

Crucial Audit Conversations

Intergovernmental Audit Forum

Richard W. Moore, Inspector General, Tennessee Valley Authority

September 18, 2015

**What contributes to a
good Audit?**

Accuracy

Timely

Has Impact

**Valued by
Auditee**

Good Writing

Relevance

**Identifies
High Risk**

**How well you hold
crucial audit
conversations**

**“Every conversation is
an opportunity to make
your organization
better or worse.”**

- Mike Rognlien

VitalSmarts Conference 2015

**“Nothing is as fast as
the speed of trust.”**

**- Stephen M.R. Covey
*The Speed of Trust***

**“If you don’t talk it out,
you will act it out.”**

**- Joseph Grenny
*Crucial Conversations***

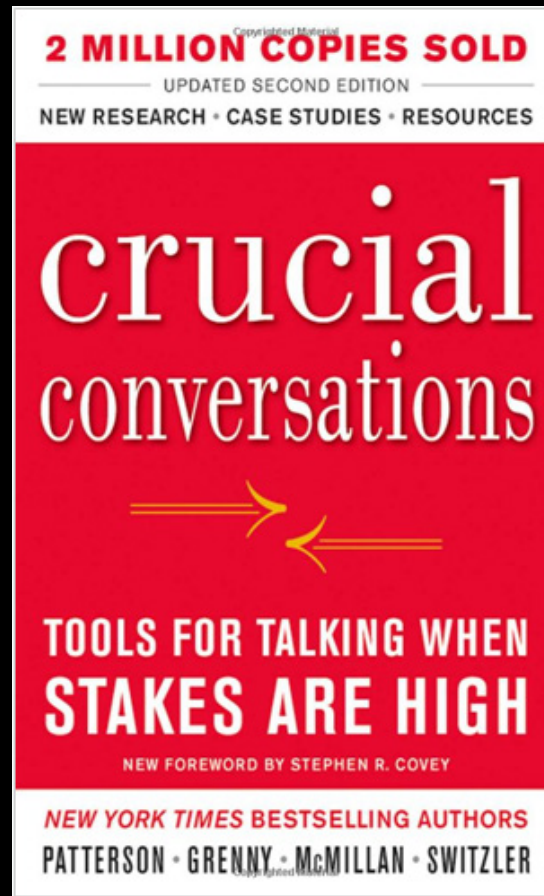
**“The single biggest
problem in communication
is the illusion that it has
taken place.”**

