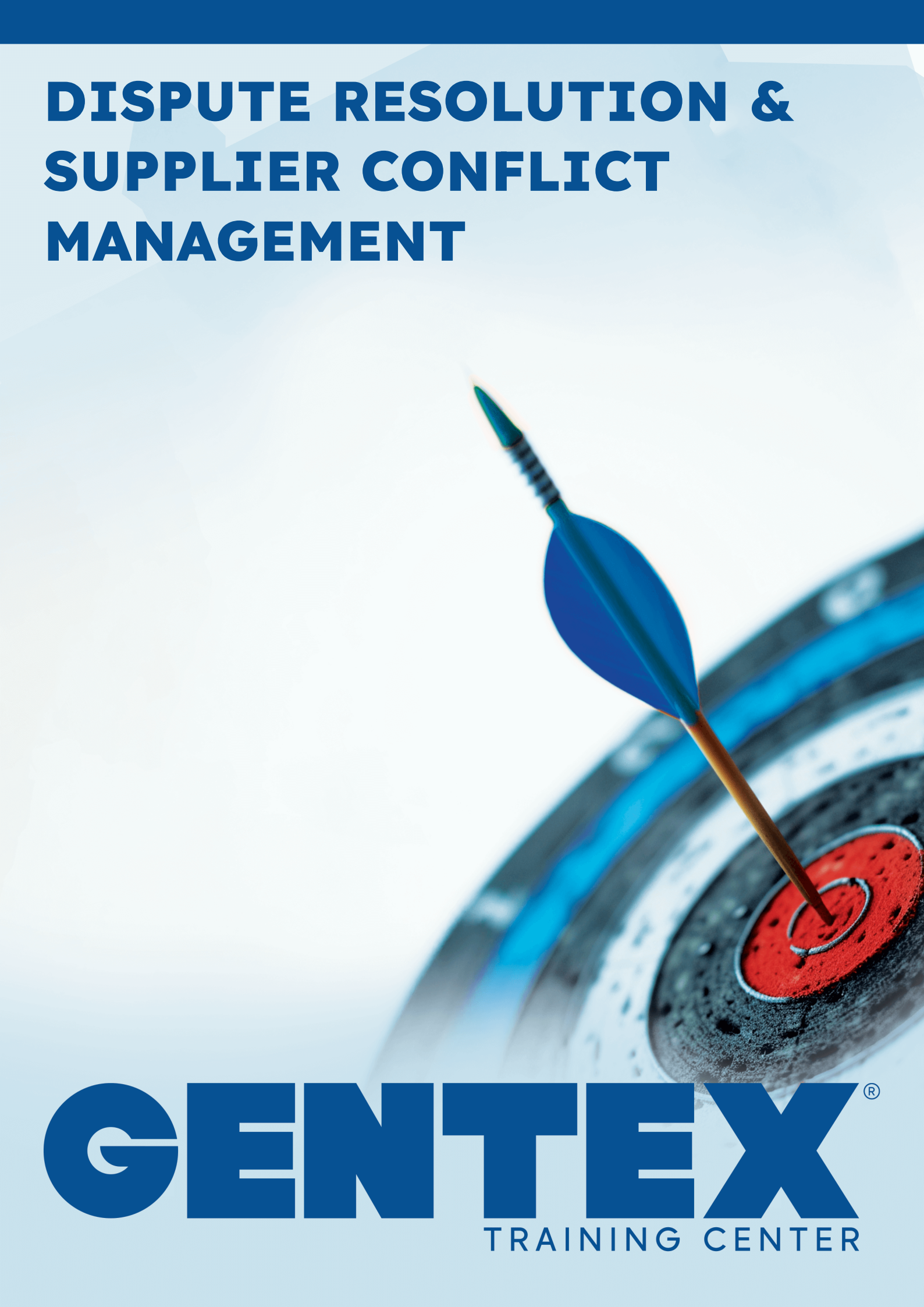
DISPUTE RESOLUTION & SUPPLIER CONFLICT MANAGEMENT



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Introduction

Dispute Resolution & Supplier Conflict Management Training Course prepares procurement, contract, and legal professionals to handle supplier disagreements before they become claims. Conflicts in supply relationships usually start small: a delayed delivery, a disputed variation, an unclear specification, or an invoice that does not match the purchase order. This programme shows how to detect those signals early, separate commercial problems from legal ones, and choose the right response. Participants work through negotiation, structured escalation, mediation, adjudication, and arbitration as an escalating ladder of options. Furthermore, the course covers documentation, evidence, and settlement authority. In addition, it addresses relationship repair after a dispute closes. As a result, attendees can resolve conflicts at the lowest cost and preserve the supply relationship.

Dispute Resolution & Supplier Conflict Management Course Objectives

- Identify the early warning signals of supplier conflict and contractual breach.
- Distinguish commercial disputes from legal claims and select the right response.
- Apply the escalation ladder from negotiation through mediation, adjudication, and arbitration.
- Prepare a dispute case file with evidence, chronology, and contractual basis.
- Use interest-based negotiation to reach settlements that both parties can honour.
- Apply mediation techniques and manage third-party neutrals effectively.
- Interpret dispute resolution clauses, notice requirements, and time bars in contracts.
- Quantify claims for delay, disruption, variation, and defective performance.
- Manage settlement authority, without-prejudice discussions, and confidentiality.
- Repair supplier relationships and capture lessons to prevent recurrence.

