



Project & Contract Management

Dispute Resolution, Negotiation Skills and Contract Management

Course Introduction

In today's dynamic and competitive business environment, disputes are inevitable, but with the right tools and strategies, they can be managed efficiently and even transformed into opportunities for collaboration and growth.

This comprehensive course is designed to equip participants with the essential knowledge and skills needed to navigate and resolve business disputes effectively. Throughout this five-day program, participants will delve into the realm of dispute resolution, exploring various methods such as negotiation, mediation, arbitration, and hybrid approaches. Participants will learn how to assess and mitigate conflict risks, proactively prevent disputes, and develop robust dispute management systems. Moreover, the program will empower participants with advanced negotiation techniques, allowing them to navigate complex business relationships, negotiate effective contract amendments, and draft comprehensive settlement agreements. Participants will have gained a solid foundation in dispute resolution principles, practical skills, and a deeper understanding of the costs and benefits associated with selecting appropriate resolution mechanisms.

Target Audience

1. Contract Manager
2. Legal Counsel
3. Negotiation Specialist
4. Dispute Resolution Advisor
5. Procurement Manager
6. Project Manager
7. Claims Manager
8. Risk Manager
9. Commercial Manager
10. Business Development Manager

Learning Objectives

- Gain an understanding of the effective means to avoid disputes from arising, or to minimize their impact
- Understand conflict risk assessments and plan for disputes from the inception of the business relationship and learn to put in place dispute management systems
- Identify various methods available for private dispute resolution of business disputes
- Learn about the costs and benefits of selecting one form of dispute resolution over another, or a sequence of such mechanisms best suited to the dispute at hand
- Recognize the choices available within the various dispute resolution processes as they progress
- Effectively negotiate and formulate contract amendments
- Use facilitative negotiation techniques to realign contracts to address changed circumstances
- Discover how to draft effective settlement agreements.

Course Outline

- **Day 01**

- Introduction to Dispute Resolution and Negotiation**

- Overview of the course objectives and learning outcomes
 - The fundamental principles and strategies of effective negotiation
 - The importance of preparation, active listening, and effective communication in negotiations
 - Exploring different negotiation styles and approaches (competitive, collaborative, compromising, etc.)
 - Interactive exercises and role-playing scenarios to practice negotiation skills
 - An overview of different methods of dispute resolution, including litigation, mediation, arbitration, and negotiation
 - The advantages and limitations of each method
 - Real-life examples of businesses utilizing different dispute resolution methods

- The importance of effective dispute resolution and negotiation skills in business
- Exploring the concept of settlement "off-ramps" and their role in managing disputes

• Day 02

Proactive Dispute Prevention and Minimization

- Strategies for avoiding disputes in business relationships
- Identifying potential conflict areas and conducting conflict risk assessments
- Developing dispute management systems and protocols
- Case study analysis: Provide participants with real-world case studies where businesses successfully avoided or minimized disputes. In small groups, they can analyze the strategies used and present their findings to the rest of the class.
- Conflict risk assessment exercise: provide participants with a business relationship scenario. Ask each team to conduct a conflict risk assessment and present their findings, including potential areas of conflict and recommended prevention measures.

• Day 03

Methods of Private Dispute Resolution

- Introduction to various methods of private dispute resolution (mediation, arbitration, negotiation, etc.)
- Understanding the advantages and limitations of each method
- Introducing hybrid dispute resolution approaches that combine elements of different methods, such as med-arb (mediation-arbitration) and arb-med (arbitration-mediation)
- Exploring the advantages and challenges associated with hybrid approaches
- Case studies of businesses that have successfully utilized hybrid methods
- Application of different dispute resolution mechanisms

• Day 04

Choosing and Sequencing Dispute Resolution Mechanisms

- Evaluating the costs and benefits of selecting specific forms of dispute resolution

- Factors to consider when determining the most suitable dispute resolution mechanism
 - Designing a sequence of mechanisms for resolving complex disputes
 - Cost-benefit analysis: Assign participants to pairs or small groups and provide them with different hypothetical disputes. Ask them to analyze the costs and benefits associated with selecting various dispute resolution mechanisms for each case and discuss their findings with the class.
- **Day 05**

Advanced Negotiation and Drafting Effective Settlement Agreements

- Techniques for effective negotiation and conflict resolution
- Formulating and negotiating contract amendments
- Drafting settlement agreements that address changed circumstances
- Negotiation simulation: Negotiate a settlement agreement based on a provided scenario while applying the negotiation techniques learned during the course.
- Drafting exercise: Present delegates with a scenario that requires amending and updating the agreement. In small groups, they can work on revising the agreement to address the changed circumstances and present their final drafts.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 12, 2025	May 16, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Aug. 25, 2025	Aug. 29, 2025	5 days	4250.00 \$	UAE - Dubai
Dec. 1, 2025	Dec. 5, 2025	5 days	4250.00 \$	UAE - Abu Dhabi