

PUBLIC CONTRACT DISPUTE RESOLUTION

“Effectively Preventing, Managing, and Resolving Disputes in Government and Donor-Funded Contracts”

Schedule

Date	Venue	Fees (Face-to-Face)
05 - 06 Mar 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate

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

Introduction

Disputes in public contracts can result in significant financial losses, project delays, reputational damage, and strained relationships between governments, contractors, and funding agencies. With the increasing complexity of public procurement and infrastructure contracts, it is essential that professionals understand how to anticipate, manage, and resolve disputes efficiently and lawfully. This 2-day training workshop equips participants with a comprehensive framework for resolving public contract disputes through structured prevention, early intervention, and formal mechanisms such as mediation, arbitration, adjudication, and litigation. The course is tailored for those working in government contracts, donor-funded procurement, and public infrastructure.

Objectives

- By the end of this course, participants will be able to:
- Identify root causes and early warning signs of disputes in public contracts
 - Apply structured techniques for managing conflicts before escalation
 - Understand dispute resolution options available in public procurement frameworks
 - Prepare documentation and evidence to support claims or defense
 - Engage effectively in negotiation, mediation, adjudication, or arbitration proceedings

Why Attend

- Minimize the risk of project disruption and cost escalation due to disputes
- Build internal capacity for early dispute prevention and resolution
- Strengthen your ability to handle contractor claims, change orders, and delays
- Learn practical legal and procedural steps for managing formal disputes
- Gain templates and tools to support claim preparation and case handling

Target Audience

This program is designed for:

- Government and public sector procurement professionals
- Contract and project managers handling public or donor-funded projects
- Legal advisors and in-house counsel
- Dispute resolution officers and claims specialists
- Auditors, compliance officers, and infrastructure consultants

Individual Benefits

Key competencies that will be developed include:

- Risk-based dispute prevention and management skills
- Legal and contractual understanding of dispute procedures
- Ability to assess claims and manage evidence effectively
- Enhanced negotiation and communication skills during disputes
- Familiarity with local and international dispute resolution frameworks

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Faster and more cost-effective resolution of contract disputes
- Improved compliance with dispute handling clauses and regulatory obligations
- Stronger internal controls and contract administration systems
- Reduced project downtime and cost overruns
- Better alignment with donor and stakeholder expectations

Instructional Methodology

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

- Strategy Briefings – Overview of legal frameworks and resolution processes
- Case Studies – Analysis of real public contract dispute scenarios
- Workshops – Simulation of mediation and arbitration proceedings
- Peer Exchange – Sharing dispute resolution challenges across sectors
- Tools – Templates for claims registers, position papers, and response strategies

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: Dispute Prevention and Early Conflict Management

- **Module 1: Common Causes of Disputes in Public Contracts (07:30 – 09:30)** • Typical sources of conflict: delays, scope changes, payment issues • Risk areas in government and donor-funded projects • Early warning systems and monitoring practices
- **Module 2: Dispute Prevention Strategies (09:45 – 11:15)** • Strong contract drafting and clarity in scope/specifications • Escalation clauses, communication protocols, and issue logs • Role of project governance and contract oversight
- **Module 3: Claims Management and Documentation (11:30 – 01:00)** • Types of claims and their components • Evidence gathering and submission techniques • Responding to contractor claims: procedures and timelines
- **Module 4: Group Workshop – Drafting a Claims Response (02:00 – 03:30)** • Simulation of a real dispute scenario with group presentations

Day 2: Dispute Resolution Mechanisms and Best Practices

- **Module 5: Dispute Resolution Options (07:30 – 09:30)** • Overview: negotiation, mediation, adjudication, arbitration, litigation • Choosing the right mechanism for different types of disputes • Comparison of timelines, costs, and enforceability
- **Module 6: Preparing for Formal Proceedings (09:45 – 11:15)** • Legal and procedural requirements in public sector disputes • Preparing statements of case or defense • Use of expert witnesses and evidence documentation
- **Module 7: Role of Donors and Multilateral Institutions (11:30 – 01:00)** • Dispute resolution frameworks in donor-funded contracts (e.g. FIDIC, World Bank, UN) • Institutional review mechanisms and sanctions • Reporting obligations and transparency standards
- **Module 8: Wrap-Up & Final Q&A (02:00 – 03:30)** • Course recap and practical application tips • Participant feedback and discussion • Certification and close-out

Certification

Participants will receive a Certificate of Completion in Public Contract Dispute Resolution, confirming their readiness to prevent, manage, and resolve disputes in line with public sector and donor standards.

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