- George Bernard Shaw



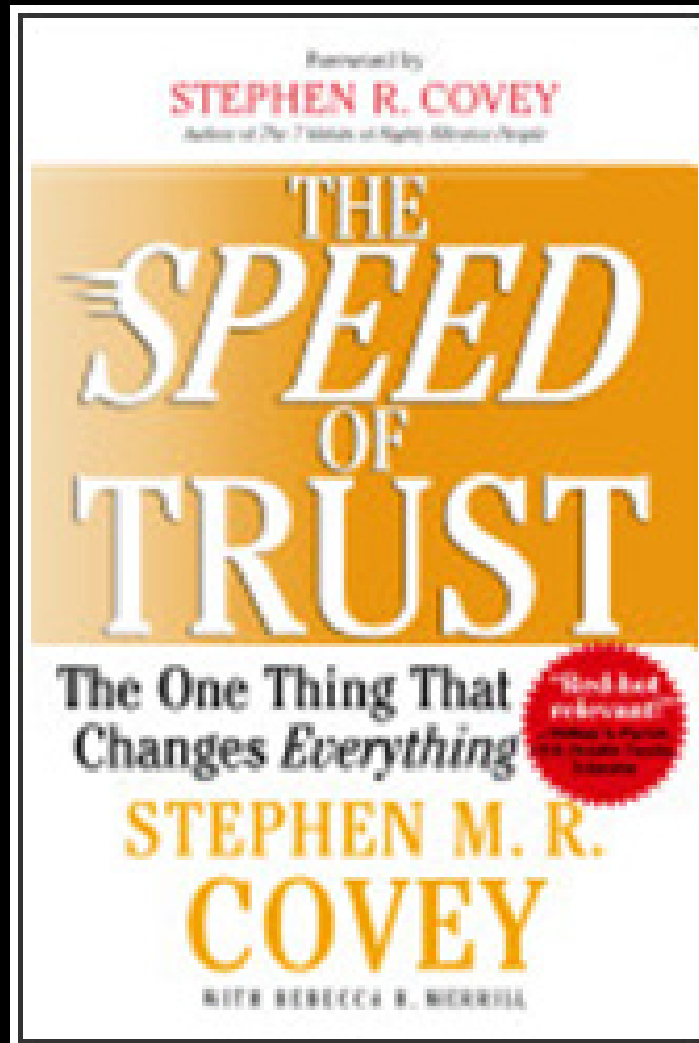
Crucial Conversations

Authors: Kerry Patterson, Joseph Grenny,
