



Project & Contract Management

Management of Contracts Control and Claim

Course Introduction

This Management of Contracts Control and Claim course is designed to provide participants with a comprehensive understanding of contract management principles, control techniques, and claim resolution strategies. This training program focuses on equipping participants with the knowledge and skills required to effectively manage contracts, maintain control over contractual obligations, and navigate the complexities of contract-related claims. Through this course, participants will gain insights into contract administration, risk management, dispute resolution, and strategies for mitigating claims.

Target Audience

- * Project Manager
- * Business Administrator
- * Marketing Coordinator
- * Account Executive
- * Chief Operating Officer
- * Operations Manager
- * Executive Administrative
- * Risk Manager
- * Program Manager
- * Business Analyst
- * Quality Control Coordinator
- * Assistant Manager
- * Team Leader
- * Senior Supervisors
- * Researcher
- * Entrepreneur
- * Management Consultant
- * Public Relations Director

Learning Objectives

- Understand the fundamentals of contract management and its importance in achieving successful project outcomes.
- Implement effective contract control mechanisms to monitor performance, compliance, and risk.
- Identify potential contract-related claims and implement strategies to minimize their occurrence.
- Develop skills in managing contract variations, amendments, and extensions.
- Apply proven techniques for resolving contract-related disputes and claims.

Course Outline

- **Day 01**

- Introduction to Contract Management and Control**

- Overview of contract management and its significance in project success
 - Key elements of effective contract administration
 - Developing a contract control framework for monitoring performance and compliance
 - Risk identification and management in contract control

- How Claims and Counter Claims Arise**

- Causes of Typical Claims
 - Poor Drafting of Requirements
 - Lack of Clarity in Scope of Work / Services
 - Misunderstanding of Legal or Technical Obligations
 - By Client

- By Contractor / Supplier
- Deliberate “misunderstanding”
- Counter Claims – how they differ from claims
- Rights of set-off
- Overview of main contractual provisions relevant to claims and counter claims
- Obligation to Perform Work
- Standards
- Programme
- Acceleration
- Variations
- Extension of time
- Force Majeure

• Day 02

Types of Claims and Counter Claims

- Types of claims, in construction and other areas – and their distinctive features
- Re-measure disputes
- Variations – disputes on valuation
- Variations – disputes as to whether there is change
- Breaches of Contract
- Quality of Workmanship
- Re-work
- Rejection of Goods
- Full rejection
- Partial rejection
- Liquidated Damages and Penalties
- Warranty Claims
- Special Issues with EPC / Turnkey Contracts
- Interface Problems – are these always the Contractor’s responsibility?
- Tracking change where client involvement is limited
- Special issues with documentation in EPC and turnkey contracts

• Day 03

Presenting and Evaluating Claims and Counter Claims

- Requirements for Claim Presentation
- Defining Features of Claims Evaluation and Management

- Recognising the causes of claims
- Warning signs of disputes
- Recording claims
- Reviewing claims
- Cumulative effects
- Managing claims quickly and effectively to avoid disputes
- Managing claims and disputes
- Involving lawyers
- Managing the legal process
- Setting goals
- Decision trees
- Controlling costs – and including them in your thinking

• Day 04

Resolving Disputes and Claims

- Dispute resolution mechanisms in contract management
- Ethical Considerations and How to Avoid Disputes

• Day 05

Negotiation techniques for resolving contract-related conflicts

- Mediation, arbitration, and litigation as dispute resolution options
- Claims management and documentation for successful resolution

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 6, 2025	April 10, 2025	5 days	4250.00 \$	Qatar - El Doha
June 30, 2025	July 4, 2025	5 days	4950.00 \$	Azerbaijan - Baku
Nov. 10, 2025	Nov. 14, 2025	5 days	4250.00 \$	UAE - Dubai

