

Dispute Resolution and Claims Management in Projects

COURSE OVERVIEW

Dispute Resolution and Claims Management in Projects explores the processes, tools, and strategies used to prevent, manage, and resolve disputes that arise during project execution. Projects often face claims related to delays, variations, payment issues, and contractual ambiguities, which, if unmanaged, can escalate into costly conflicts. This course equips participants with practical techniques in claims preparation, negotiation, mediation, arbitration, and litigation, while emphasizing proactive risk management and dispute avoidance to safeguard project success.

WHO SHOULD ATTEND?

This course is designed for project managers, contract administrators, legal advisors, claims specialists, and commercial managers who deal with contractual disputes and claims in project environments. It is especially relevant for professionals in construction, infrastructure, energy, and engineering projects where claims and disputes are frequent. Senior executives, consultants, and policymakers responsible for governance, compliance, and risk oversight will also benefit, along with arbitrators and mediators seeking deeper insights into project-based dispute resolution practices.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Articulate the fundamental principles of claims management and dispute resolution.
- Recognize common sources of disputes throughout the project lifecycle.
- Prepare, document, and assess claims with appropriate supporting evidence.
- Employ effective negotiation techniques to prevent and resolve disputes.
- Apply mediation, arbitration, and litigation methods appropriately.
- Enhance compliance with contractual and legal requirements.
- Develop and implement proactive measures to reduce the occurrence of disputes.
- Analyze real-world case studies on dispute resolution in complex projects.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- The basics of claims and dispute management within project environments.
- Tools and processes for identifying, documenting, and preparing claims.
- Negotiation techniques and strategies for effective settlements.
- Methods for mediation, arbitration, and litigation in project disputes.
- Proactive approaches to dispute avoidance and conflict reduction.
- Governance and compliance frameworks related to contract management.
- Risk management practices aimed at minimizing conflict exposure.
- Case studies showcasing successful dispute resolution in significant projects.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded