



The New Orleans IIA Chapter
Proudly Sponsors on...**Friday, April 16th**
at Four Points Sheraton, New Orleans Airport
6401 Veterans Memorial Blvd., Metairie, LA 70003

Today's Internal Audit Leader Conflict Resolution & Problem Solving

Course Overview & Objectives

Ed Robinson will merge his books on leadership, conflict resolution, problem solving, and influencing others to give you best practices to:

- Empower your team
- Influence the key players of your organization
- Learn the 5 different ways of handling conflict.
- Discover the 5 step problem solving formula for individual and team.
- Learn how to lead your organization by serving as a role model to enhance organizational performance.
- Develop a compelling vision.
- Create a communication style that positions the Internal Auditor as a key influencer in your organization



Ed Robinson is an internationally recognized keynote speaker, business growth coach, and author. A "recovering CPA," Robinson is an energetic speaker who converges a wealth of experience, proven leadership, and high motivational efforts. His audiences leave with a renewed commitment to professionalism and success. Robinson has more than 30 years of experience in professional service organizations. He provides unique growth strategies and leadership consulting to a variety of businesses. He has spoken in more than 25 countries, and is sought after globally for his speaking, coaching, and "rainmaking" techniques. Many of his clients experience a dramatic increase of revenue production.

New Orleans IIA Members:
\$125 (8 CPE hours) or

Non-IIA Members:
\$150 (8 CPE hours)

Agenda

8:00—noon Session I: Today's Internal Audit Leader

12:00 Lunch

1:00-5:00 Session II: Conflict Resolution & Problem Solving

Capacity Limited to First 100

Related Information:

Field of Study: Personal Development (Morning Session)/Communications (Afternoon Session)

Prerequisites: None

Advance Preparation: None

Level of Knowledge: Basic

Delivery Method: Group-Live



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Registration URL: <http://www.theiia.org/chapters/index.cfm/view.events/cid/35>

**You must register online by Friday, April 8th. Cancellations must be received by Friday, April 8th as well. Confirmed reservations not canceled by Friday, April 8th will be billed at the full rate. For more information regarding administrative policies such as complaints and refunds, please contact Becky Hammond, the 2009-2010 IIA Charlotte Chapter Treasurer, at BHammond@silva-cpa.com.