Internal Audit and Business Consulting services in the Denver Area.

To obtain more information about each company, please view our Service Provider Directory on the chapter website. Interested in having your firm listed in this directory or in this newsletter? Please contact sponsorships@denveriia.org for advertising opportunities.

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