

#TheEvolvingAuditor
#ConversationalIntelligence

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CONVERSATIONAL BLIND SPOTS



*How do we become more conversationally intelligent?
Recognize the five most common conversational blind
spots during internal audit conversations*

BLIND SPOT #1

Assuming everyone thinks like me



This refers to the tendency of auditors to project their own perspectives, beliefs, and assumptions onto others. It is a common cognitive bias where auditors assume that the people they are interacting with have the same knowledge, understanding, and thought processes as themselves.

BLIND SPOT #2

Feelings don't change my reality



This refers to the tendency of auditors to downplay or ignore the emotional aspects of the individuals they interact with and focus solely on facts and objective information. It is a cognitive bias where auditors believe that emotions are separate from the objective reality and should not influence their assessments or decision-making.

BLIND SPOT #3

I can still
empathize while
I am in fear



This refers to the tendency of auditors to underestimate or overlook the impact of their own fears on their ability to empathize with others. It is a cognitive bias where auditors believe that they can maintain empathy and understanding towards stakeholders even when they are experiencing fear or anxiety themselves.

BLIND SPOT #4

I remember, therefore I know



This refers to the cognitive bias where auditors rely too heavily on their memory and personal recollection of information, assuming that their memory is accurate and comprehensive. This blind spot can lead to errors, oversights, and a failure to thoroughly investigate and verify facts and evidence.

BLIND SPOT #5

I am listening, so I
know what you
really mean



This refers to the tendency of auditors to assume that they have a complete and accurate understanding of the message being conveyed by the other person simply because they are physically present and appear to be attentive. This blind spot overlooks the potential for misinterpretation, misunderstanding, and the nuances of communication.

Do you have these blind spots?

*Look out for my upcoming posts on how to
overcome these blind spots*



Comment below



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If you would like a workshop or deeper training on **Conversational Intelligence (C-IQ)** for your Internal Audit team, please drop me a mail at info@bhavanijois.com or reach me on +919845800277