Ron McMillan, and Al Switzler

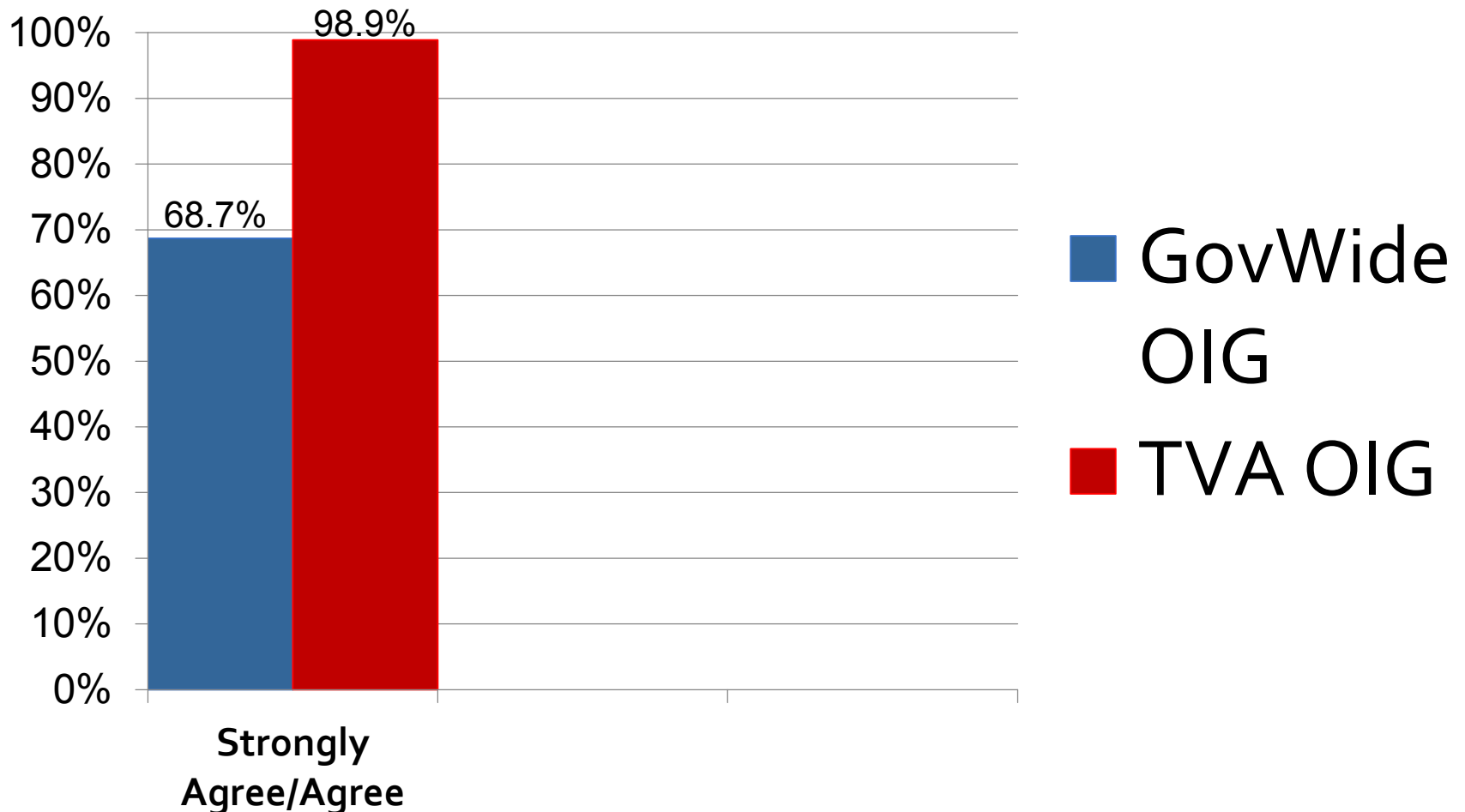


The Speed of Trust

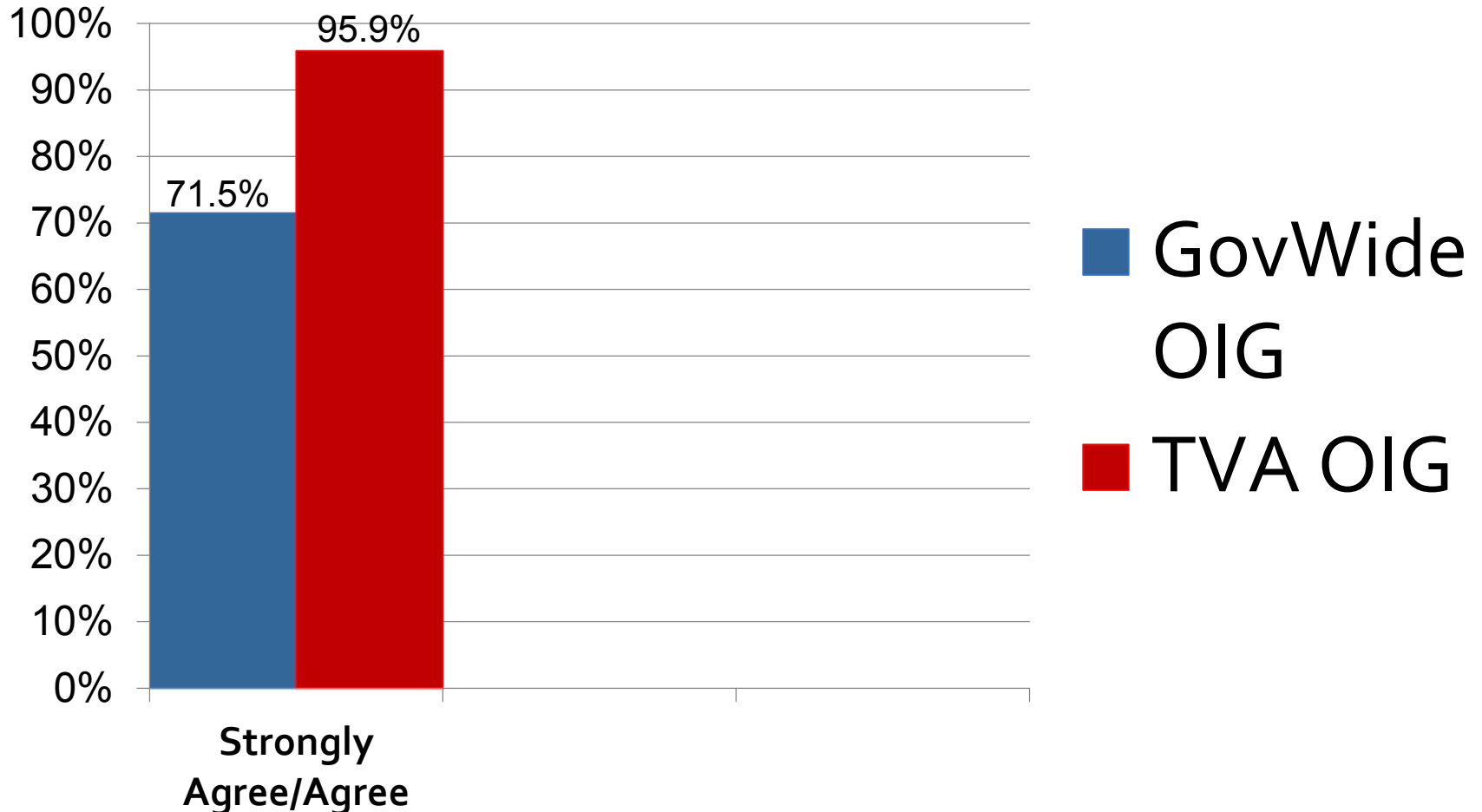
