



SME Coaching and Training

Solutions Services/Instructor-Led Training

Audits can be intimidating, challenging experiences regardless of your role and experience level. They can be particularly difficult for Subject Matter Experts (SME) who must present evidence directly to auditors. Whether you have a new or seasoned SME participating in an audit, **HSI** can provide coaching and training to prepare them for the experience and train them to respond professionally to questions posed by auditors.

Either in conjunction with a mock audit or as an individual service, **HSI** provides SME coaching to help prepare your team. We establish an actual audit environment so SMEs can experience exactly what it feels like to respond to evidentiary questions from auditors. During the process, we challenge SMEs to validate evidence and respond to difficult questions. Once finished, our advisors provide immediate feedback to equip your SMEs for the upcoming audit.

In addition, HSI can provide on-site expert support during an audit through:

- Accompanying SMEs during RE auditor questioning
- Identifying areas where auditors exceed the scope of the standards or audit
- Assisting standard owners and compliance staff with additional data requests from auditors
- Conferring with standard owners and compliance staff on issues brought up during an audit

HSI also offers a Compliance Training Workshop targeted to SMEs that provides a combination of formal instruction and hands-on exercises.

This training prepares SMEs by covering the following topics:

- Audits and auditors
- Responsiveness
- Composure
- Professionalism

The exercises in this training are designed to help ease anxiety and stress associated with an audit and provide additional opportunities to deliver direct feedback to SMEs.

Contact us to evaluate your SME's readiness, and prepare for your next audit.



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