Managing Contract Disputes and Alternative Resolution Training Course

09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #CM9859_44024

Course Introduction / Overview:

Contract disputes are an inevitable part of business, but how you handle them can determine the outcome for your company. This training course gives you a systematic approach to resolving disputes and avoiding costly, time-consuming litigation. We explore various techniques, including mediation, arbitration, and negotiation, giving you the practical skills to navigate these challenges effectively. The course is built on sound legal principles, drawing on work from leading scholars like Frank E. A. Sander, often called the "Father of ADR" (Alternative Dispute Resolution). His ideas on the importance of matching the dispute to the appropriate resolution process are central to our curriculum. At BIG BEN Training Center, we understand that proactive management and strategic resolution are key to preserving business relationships and protecting your bottom line. This course provides a complete roadmap, from identifying early signs of a dispute to implementing a formal arbitration process. It focuses on negotiation techniques and communication strategies that can help you find a resolution that works for everyone. By mastering these skills, you will be able to handle complex conflicts with confidence and professionalism, turning potential setbacks into managed outcomes.

Target Audience / This training course is suitable for:

- Contract and procurement managers.
- Legal and compliance professionals.
- Senior executives and C-level managers.
- Business development and sales team leaders.
- Project managers.
- In-house counsel and paralegals.
- Anyone involved in high-stakes contract negotiation.

Target Sectors and Industries:

- Construction and engineering.
- Technology and software.
- Financial services.
- Manufacturing and supply chain.
- Energy and utilities.
- Government agencies and public services.
- Legal services and consulting.

Target Organizations Departments:

- Legal and compliance.
- Procurement and contracts.
- Operations and project management.
- Sales and business development.
- Risk management.
- Human resources.

Course Offerings:

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

- Identify common causes and early warning signs of contract disputes.
- Apply effective negotiation and mediation techniques to resolve conflicts.
- Understand the principles of domestic and international arbitration.
- Draft dispute resolution clauses to protect your organization.
- Develop a strategic plan for managing ongoing disputes.
- Evaluate the pros and cons of litigation versus alternative dispute resolution.
- Preserve business relationships while addressing contractual disagreements.

Course Methodology:

This training course uses an immersive and interactive methodology to build practical skills in dispute resolution. We combine expert instruction with real-world case studies and role-playing exercises that simulate a variety of contract conflicts. You will work in small groups to analyze complex scenarios, practice negotiation skills, and develop resolution strategies. The program includes workshops on drafting arbitration agreements and a mock mediation session to give you hands-on experience. We'll use a variety of tools, including conflict analysis frameworks and communication models, to give you a systematic approach to problem-solving. We will provide plenty of chances to ask questions and receive personalized feedback from the instructor. At BIG BEN Training Center, our goal is to move you beyond theory to a point where you can confidently apply these techniques in your professional life.

Course Agenda (Course Units):

Unit One: Understanding Contract Disputes

- Common causes of contractual disputes.
- Recognizing early warning signs.
- The high costs of litigation.
- Strategic approaches to conflict avoidance.
- Internal conflict resolution procedures.

Unit Two: Negotiation and Mediation

- Principles of effective negotiation.
- Techniques for interest-based bargaining.
- The role of a third-party mediator.
- Mediation process and best practices.
- Drafting a mediation settlement agreement.

Unit Three: Arbitration Procedures

- Introduction to commercial arbitration.
- Selecting arbitrators and managing the process.
- Drafting and enforcing arbitration clauses.
- Domestic vs. international arbitration.
- Key differences between arbitration and litigation.

Unit Four: Advanced Dispute Resolution Strategies

- Developing a dispute resolution plan.
- Using expert determination and conciliation.
- Navigating multi-party disputes.
- Role of technology in dispute management.
- Ethical considerations in dispute resolution.

Unit Five: Case Studies and Practical Application

- Analyzing complex case studies.
- Simulated negotiation and mediation sessions.
- Role-playing arbitration proceedings.
- Developing a communication plan for disputes.
- Action planning for future dispute management.

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 what ways can a company's internal culture around communication and conflict management proactively prevent contract disputes, making formal resolution processes like arbitration a last resort rather than a first option?

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

This training course is different because it focuses on a complete, practical approach to managing conflict, not just on the legal aspects of disputes. While other courses may only cover the basics of arbitration, our curriculum gives you a full toolkit for every stage of disagreement, starting with prevention. We emphasize real-world application, using hands-on role-playing and case studies to help you develop the skills to negotiate, mediate, and arbitrate successfully. We also go beyond the technical details to cover the crucial interpersonal skills, such as communication and rapport-building, which are essential for preserving business relationships even when a disagreement arises. This course is for professionals who need to go from a reactive mindset to a proactive one. It helps you manage disputes strategically and confidently, ensuring that your organization is well-protected and able to maintain strong, lasting partnerships.