Author: Stephen M. R. Covey



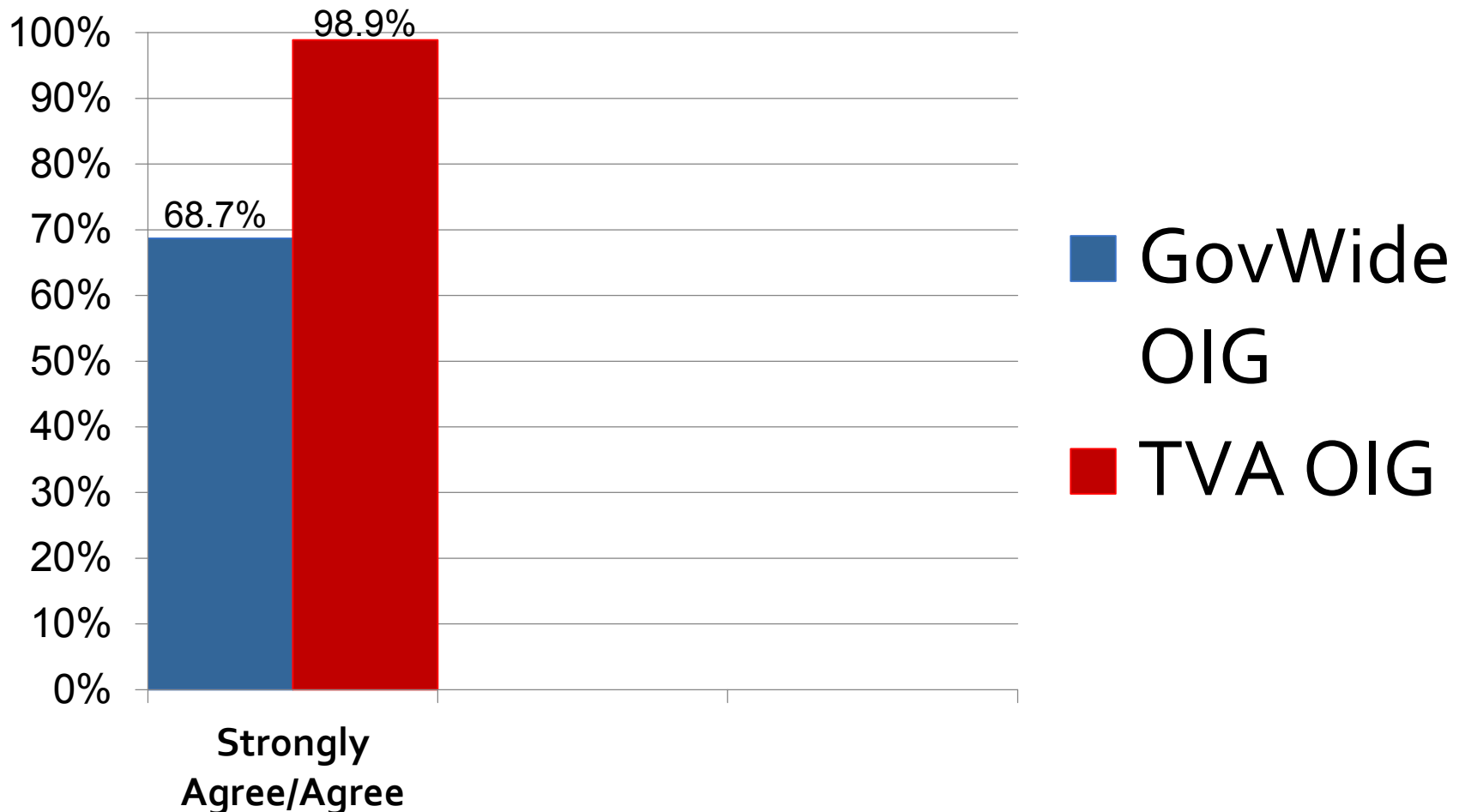
I recommend my organization as a good place to work.



