

# DRIVING ROBUST DISPUTE RESOLUTION PROGRAMS AS A VALUE-ADDED STRATEGY

*“Transforming Conflict Management into Organizational Advantage and Risk Reduction”*

## Schedule

Date	Venue	Fees (Face-to-Face)
22 - 24 Sep 2026	Manama, Bahrain	USD 2495 per delegate

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

## Introduction

Disputes—whether internal or external—are inevitable in business, but how organizations manage them can determine long-term outcomes. Forward-thinking companies treat dispute resolution not as a reactive legal process, but as a value-added strategy that protects relationships, minimizes financial loss, and safeguards reputational integrity.

This 3-day intensive course equips professionals with the frameworks, tools, and mindsets to develop and manage effective dispute resolution programs. Through case studies, negotiation simulations, and policy design exercises, participants will learn how to integrate mediation, arbitration, and internal resolution systems into their organizational strategy.

## Objectives

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

- Design and implement proactive dispute resolution frameworks within their organization
- Identify root causes of conflict and select appropriate resolution methods
- Leverage ADR (Alternative Dispute Resolution) tools such as mediation and arbitration
- Embed dispute resolution principles into contracts, governance, and compliance systems
- Align resolution strategies with organizational risk management and performance goals

## Why Attend

- Reduce legal costs and reputational damage from prolonged disputes
- Build in-house capability for early and informal resolution of workplace and commercial conflicts
- Improve stakeholder trust and business continuity during high-stakes disagreements
- Benchmark your resolution programs against global standards and best practices
- Develop policies and structures that promote fairness, clarity, and accountability

## Target Audience

This program is designed for:

- Legal counsel, contract managers, and compliance officers
- HR and employee relations managers
- Project and operations managers
- Risk, audit, and corporate governance professionals
- Anyone involved in conflict-prone environments or negotiations

## Individual Benefits

Key competencies that will be developed include:

- Conflict diagnosis and resolution pathway selection
- Communication and negotiation under tension
- Design of effective internal resolution mechanisms
- Mediation and arbitration literacy
- Legal, psychological, and strategic perspectives on dispute management

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Lower dispute resolution time and associated costs
- Stronger protection of business interests through contractual safeguards
- Enhanced internal trust, engagement, and communication culture
- Reduced escalation of issues through early intervention protocols
- Integrated governance and compliance frameworks around dispute handling

## Instructional Methodology

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

- Strategy Briefings - Global trends in dispute resolution and value protection
- Case Studies - High-impact dispute examples from commercial, employment, and project sectors
- Workshops - Root cause mapping, negotiation role plays, and policy drafting
- Peer Exchange - Group reflection on organizational challenges and conflict case analysis
- Tools - Templates for resolution pathways, dispute logs, mediation checklists, and escalation policies

## Course Outline

### DETAILED 3-DAY COURSE OUTLINE

**Training Hours: 7:30 AM - 3:30 PM** Daily Format: 3 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

#### Day 1: Foundations of Dispute Resolution Strategy

- Module 1: The Strategic Value of Dispute Resolution (07:30 - 09:30) • Why organizations should invest in resolution capability • Risk management, brand protection, and stakeholder trust • Dispute lifecycle overview: early warning to post-resolution
- Module 2: Understanding the Causes and Costs of Conflict (09:45 - 11:15) • Types of disputes: commercial, employment, operational • Root cause analysis and early intervention • Financial, legal, and cultural consequences of mishandled disputes
- Module 3: Choosing the Right Resolution Method (11:30 - 01:00) • Mediation, arbitration, litigation, and hybrid models • Evaluating cost, speed, formality, and enforceability • Internal vs. external resolution structures
- Workshop - Conflict Mapping Exercise (02:00 - 03:30) • Trace a dispute's escalation and resolution stages • Identify missed opportunities for early resolution

#### Day 2: Frameworks, Tools, and Techniques

- Module 1: Designing Organizational Resolution Pathways (07:30 - 09:30) • Step-by-step structure for dispute handling • Roles and responsibilities across departments • Escalation triggers and decision checkpoints
- Module 2: Mediation and Arbitration in Practice (09:45 - 11:15) • Mediation processes, neutrality, and confidentiality • Preparing for arbitration - evidence, rules, and selection • International arbitration vs. local frameworks
- Module 3: Contractual Clauses and Governance Integration (11:30 - 01:00) • Embedding dispute clauses in contracts and policies • Aligning with compliance, HR, and ethics frameworks • Linking dispute resolution to performance management
- Workshop - Resolution Clause Drafting (02:00 - 03:30) • Create model clauses for employment and supplier contracts • Peer critique and facilitator feedback

#### Day 3: People Skills, Culture, and Application

- Module 1: Communication and Negotiation in Disputes (07:30 - 09:30) • De-escalating emotionally charged situations • Active listening, questioning, and language use • Cross-cultural considerations and empathy
- Module 2: Building a Conflict-Resilient Organization (09:45 - 11:15) • Psychological safety and employee voice • Training and awareness across levels • Dispute data tracking and reporting
- Module 3: Implementation Planning and Final Review (11:30 - 01:00) • Action planning for organizational application • Aligning tools and metrics to business objectives • Final knowledge check and review
- Module 4: Certification and Wrap-Up (02:00 - 03:30) • Group presentation of dispute strategy plans • Certificate distribution and close

## Certification

Participants will receive a Certificate of Completion in Strategic Dispute Resolution, confirming their ability to build, manage, and apply dispute resolution programs that align with organizational goals and legal best practices.

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