MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

BEST PRACTICES IN CLAIMS MANAGEMENT

""Mitigating Risk and Maximizing Recovery Through Proactive Claims Strategy and Resolution Techniques""

Schedule

Date	Venue	Fees (Face-to-Face)
19 – 23 Jan 2026	Kuala Lumpur, Malaysia	USD 3495 per delegate
13 – 17 Jul 2026	Dubai, UAE	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Claims are inevitable in complex contracts and projects—but poorly managed claims can result in unnecessary costs, disputes, and delays. Effective claims management is not reactive—it starts with proactive planning, clear documentation, and a firm grasp of contractual obligations and legal frameworks.

This five-day course equips professionals with the tools and techniques to manage claims from identification through to resolution. Participants will gain insights into contract risk, delay analysis, change control, and negotiation strategies, enabling them to protect entitlements and resolve claims efficiently while maintaining professional relationships.

Objectives

By the end of this course, participants will be able to:

- Understand the key causes and types of claims in contracts and projects.
- Analyze contractual terms and risk allocation related to claims.
- Prepare, evaluate, and respond to claims in a structured and timely manner.
- Use delay analysis and quantum calculation techniques to substantiate claims.
- Improve claim-related communication, documentation, and negotiation.
- Manage claims in compliance with legal, contractual, and regulatory frameworks.

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Why Attend

- Learn to minimize exposure to claims through proactive contract planning.
- Improve your ability to substantiate and defend legitimate claims.
- Avoid common pitfalls in documentation, delay evaluation, and dispute escalation.
- Enhance collaboration between project, legal, and commercial teams.
- Strengthen your negotiation and claims settlement strategies.

Target Audience

This program is designed for:

- Contract managers and administrators
- Project managers and engineers
- Commercial and legal officers
- Quantity surveyors and claims specialists
- Consultants, client representatives, and dispute resolution professionals

Individual Benefits

Key competencies that will be developed include:

- Claims identification and causation analysis
- Delay and disruption evaluation
- Effective claims preparation and defense
- Documentation and communication techniques
- Negotiation and dispute resolution strategy

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Reduced financial impact from poorly managed claims
- Faster resolution and avoidance of formal disputes
- Improved project documentation and audit readiness
- Stronger risk allocation in future contracts
- Greater alignment between legal, technical, and project teams

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Legal Briefings – Contract clauses and entitlements
- Templates – Claim notices, delay logs, substantiation reports
- Workshops – Drafting, reviewing, and responding to claims
- Case Studies – High-impact international project claims
- Peer Exercises – Group review of claim scenarios and mitigation plans
- Coaching – Interactive simulations and strategy reviews

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Course Outline

Detailed 5-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Introduction to Claims and Contractual Risk

- **Module 1: Overview of Claims in Projects (07:30 – 09:30)**
- Types of claims: delay, disruption, variation, acceleration
- Root causes and common triggers
- Role of contracts in claims management
- **Module 2: Understanding Contract Risk Allocation (09:45 – 11:15)**
- Risk-sharing in FIDIC, NEC, and other standard forms
- Key clauses: time, payment, force majeure, indemnity
- Linking claims to contractual rights and duties
- **Module 3: Notices, Records, and Early Warning (11:30 – 01:00)**
- Timely notification and claim triggers
- Site records, diaries, and change logs
- Avoiding waiver of rights through documentation gaps
- **Module 4: Case Study – Contractual Clause Analysis (02:00 – 03:30)**
- Dissecting key provisions in a real contract scenario

Day 2: Delay Analysis and Entitlement Assessment

- **Module 5: Delay and Disruption Principles (07:30 – 09:30)**
- Critical path method (CPM) and float ownership
- Excusable vs. compensable delays
- Disruption vs. delay distinctions
- **Module 6: Delay Analysis Techniques (09:45 – 11:15)**
- As-planned vs. as-built, impacted as-planned, time impact analysis
- Prospective and retrospective methods
- Demonstrating cause-effect linkage
- **Module 7: Case Simulation – Delay Evaluation (11:30 – 01:00)**
- Sample delay data sets and baseline reviews
- Drafting delay narratives and impact charts
- **Module 8: Workshop – Prepare a Preliminary Delay Claim (02:00 – 03:30)**
- Participants build a draft delay submission

Day 3: Quantifying and Defending Claims

- **Module 9: Principles of Claim Valuation (07:30 – 09:30)**
- Cost heads: direct, indirect, overheads, lost productivity
- Valuing variations and prolongation
- Use of actual costs vs. cost-based formulas
- **Module 10: Supporting Documentation and Quantum Proof (09:45 – 11:15)**
- Time sheets, invoices, rate schedules
- Role of quantity surveyors and finance in claims substantiation
- Credibility and audit readiness
- **Module 11: Claims Evaluation and Defense (11:30 – 01:00)**
-

Evaluating incoming claims from contractors or suppliers

- Red flags, incomplete claims, and negotiation traps
- Case resolution matrix and response templates
- **Module 12: Exercise – Review and Critique a Sample Claim (02:00 – 03:30)**
- Peer-led assessment of strengths and weaknesses

Day 4: Negotiation and Claims Resolution

- **Module 13: Managing Claims Without Dispute (07:30 – 09:30)**
- Collaborative vs. adversarial approaches
- Stepwise resolution strategy
- Settlement documentation
- **Module 14: Claims Negotiation Skills (09:45 – 11:15)**
- Positions vs. interests
- Communication tactics and tone
- Escalation vs. containment
- **Module 15: Dispute Resolution Options (11:30 – 01:00)**
- Mediation, adjudication, arbitration, litigation
- Choosing the right forum and timing
- Enforceability and cost considerations
- **Module 16: Simulation – Claims Negotiation Role Play (02:00 – 03:30)**
- Paired negotiation simulation with structured feedback

Day 5: Strategic Claims Management and Final Review

- **Module 17: Building a Claims Management Framework (07:30 – 09:30)**
- Policy, governance, and escalation matrix
- Integrating with project management and legal systems
- Key success factors and maturity models
- **Module 18: Claims Audit and Reporting (09:45 – 11:15)**
- KPIs and analytics
- Lessons learned capture
- Internal audits and corrective action tracking
- **Module 19: Final Exercise – Integrated Claims Management Plan (11:30 – 01:00)**
- Group project to build a strategic claims roadmap for a sample project
- **Module 20: Course Wrap-Up and Certification (02:00 – 03:30)**
- Debrief, Q&A, personal action planning, and certificate distribution

Certification

Participants who complete the program will receive a **Certificate of Completion in Best Practices in Claims Management**, recognizing their ability to manage, prepare, defend, and resolve claims with strategic, legal, and commercial awareness.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

Follow us: **Facebook** **Twitter** **YouTube** **LinkedIn** **Instagram**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.