Considering everything, how satisfied are you with your job?

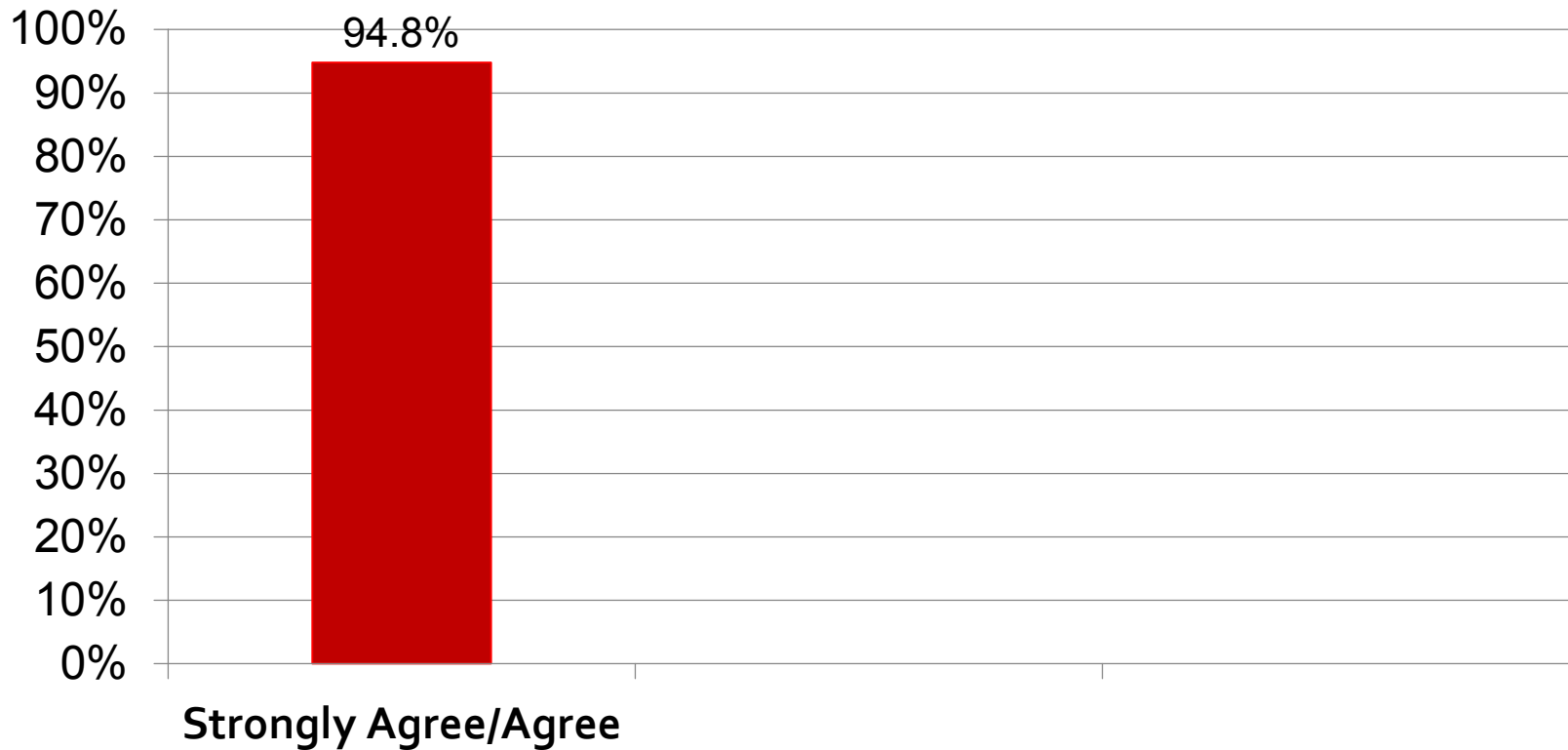


My Agency (TVA OIG) is successful at accomplishing its mission.

