President’s Letter

Fellow NCF IIA Members,

The temperature outdoors may not feel like it, but Labor Day, or better yet, Gator football, marks that Fall is here. It also means that the NCF IIA chapter is in full gear for the upcoming year. The program committee has been working through the summer to get our events underway. We kicked it off with our August roundtable. Our own Roger Frank, UF Director of Investigations, presented a riveting topic on interviewing techniques. Thank you Roger and to all our members who came out to the event!

On September 29, our quarterly meeting will be on ethics. Our speaker is Frank Navran. He will explore the components of personal and professional integrity needed for success as an internal auditor. Mr. Navran has been consulting on organizational ethics and leadership for over thirty five years. He will guide us through the ethical intricacies facing internal auditors, including a detailed examination of conflict of interest. At the end of this session we should have a greater understanding of how we interact with, inform and/or train various stakeholders regarding the ethical risks faced and how to better address those risk. The presentation begins at 4:00 pm. Our chapter meeting is $25 and qualifies for 2 hours of CPE plus dinner. Additional information and registration is provided on our website.

One of the many benefits of the IIA is building a network of contacts in the profession in which you can seek advice, learn new ideas and develop professional friendships. A few months ago Jeanne Covington met our October speaker at such a function and asked if he would speak to our group. He said he would “be happy to work us in” if his schedule allowed. The schedule allowed and on October 27, from noon to 1 pm, we will have the honor of having IIA CEO and President Richard Chambers speak to our chapter. His topic will be: Internal Auditing 2011: It’s Time to “Fill the Glass”. This is a great opportunity for auditors from CAE to staff auditors to meet our leadership and learn about trends and emerging challenges in our field. Learn more about the session on our website. The bonus - you will earn one hour of free CPE!

For those planning on taking the CIA exam, study material information is included on our website. The IIA’s CIA Learning System provides a discount to chapter members. Save money, gain valuable tools and order through the links provided on our website.

Finally, the NCFIIA continues to adopt the St. Francis House for our community outreach efforts this year. When you attend chapter meetings and seminars, we ask that you please bring canned goods or other non-perishable food for donation. Continued uncertain economic times means the need is even greater now.

Thanks for your continued support for all our chapter events!

Michelle M. Torma
President, NCF IIA
Upcoming Events

September 29, 2011 Quarterly Meeting
Topics: Ethics
Speaker: Frank Navran
Time: 4:00 pm - 6:00 pm (2 CPE)
Location: Paramount Plaza Hotel, 2900 SW 13th Street, Gainesville, FL 32608
Cost: $25 Members, $35 Non-member

October 27, 2011 Roundtable Meeting
Topics: Internal Auditing: It’s Time to “Fill the Glass”
Speaker: Richard Chambers
Time: 12:00 pm - 1:00 pm (1 CPE)
Location: Sante Fe College Blount Center, 401 NW 6th Street, Gainesville, FL 32601 (Board Room in Building DA)
Cost: FREE

Register for meetings at http://www.theiia.org/NorthCentralFL

Southeast District Meeting in Gainesville

The North Central Florida Chapter hosted a district meeting at the Millhopper Branch Library on July 23, 2011. The IIA Southeast District 3 chapters in attendance included Central Florida, Northeast Florida, Florida East Coast, and Tallahassee. The district meetings are held annually at the beginning of the chapter year to allow chapters to exchange ideas and coordinate events/activities. Many great ideas were shared and will result in better programs and services for our members.
August Roundtable: Interviewing Skills

Who would have thought that spending an hour with a fraud investigator could be so much fun? Well the NCFIIA Programs Committee did and that’s why they asked Roger Frank, Director of Investigations and Management Advisory Services at the University of Florida, to speak at their August 18, 2011 roundtable meeting. By the end of the meeting the audience seemed to be captivated by Roger’s examples of real life interview challenges and tips. Here are a few of the helpful tips:

- Don’t be afraid to allow for silence. Interviewees may feel the need to end the silence by sharing additional information.
- Have an interview plan in place but be flexible in case the conversation goes in a different direction.
- Ideally, there should be an interviewer and a note taker. One person conducts the interview and observes body language while the other captures the conversation.

