Advanced Claims Management and Dispute Resolution Training Course



02 - 06 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #CM6183_172489

Course Introduction / Overview:

This intensive training course provides a comprehensive framework for mastering the complexities of claims management and dispute resolution in modern business environments. The program is meticulously designed to move beyond theoretical knowledge, offering practical strategies for identifying, analyzing, and managing contractual claims throughout the project lifecycle. Participants will explore the critical link between proactive claims management and effective dispute avoidance, learning to mitigate risks before they escalate. Drawing on principles articulated by leading experts like Nael G. Bunni in his extensive work on FIDIC contracts and dispute adjudication, the course delves into the nuances of delay analysis, quantum assessment, and evidence preparation. We will examine various dispute resolution mechanisms, from negotiation and mediation to adjudication and international arbitration, equipping professionals with the skills to select and navigate the most appropriate path for any given conflict. At BIG BEN Training Center, we are committed to empowering participants with the strategic foresight and tactical expertise necessary to protect their organization's interests, preserve business relationships, and achieve favorable outcomes in even the most challenging contractual disputes. This course is an essential investment for any professional seeking to excel in the high-stakes world of contract and claims management.

Target Audience / This training course is suitable for:

- Claims Managers and Analysts.
- Contract Managers and Administrators.
- Project Managers and Directors.
- Commercial Managers.
- Quantity Surveyors and Cost Engineers.
- Corporate Legal Counsel and Lawyers.
- Procurement and Sourcing Professionals.
- Arbitrators, Mediators, and Adjudicators.
- Senior Executives involved in project oversight.
- Risk Management Professionals.

Target Sectors and Industries:

- Construction and Engineering.
- Oil, Gas, and Petrochemicals.
- Infrastructure and Transportation Development.
- Power and Utilities.
- Real Estate and Property Development.
- Manufacturing and Industrial Projects.
- Information Technology and Telecommunications.
- Insurance and Financial Services.
- Governmental bodies and public sector agencies.
- International Trade and Logistics.

Target Organizations Departments:

- Legal and Compliance Departments.
- Contracts and Commercial Management.
- Project Management Office (PMO).
- Procurement and Supply Chain Management.
- Finance and Cost Control.
- Risk Management and Assurance.
- Operations and Site Management.
- Business Development and Tendering.
- Engineering and Technical Services.

Course Offerings:

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

- Develop a robust framework for proactive claims identification and prevention.
- Master the complete claims management lifecycle from preparation to settlement.
- Conduct thorough delay and disruption analysis using established methodologies.
- Accurately quantify claims and prepare compelling substantiation documents.
- Evaluate and select the most appropriate dispute resolution mechanism for any situation.
- Execute effective negotiation and mediation strategies to achieve amicable settlements.
- Understand the procedural intricacies of adjudication and dispute review boards.
- Navigate the principles and practices of domestic and international arbitration.
- Draft clear and enforceable settlement agreements and consent awards.
- Implement lessons learned to improve future contract administration and risk allocation.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered. We believe that adult learning is most effective when it connects theory to real-world application. Therefore, this course moves beyond traditional lectures to create a dynamic learning environment. A significant portion of the training will be dedicated to analyzing complex, real-world case studies drawn from various industries, allowing participants to dissect actual claims and dispute scenarios. Interactive group discussions and workshops will foster collaborative problem-solving and the exchange of diverse perspectives. Practical exercises, including role-playing sessions for negotiation and mediation, will provide a safe space for participants to practice and refine their skills. Our expert instructors will facilitate these sessions, providing personalized feedback and guiding participants toward a deeper understanding of strategic decision-making in claims and dispute contexts. The methodology emphasizes a hands-on approach, ensuring that delegates leave not just with knowledge, but with the confidence and competence to apply their new skills immediately in their professional roles.

Course Agenda (Course Units):

Unit One Foundations of Contractual Claims

- The legal basis of a claim in contract and tort.
- Understanding different types of claims (e.g., delay, disruption, acceleration, variation).
- The critical role of contract terms and conditions in claims management.
- Principles of contract interpretation and the hierarchy of documents.
- Identifying claim events and triggers throughout the project lifecycle.
- The importance of notices and time bars in preserving contractual rights.
- An introduction to the global landscape of dispute resolution.

Unit Two The Claims Management Lifecycle

- Developing a proactive claims identification and logging system.
- Best practices for contemporaneous record-keeping and evidence management.
- Structuring and drafting a compelling claim submission document.
- Techniques for analyzing and responding to incoming claims.
- The role of the contract administrator or engineer in claim assessment.
- Establishing cause and effect in claim narratives.
- Managing stakeholder communication during the claims process.

Unit Three Advanced Claim Analysis and Quantification

- Introduction to delay analysis methodologies (e.g., As-Planned vs. As-Built, Time Impact Analysis).
- Understanding concurrency and pacing in delay claims.
- Principles of quantifying direct costs, extended overheads, and loss of profit.
- Methods for analyzing and proving disruption and loss of productivity claims.
- The role of forensic analysis in complex claims.
- Utilizing expert witnesses for technical and quantum analysis.
- Presenting complex technical and financial data clearly and persuasively.

Unit Four Negotiation and Alternative Dispute Resolution (ADR)

- Principles of effective negotiation and settlement strategies.
- Distributive vs. integrative negotiation techniques.
- The process and practice of commercial mediation.
- The role of the mediator and preparing for a successful mediation.
- Understanding adjudication and Dispute Review Boards (DRBs).
- Drafting and enforcing settlement agreements.
- Managing emotional and psychological factors in conflict resolution.

Unit Five Arbitration and Formal Dispute Resolution

- An overview of the arbitration process from commencement to award.
- Key differences between arbitration and litigation.
- Selecting an arbitral institution and drafting an effective arbitration clause.
- The role and responsibilities of the arbitral tribunal.
- Procedures for evidence, discovery, and hearings in arbitration.
- Understanding the framework of international arbitration (e.g., UNCITRAL, ICC).
- The principles of challenging and enforcing arbitral awards.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era of increasing project complexity and global interconnectedness, can purely contractual mechanisms ever fully supplant the need for relationship-based dispute resolution?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by offering a holistic and integrated perspective on the entire conflict continuum, from claim inception to final resolution. Unlike programs that treat claims management and dispute resolution as separate disciplines, this training emphasizes their symbiotic relationship. It focuses on the strategic foresight required for dispute avoidance, not just the tactical skills for managing conflicts once they arise. The curriculum is built upon a foundation of practical application, moving beyond academic theory to immerse participants in complex, real-world case studies that mirror the challenges they face professionally. We prioritize the development of strategic thinking, enabling participants to analyze situations from multiple angles—legal, commercial, and relational—to select the optimal resolution path. The course content is dynamic, incorporating contemporary issues and advanced analytical techniques, ensuring that the skills learned are not only relevant but also forward-looking. By blending the rigorous analysis of claims with the nuanced art of negotiation and ADR, this program equips professionals with a uniquely comprehensive and powerful skill set to navigate the high-stakes environment of modern contracts and projects