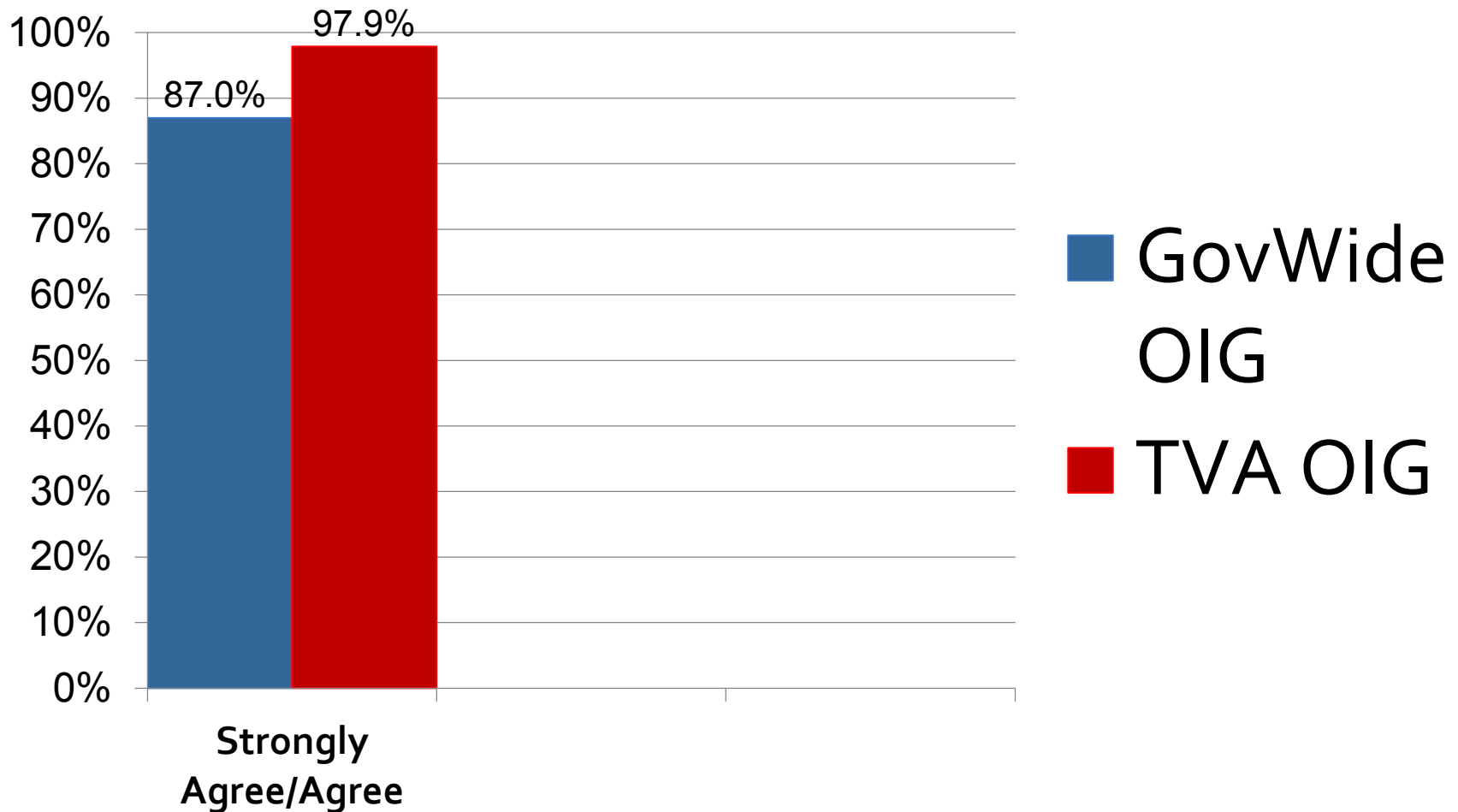


I believe OIG's senior leaders do a good job.

TVA OIG



I am held accountable for achieving results.

