MAWA EVENTS

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

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

CLAIMS MANAGEMENT & ALTERNATIVE DISPUTE RESOLUTION

"Mitigating Risks and Resolving Disputes Effectively in Construction and Commercial Contracts"

Schedule

Date	Venue	Fees (Face-to-Face)
03 – 07 Aug 2026	Dubai, UAE	USD 3495 per delegate

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

Introduction

Construction and commercial contracts are inherently complex, and the risk of disputes or claims is ever-present. Successful contract administration requires the ability to recognize potential claims early and resolve disputes through effective negotiation or alternative resolution methods. This intensive course offers a comprehensive understanding of claims management processes and dispute resolution mechanisms, empowering professionals to manage conflicts proactively and efficiently.

Participants will explore real-life case studies, gain hands-on experience in preparing and defending claims, and learn to navigate arbitration, mediation, and adjudication processes in line with international best practices and contract standards like FIDIC.

Objectives

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

- Identify, evaluate, and manage contractual claims in construction and procurement projects
- Prepare robust claim documentation and responses
- Understand the legal frameworks and procedures for dispute resolution
- Apply best practices in negotiation, mediation, and arbitration
- Mitigate the risk of disputes through effective contract administration

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Why Attend

- Gain a complete understanding of claims types, causes, and defense strategies
- Learn to draft effective claim and counterclaim documentation
- Enhance your skills in negotiation and conflict resolution
- Understand FIDIC, ICC, and other international dispute resolution procedures
- Minimize project delays and costs caused by unresolved disputes

Target Audience

This program is designed for:

- Contract managers and administrators
- Project managers and engineers
- Procurement and commercial officers
- Legal advisors and consultants
- Quantity surveyors and claims professionals

Individual Benefits

Key competencies that will be developed include:

- Analytical skills for identifying and substantiating claims
- Legal and contractual awareness related to dispute resolution
- Communication and negotiation skills for settlement discussions
- Drafting and reviewing claims and contractual correspondence
- Strategic thinking in managing disputes and avoiding litigation

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved management of project-related claims and risks
- Reduced legal costs and project delays through early resolution
- Stronger contract performance monitoring and documentation
- Enhanced ability to protect the organization’s commercial interests
- Greater alignment with international contracting and arbitration standards

Instructional Methodology

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

- Strategy Briefings – Deep dive into claims classification, causes, and legal principles
- Case Studies – Real-world examples of claims and dispute resolution outcomes
- Workshops – Hands-on exercises in claim preparation, defense, and negotiation
- Peer Exchange – Group discussions on dispute challenges across industries
- Tools – Templates for claims notices, dispute registers, and negotiation plans

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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: Foundations of Claims Management

- Module 1: Introduction to Claims in Contracts (07:30 – 09:30)
- Overview of contractual obligations and claim triggers
- Types of claims: delay, disruption, variation, and financial
- Understanding FIDIC and common contract forms
- Module 2: Claims Lifecycle and Documentation (09:45 – 11:15)
- Early warning signs and notification requirements
- Claim timelines, formats, and evidentiary standards
- Essential documents and supporting data
- Module 3: Workshop – Building a Claims File (11:30 – 01:00)
- Develop a sample claim submission with justifications
- Identify common pitfalls in documentation
- Module 4: Peer Exchange – Claims Issues in Real Projects (02:00 – 03:30)
- Discuss practical challenges and industry experience

Day 2: Claim Preparation and Defense Strategies

- Module 1: Delay and Disruption Claims (07:30 – 09:30)
- Delay analysis techniques (e.g., CPM, impacted as-planned)
- Disruption vs. delay: key distinctions and quantification
- Time extension requests and liquidated damages
- Module 2: Variation and Financial Claims (09:45 – 11:15)
- Valuation of variations and additional work
- Prolongation and acceleration cost claims
- Disputed payment terms and price escalation
- Module 3: Workshop – Delay Analysis & Time Impact (11:30 – 01:00)
- Prepare and interpret a delay analysis scenario
- Use of project schedules and records
- Module 4: Case Study – Complex Delay Claim Resolution (02:00 – 03:30)
- Review a real case involving multi-party delay disputes

Day 3: Alternative Dispute Resolution (ADR) Overview

- Module 1: Dispute Resolution Methods and Processes (07:30 – 09:30)
- Negotiation, mediation, adjudication, arbitration, litigation
- Benefits and limitations of each method
- Contractual dispute resolution clauses
- Module 2: Mediation and Negotiation Techniques (09:45 – 11:15)
- Structured negotiation processes and mediator roles
- Interest-based negotiation vs. positional bargaining
- Confidentiality and outcome enforcement
- Module 3: Workshop – Mediation Role-Play (11:30 – 01:00)
- Practice a mediation scenario with defined roles
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Debrief and negotiation strategy reflection

- Module 4: Peer Exchange – ADR Practices Across Regions (02:00 – 03:30)
- Insights from participants on regional ADR effectiveness

Day 4: Arbitration and Legal Aspects of Dispute Resolution

- Module 1: Arbitration Procedures and Institutions (07:30 – 09:30)
- ICC, LCIA, DIAC, and UNCITRAL rules overview
- Appointing arbitrators and conducting hearings
- Enforcement of arbitral awards
- Module 2: Legal Considerations and Risk Allocation (09:45 – 11:15)
- Governing law, jurisdiction, and legal remedies
- Risk transfer clauses and indemnities
- Early dispute avoidance through contractual clarity
- Module 3: Workshop – Drafting Dispute Clauses (11:30 – 01:00)
- Create a multi-tier dispute resolution clause
- Analyze enforceability and practicality
- Module 4: Case Study – International Arbitration Example (02:00 – 03:30)
- Review an arbitration outcome and legal strategy

Day 5: Integration, Prevention, and Course Wrap-Up

- Module 1: Integrating Claims Management into Projects (07:30 – 09:30)
- Role of project controls in claims prevention
- Records management and contemporaneous evidence
- Contract administration best practices
- Module 2: Strategies for Dispute Prevention (09:45 – 11:15)
- Collaborative contracting approaches
- Early warning systems and partner alignment
- Performance monitoring and audits
- Module 3: Workshop – Claims Prevention Plan (11:30 – 01:00)
- Develop a plan for minimizing claim risks
- Define monitoring, reporting, and stakeholder roles
- Module 4: Final Review and Certification (02:00 – 03:30)
- Group presentations and feedback
- Summary of key takeaways
- Certificate distribution

Certification

Participants will receive a Certificate of Completion in Claims Management & Alternative Dispute Resolution, validating their expertise in managing contractual claims and resolving disputes using structured, proactive, and internationally recognized methods.

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.

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