



Project & Contract Management

Contract and Contractor Management

Course Introduction

Faced with increasing challenge to reduce costs and improve financial and operational performance, companies can benefit from effective contract management to get the best from every project. Business heads, project managers, contract managers, and other professionals involved in the development of contracts must have an understanding of what the binding document actually states and a willingness, by the contractual parties, to cooperate in achieving the desired goal.

This training course is designed to provide participants with the fundamental foundations and practices in managing contracts and contractors effectively – whether in the field of construction, the supply of equipment and materials, or in the delivery of services.

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

- Gain a comprehensive understanding of the role of contracts within a business.
- Learn how strategies can be developed to improve the commercial outcomes and the management of contracts.
- Understand contract components and the process of management from drafting, development, to implementation.
- Analyze contract obligations and risks.
- Administer contracts appropriately, and know when and how to terminate before or upon completion.
- Learn the basic elements of effective contractor management and its position within asset management
- Evaluate bids and proposals and choose the right contractor
- Identify modern tools and techniques for dispute resolution and international conflict negotiations and apply rules of contract interpretation in project disputes.

Course Outline

- Day 01

Contractor Management Basics

- Overview of Contractor Management
- How does it relate to Asset Management?
- (Out)Sourcing Strategies
- Risks Involved – Risk Management & SHE aspects
- Grounding the Maintenance Contract with a Risk-Based Maintenance concept – how to keep that knowledge in-house?

Contract Types for Maintenance & Technical Projects

- Contracts – basic types
- Contracts – complex types (Turnkey, Design & Construct, Public Private Partnerships)
- Procurement aspects
- Choosing the right contractor
- Monitoring & managing contractor performance – from traditional penalties & rewards to more innovative ways

• Day 02

Developing the Contract

- The contracting cycle
- Requirements / service levels, RAMS aspects (Reliability Availability Maintainability Safety)
- Writing the contract
- Periodic evaluation & continuous improvement – vendor management
- Partnerships

Introduction to Contract Management

- The Role of Contract in the Business Environment
- What is Effective Contract Management and why do we need it?
- The causes and effects of contract failure
- Analysis of the Contract requirements
- Defining the Job to be done – specifications and the scope of work
- Key Players in Contract Management

• Day 03

Managing Contract Risks

- Identifying risks affecting time, cost and quality
- Responses to risk
- Contract Types and how they manage risk
- Important contract clauses about risk
- Using Bonds and guarantees
- Contract templates: FIDIC, NEC and other standard models

Establishing the Framework for Contract Performance

- Building a relationship for supplier performance
- Motivational techniques – carrots and sticks
- Contractor warranties
- Monitoring service performance
- Service Level Agreements
- Tools and techniques for contract default

• Day 04

Managing claims and disputes

- Typical contract claims – scope, delay, quality, payment
- Implementing penalties or service credits
- Liquidated and unliquidated damages
- Termination and other methods of dealing with default
- Defects Liability Management
- Dispute Resolution – Modern tools and techniques (including International Dispute Resolution)
- Contract closeout

Best Practices around Price and Cost issues

- Setting the supplier's agenda on costs and prices
- Cost and Price analysis methods
- Using economic price adjustment techniques
- Price transparency and cost breakdowns
- Managing the financial impact of contract variation
- Negotiation techniques for improving value for money

• Day 05

People Management and Negotiation Aspects

- Implementing Contract Management
- How to Make It Work by Influencing the Behaviour of People
- Negotiating the Contract
- Negotiation Ploys
- Negotiation Tactics & Tips

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 22, 2025	Dec. 26, 2025	5 days	4250.00 \$	UAE - Dubai