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Course Methodology

- Case studies on real supplier disputes and their resolution outcomes.
- Negotiation and mediation role-plays with structured debriefing.
- Hands-on preparation of dispute files and claim quantification exercises.
- Group work on escalation strategy and settlement authority design.
- Simulation of an adjudication or arbitration hearing.

Who Should Take This Course

- Contract and commercial managers.
- Procurement and category managers.
- In-house legal counsel and contracts advisors.
- Project and site managers handling supplier issues.
- Claims and quantity surveying professionals.
- Supply chain risk and compliance officers.
- Consultants advising on commercial disputes.

Dispute Resolution & Supplier Conflict Management Course Outlines

Day 1: Sources and Signals of Supplier Conflict

- Common causes: scope ambiguity, late payment, quality failure, and change.
- Early warning indicators in performance and communication.
- Distinguishing commercial disputes from legal claims.
- Contract interpretation principles and ambiguity resolution.

- Rights, remedies, and obligations under supply contracts.
- Relationship versus entitlement: choosing the objective.
- Workshop: analysing a live supplier disagreement and mapping the issues.

Day 2: Prevention, Documentation, and Evidence

- Clear specifications, acceptance criteria, and service levels.
- Notice requirements, time bars, and record-keeping duties.
- Building contemporaneous records and site documentation.
- Variation control and change documentation discipline.
- Correspondence management and without-prejudice communication.
- Managing privilege and confidentiality in dispute preparation.
- Exercise: assembling a dispute case file from contract documents.

Day 3: Negotiation and Mediation

- Interest-based negotiation versus positional bargaining.
- Preparing objectives, concessions, and alternatives.
- Zone of possible agreement and settlement ranges.
- Mediation process, role of the neutral, and confidentiality.
- Facilitating joint problem-solving sessions.
- Documenting settlement terms and binding effect.
- Role-play: mediating a disputed variation claim.

Day 4: Adjudication, Arbitration, and Claims

- Dispute resolution clauses and tiered escalation mechanisms.
- Adjudication, expert determination, and dispute boards.

- Arbitration institutions, seat, and enforcement considerations.
- Quantifying claims: delay, disruption, variation, and defect costs.
- Demonstrating causation and mitigating losses.
- Settlement authority, approvals, and governance.
- Simulation: presenting a quantified claim in an adjudication hearing.

Day 5: Resolution, Recovery, and Relationship Repair

- Negotiated settlement structures and payment arrangements.
- Termination, exit, and transition during disputes.
- Recording outcomes and closing the claim file.
- Rebuilding trust with a retained supplier.
- Root cause analysis and lessons learned for future contracts.
- Early warning dashboard design for supply risk.
- Capstone: presenting a dispute resolution and prevention plan.

Conclusion

By successfully completing Dispute Resolution & Supplier Conflict Management Training Course, participants will gain a structured command of escalation, documentation, negotiation, and formal dispute mechanisms. They will acquire the ability to prepare evidence-based case files, quantify claims, mediate settlements, and manage arbitration when required. As a result, they can resolve supplier conflicts faster and at lower cost while protecting commercial relationships. Gentex Training Center delivers this programme with a strong focus on practical role-plays and real dispute cases.

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FAQs for the Dispute Resolution & Supplier Conflict Management course

Q1 What is the "Dispute Resolution & Supplier Conflict Management" course about?

It explains how to prevent, manage, and resolve disagreements with suppliers, covering early warning signals, documentation and evidence, negotiation and mediation, adjudication and arbitration, claim quantification, and relationship repair.

Q2 What are the key benefits of the "Dispute Resolution & Supplier Conflict Management" course?

Participants resolve disputes earlier and more cheaply, avoid unnecessary legal escalation, and build case files that support their position when formal proceedings start. They also protect commercial relationships that still have value to both parties.

Q3 What skills will I gain from the "Dispute Resolution & Supplier Conflict Management" course?

Identifying and assessing supplier conflict and breach signals; preparing dispute case files with evidence, chronology, and contractual basis; interest-based negotiation and mediation of settlements; and claim quantification, escalation strategy, and management of adjudication and arbitration proceedings.

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Q4 What tools, methods, or standards are covered in the "Dispute Resolution & Supplier Conflict Management" course?

The course covers contract interpretation principles, notice requirements and time bars, contemporaneous record-keeping and without-prejudice communication, the escalation ladder from negotiation to mediation, adjudication, expert determination, dispute boards and arbitration, interest-based negotiation and zone of possible agreement analysis, claim quantification for delay, disruption, variation and defect costs, causation and mitigation analysis, settlement authority frameworks, root cause analysis, and early warning dashboard design.

Q5 How is the "Dispute Resolution & Supplier Conflict Management" course applied in real-world practice?

Participants analyse a live supplier disagreement, assemble a dispute case file from contract documents, mediate a disputed variation claim, present a quantified claim in a simulated adjudication hearing, and deliver a dispute prevention plan. Each exercise mirrors the work of contract, procurement, and legal teams handling commercial claims.