CLAIMS MANAGEMENT AND DISPUTE AVOIDANCE



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TRAINING CENTER

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Introduction

Claims Management and Dispute Avoidance Training Course prepares contract and project teams to prevent disputes before they arise and to manage claims when they do. Participants study the root causes of claims, then work through notice procedures, record keeping and early warning systems that protect entitlement. Furthermore, the course covers delay and cost claim preparation, variation control and payment discipline across construction, supply and services contracts. In addition, learners practise negotiation, mediation and dispute board procedures, and review stand-up prevention tools such as risk registers and joint record agreements. As a result, they leave able to keep projects out of conflict.

Claims Management and Dispute Avoidance Course Objectives

- Explain the common causes of contractual claims and disputes.
- Apply notice requirements and time-bar rules to protect entitlements.
- Build early warning systems and a live claims register.
- Evaluate entitlement, causation and quantification for delay claims.
- Apply delay analysis methods including time impact and impacted as-planned.
- Quantify disruption, variation and payment-related claims.
- Maintain contemporaneous records, site diaries and joint record agreements.
- Apply dispute avoidance tools: risk registers, partnering and standing boards.
- Manage negotiation, mediation and adjudication processes effectively.
- Settle claims early and document closure agreements.

Course Methodology

- Instructor-led sessions built on contract clauses, cases and decided awards.

- Claim and notice drafting workshops with peer review.
- Delay and quantum analysis exercises with worked examples.
- Case studies on disputes caused by poor records and late notice.
- Simulated negotiation and dispute board sessions with debriefs.
- Templates, checklists, claim registers and record frameworks retained after the course.

Who Should Take This Course

- Contract and claims managers.
- Project managers and commercial managers.
- Quantity surveyors and cost engineers.
- Legal counsel and dispute resolution advisors.
- Procurement and vendor management professionals.
- Site engineers, planners and document controllers.

Claims Management and Dispute Avoidance Course Outlines

Day 1: Sources of Claims and Disputes

- Common causes: scope change, late information and access delays.
- Ambiguous drafting and gaps in contract documents.
- Risk allocation faults and unrealistic programmes.
- Notice provisions, time bars and condition precedent.
- Standard forms compared: FIDIC, NEC and JCT.
- Setting up a claim register and early warning process.
- Roles in a well-organised claims team.

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Day 2: Records, Notices and Claim Entitlement

- Contemporaneous records and their evidential weight.
- Site diaries, progress reports and photographic evidence.
- Correspondence discipline and proper notice writing.
- Joint record agreements and monthly measurement.
- Causation, entitlement and the burden of proof.
- Force majeure, change in law and employer risk events.
- Notice templates and response tracking.

Day 3: Delay, Disruption and Cost Claims

- Delay events and responsibility allocation.
- Delay analysis: time impact and impacted as-planned methods.
- Extension of time claims and concurrent delay.
- Disruption and loss of productivity quantification.
- Cost heads: preliminaries, overheads and financing charges.
- Variation control and valuation of changes.
- Common reasons claims fail and prevention measures.

Day 4: Dispute Avoidance Mechanisms

- Risk registers and proactive risk review meetings.
- Partnering, alliancing and collaborative contract models.
- Dispute boards and standing Dispute Avoidance/Adjudication Boards.
- Independent expert review and early neutral evaluation.
- Escalation ladders and internal governance thresholds.

- Behavioural drivers of conflict on projects.
- Case reviews of disputes avoided through early intervention.

Day 5: Negotiation, Settlement and Closure

- Negotiation strategy, BATNA and concession planning.
- Interest-based bargaining and structured settlement.
- Mediation process and mediator selection.
- Adjudication and expert determination essentials.
- Arbitration as a last resort: clauses and cost exposure.
- Drafting settlement agreements and release clauses.
- Applied workshop: resolving a live dispute scenario.

Conclusion

By successfully completing Claims Management and Dispute Avoidance, participants will gain a practical command of notice procedures, record keeping, delay and cost quantification and dispute avoidance mechanisms. They will also have acquired the judgement to spot conflict early, choose the right resolution route and close claims cleanly. Gentex Training Center builds the programme around live scenarios and simulations, so learners return with habits that reduce disputes.

FAQs for the Claims Management and Dispute Avoidance course

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Q1 What is the "Claims Management and Dispute Avoidance" course about?

It covers how contractual claims arise and how teams prevent them from becoming disputes. Topics include notice rules, record keeping, delay and cost quantification, variation control, and avoidance tools such as risk registers and dispute boards.

Q2 What are the key benefits of the "Claims Management and Dispute Avoidance" course?

You learn to protect entitlements while keeping working relationships intact. The course reduces dispute costs, improves evidence quality and gives you practical mechanisms that stop small disagreements from escalating into formal proceedings.

Q3 What skills will I gain from the "Claims Management and Dispute Avoidance" course?

Claims entitlement and notice management, delay analysis and quantum assessment, dispute avoidance mechanism design, and negotiation and settlement management.

Q4 What tools, methods, or standards are covered in the "Claims Management and Dispute Avoidance" course?

Standard forms including FIDIC, NEC and JCT, notice and time-bar provisions, time impact and impacted as-planned delay analysis, risk registers, joint record agreements, standing Dispute Avoidance/Adjudication Boards, and structured negotiation and mediation techniques.

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Q5 How is the "Claims Management and Dispute Avoidance" course applied in real-world practice?

Professionals use it to set up claims registers, issue and track notices, maintain usable records, evaluate delay and cost claims, and resolve disagreements through negotiation or mediation. Participants work through a live dispute scenario in the closing workshop.