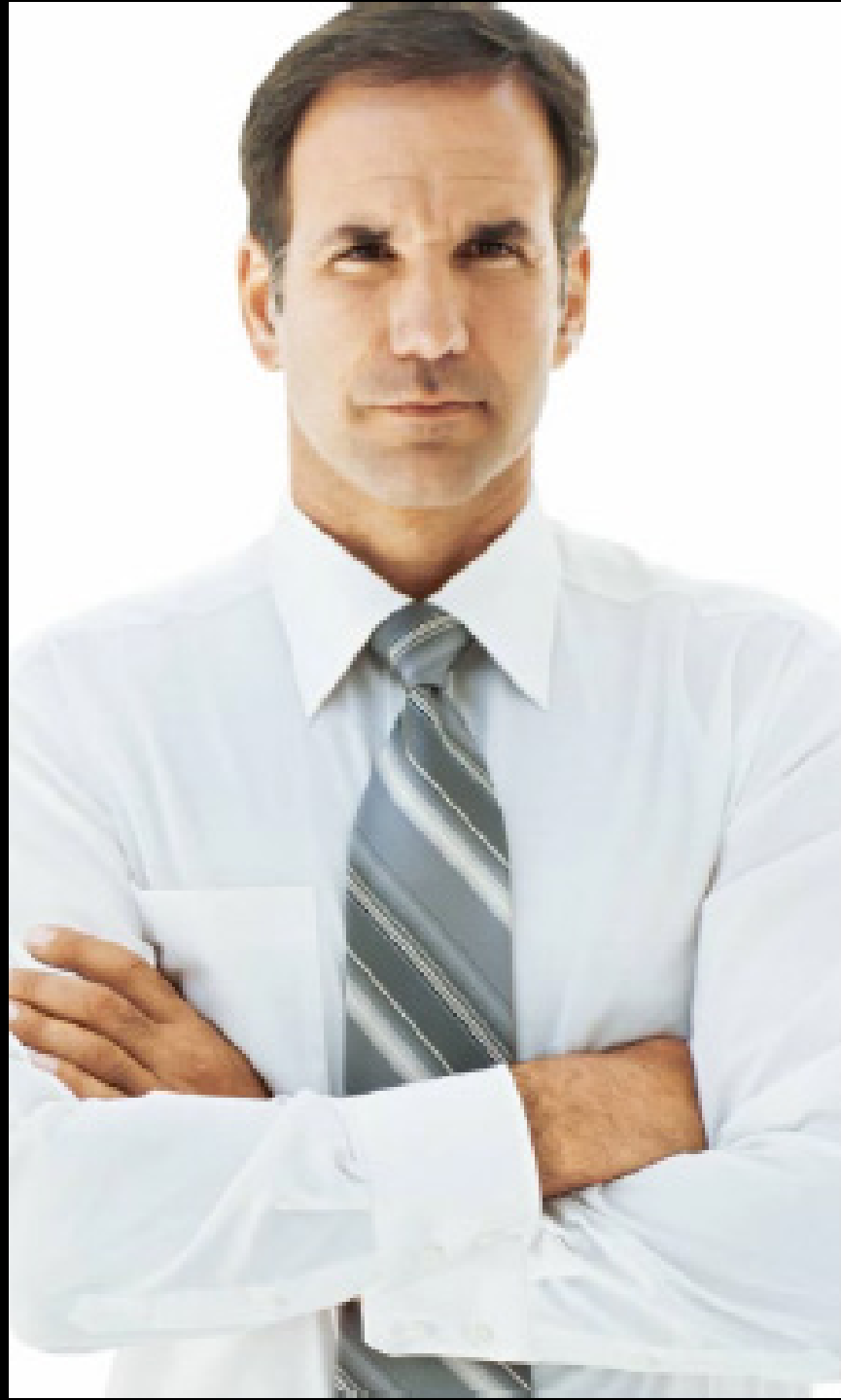




**High
Stakes**

Emotion

Difference of Opinion





Your Reptilian Brain

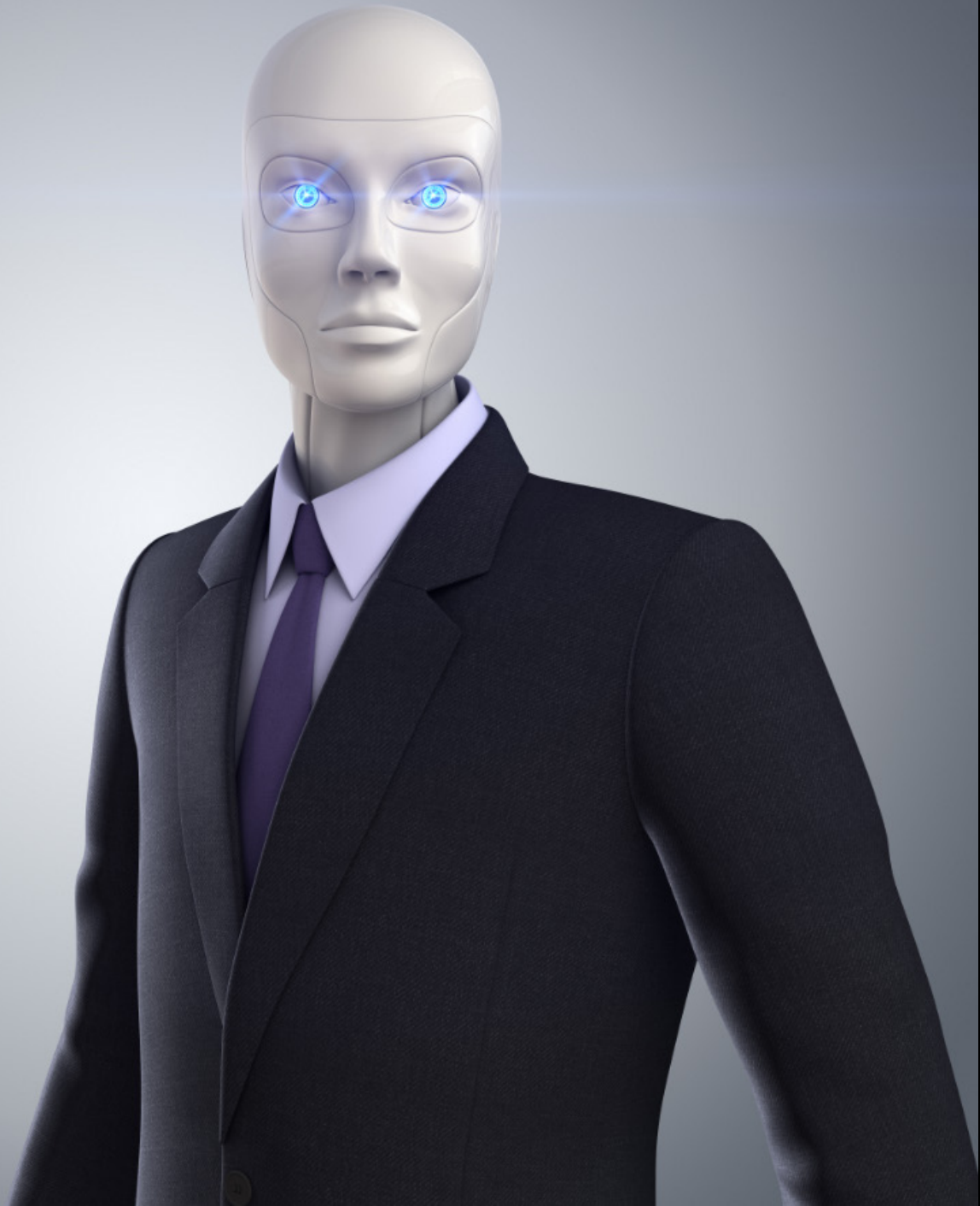




**Four Questions to Ask
Yourself Whenever You
are in the Middle of
Conflict**

What Do I Want?

- **“I want you to stop talking and just do it like I told you.”**
- **“I want you to recognize my mental superiority and thank me for being in your world.”**
- **“I want to replace all of you with this guy.”**



Have I told myself a story about the other person's intent?

- **“Oh, I get it. You’re just trying to protect your bonus.”**

What was my role in this?

- **“You know, I probably had something to do with this.”**





**Have I made it
psychologically safe for
this person to talk to me?**



The False Choice

Silence or Violence

Goals vs. Strategies



DIAGNOSTIC AND STATISTICAL
MANUAL OF
MENTAL DISORDERS

FIFTH EDITION

DSM-5™



AMERICAN PSYCHIATRIC ASSOCIATION













“Any opinion stated by the
Inspector General is his
opinion and does not state the
position or point of view of the
Tennessee Valley Authority.”

Questions?



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