Effective Contract Management and Claims Resolution Training Course



19 - 23 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PMP1047_75235

Course Introduction / Overview:

This comprehensive course provides a deep dive into the critical disciplines of project contract management and claims resolution. In today's complex project environments, the ability to effectively manage contracts and navigate disputes is paramount to success, safeguarding profitability and maintaining stakeholder relationships. This program is meticulously designed to equip participants with the practical skills and strategic knowledge needed to handle the entire contract lifecycle, from drafting and negotiation to administration and closeout. Drawing upon established principles and contemporary best practices, the curriculum addresses the core challenges of change management, risk mitigation, and claims avoidance. As highlighted by experts like John Murdoch and Will Hughes in their seminal work "Construction Contracts: Law and Management," a thorough understanding of contractual obligations and legal frameworks is non-negotiable. BIG BEN Training Center has developed this course to bridge the gap between theoretical knowledge and real-world application, empowering professionals to proactively manage contractual risks, prepare robust claims, and master effective dispute resolution techniques, ultimately driving project success and organizational excellence.

Target Audience / This training course is suitable for:

- Project Managers and Directors.
- Contract Managers and Administrators.
- Commercial Managers and Quantity Surveyors.
- Procurement and Purchasing Managers.
- Legal Advisors and Corporate Counsel.
- Engineers and Technical Leads involved in contracts.
- Finance Managers and Cost Controllers.
- Government officials involved in public-private partnerships.

Target Sectors and Industries:

- Construction and Engineering.
- Oil and Gas.
- Information Technology and Telecommunications.
- Manufacturing and Industrial Projects.
- Real Estate and Infrastructure Development.
- Power and Utilities.
- Government and Public Sector Agencies.
- Consulting and Professional Services.

Target Organizations Departments:

- Project Management Office (PMO).
- Legal and Compliance Department.
- Procurement and Supply Chain Management.
- Finance and Commercial Departments.
- Engineering and Operations.
- Risk Management Department.
- Business Development and Sales.

Course Offerings:

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

- Develop a comprehensive understanding of contract law principles and different contract types.
- Master the techniques for drafting clear, unambiguous, and enforceable contract clauses.
- Implement proactive contract administration and documentation management systems.
- Identify, assess, and mitigate contractual risks throughout the project lifecycle.
- Effectively manage variation orders and change control procedures.
- Prepare, substantiate, and present contractual claims with confidence.
- Analyze delay and quantum aspects of claims for both contractors and clients.
- Apply various Alternative Dispute Resolution (ADR) methods, including negotiation and mediation.
- Enhance negotiation skills for resolving disputes and reaching favorable settlements.
- Successfully manage contract closeout procedures and final account settlements.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning in the workplace. This course moves beyond traditional lectures to create a dynamic learning environment. We utilize a blend of expert-led presentations, real-world case studies from various industries, and interactive group discussions to foster a deep understanding of complex topics. A significant portion of the course is dedicated to hands-on workshops where participants will practice drafting clauses, analyzing claim scenarios, and developing resolution strategies. Role-playing exercises, particularly in negotiation and mediation sessions, provide a safe space to hone critical interpersonal skills. Participants will receive constructive feedback from the instructor and peers, facilitating continuous improvement. The methodology emphasizes collaborative problem-solving, encouraging attendees to share their own experiences and challenges, creating a rich and relevant learning experience that is tailored to the practical needs of modern professionals in contract and claim management.

Course Agenda (Course Units):

Unit One: Fundamentals of Project Contract Management

- Introduction to contract law and its application in projects.
- Key elements of a legally binding contract.
- Different types of contracts (Lump Sum, Cost-Plus, Time & Materials).
- Understanding standard forms of contract (e.g., FIDIC, NEC).
- The roles and responsibilities of key parties in a contract.
- Interpreting contract language and identifying ambiguous clauses.
- The importance of the contract lifecycle from formation to closeout.

Unit Two: Proactive Contract Administration and Risk Mitigation

- Establishing effective contract administration procedures.
- The critical role of documentation and record-keeping.
- Managing correspondence, notices, and approvals.
- Identifying and assessing contractual risks.
- Developing a contract risk management plan.
- Techniques for mitigating common project risks.
- Understanding indemnities, warranties, and liability clauses.

Unit Three: Managing Variations, Changes, and Claim Preparation

- The contractual process for managing changes and variations.
- Differentiating between a variation and a breach of contract.
- Pricing and evaluating variations and change orders.
- Early identification of potential claim situations.
- The process of notifying and substantiating a claim.
- Gathering evidence and building a robust claim file.
- Understanding the causes of claims (delay, disruption, acceleration).

Unit Four: Advanced Claim Analysis and Dispute Resolution

- Introduction to delay analysis methodologies.
- Techniques for quantifying claim costs (quantum analysis).
- Analyzing claims for extension of time (EOT).
- Understanding concurrent delays and their impact.
- Introduction to Alternative Dispute Resolution (ADR) mechanisms.
- The processes of mediation, adjudication, and arbitration.
- Preparing for and participating in dispute resolution proceedings.

Unit Five: Negotiation, Contract Closeout, and Best Practices

- Developing effective negotiation strategies for claims settlement.
- Understanding different negotiation tactics and counter-tactics.
- The process of contract termination and its consequences.
- Procedures for systematic contract closeout and final accounts.
- Capturing lessons learned for future projects.
- Ethical considerations in contract and claim management.
- Future trends and the impact of technology on contract 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 an era of increasing project complexity and global uncertainty, how can the principles of relational contracting be integrated with traditional adversarial contract models to foster collaboration and minimize disputes?

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

This course distinguishes itself by moving beyond theoretical legal principles to focus intensely on the practical, day-to-day application of contract and claim management strategies. While many programs concentrate on the letter of the law, our curriculum is built around real-world case studies and interactive simulations that mirror the complex challenges professionals face. Participants will not just learn about delay analysis; they will actively engage in workshops to apply different methodologies to a sample project. They will not just hear about negotiation theory; they will participate in role-playing exercises designed to build practical skills in high-stakes settlement discussions. The course fosters a holistic understanding by integrating the commercial, technical, and legal aspects of contract management, ensuring that decisions are not made in a vacuum. Our approach emphasizes strategic foresight—teaching participants not only how to resolve existing claims but, more importantly, how to implement proactive systems and risk mitigation techniques to prevent disputes from arising in the first place. This focus on practical application and preventative strategy provides a more robust and immediately applicable skill set than purely academic or theoretical courses.