June Quarterly Meeting: Auditing Standards Update

The June 16, 2011 quarterly meeting on the Government Auditing Standards (Yellow Book) changes was presented by Harold L. Monk, Jr. Harold L. Monk is a nationally known expert on accounting and auditing matters and has been instrumental in the drafting, issuance and interpretation of national auditing standards. It was a pleasure to have Mr. Monk presenting the audit standards updates.
How to Avoid Test Anxiety

By Melissa Leonard, Gleim, Chapter Coordinator

Becoming a CIA has many benefits and is a necessary goal for internal auditors worldwide. However, many candidates report they delay taking the CIA exam because they become overwhelmed by the size and scope of the exam. Each of the four 3-hour parts of the CIA exam contains 100 multiple-choice questions covering a large number of topics within the internal audit field. Passing the CIA exam can be a daunting task, especially for those who have not built up their stamina or worked on their test-taking tactics during the review process.

This is why it is imperative that during the review process you practice in exam-like conditions. We have found that candidates who take 20-question quizzes, either in our CIA Test Prep software or CIA Gleim Online, have a much higher pass rate if they simulate exam conditions as opposed to taking quizzes at a coffee shop or in front of the TV, where they are easily distracted. The higher pass rates occur because, when exam time comes, candidates are used to answering a large chunk of questions without some sort of external stimulation (i.e., distraction).

It is also important to take quizzes straight through without stopping to "check" your answers while you are reviewing for the CIA exam. Making yourself continue to answer questions, even when you're still wondering if you got that last one right, gives you valuable practice for the mindset you'll need while taking the CIA exam.

When you begin your exam, remember you have done everything you could by completing a thorough review and emulating an exam environment for the weeks leading up to your exam. Once at the testing center, remember rest, not race. Take at least one brief break during the exam. Shut your eyes, massage your temples, and take several deep breaths. These relaxation methods will help you maintain your cool and concentration throughout the exam. The IIA does not award points to candidates who finish their exams the soonest, so do not race through all 100 questions. A single, 30-second break to clear your thoughts can ensure that your final score will remain clear of a failing grade.

Keep in mind that if this exam were easy, there wouldn't be so much to gain by passing and becoming CIA certified. As you approach your exam, a positive attitude will play a major role in helping you stay focused and in successfully completing the CIA exam.

Remember, as a North Central Florida Chapter member, you will receive a discount on Gleim material. Gleim has been helping CIA candidates pass the CIA exam since 1980.

Contact Melissa at 800.874.5346, ext. 131 or melissa.leonard@gleim.com to take advantage of your chapter discount or if you have any questions.

I would like to hear from you. Do you have feedback on what you have read or suggestions on future topics? Maybe you are studying for the exam or have recently passed and want to share tactics you used. Email Melissa Leonard, your Chapter Coordinator, at iia-chapters@gleim.com with your questions and feedback.
**Welcome New Members!**

Daniel Hawn

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You can follow Chapter activities on Facebook and Twitter. Go to our website at [www.theiia.org/NorthCentralFL](http://www.theiia.org/NorthCentralFL) and click on the icons.

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**Chapter Officers and Board Members**

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<th>Position</th>
<th>Name</th>
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<tr>
<td>President</td>
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<td>Vice President</td>
<td>Lily Reinhart</td>
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<td>Immediate Past President</td>
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**Committees**

- **Advocacy**
  - Breck Anderson (Chair)

- **Communications**
  - Wallace Watford (Chair)
  - Jeff Capehart (Webmaster)

- **Historiographer**
  - Craig Reed

- **Programs**
  - Ted Griswold (Chair)
  - Choi Choi
  - Dwight Hulse

- **Membership**
  - Joe Cannella III

- **Nominating**
  - Jeanne Covington
  - Laura Ling Donovan

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I hope everyone enjoyed this issue of the NCFIIA Chapter Newsletter, *Audit Tales*. If anyone has suggestions or would like to submit an article for the next issue, please let me know. Feel free to e-mail newsletter article contributions to me at lreinhrt@ufl.edu. Please visit the Chapter website at [www.theiia.org/NorthCentralFL](http://www.theiia.org/NorthCentralFL) which is updated often. I hope to see everyone at the next meeting.

*Lily Reinhart, Editor*