Garnet
Garnet Global Training Center

GGT-PM-104

Project & Contract Management

Claims Management & Dispute Resolution

إدارة المطالبات وتسوية النزاعات

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

Claims Management & Dispute Resolution equips managers and specialists to plan, organise and control this area of work, set targets and measure results. Deliver projects on time and budget, and manage contracts without losing value to disputes. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Set up and run Claims Management & Dispute Resolution as a managed process with clear roles.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.
- Lead improvement projects and measure their benefit.

Who should attend

Project managers, planners, cost engineers, contract and commercial professionals. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Scope, schedule and cost baselines
- Risk registers and contingency
- Contract forms and obligations
- Change orders and claims
- Stakeholder reporting
- Tools: Primavera, MS Project, dashboards

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Claims Management & Dispute Resolution: the management framework

- Tools: Primavera, MS Project, dashboards
- Regional and international case studies

Day 2 Planning, resources and budgets

- Scope, schedule and cost baselines
- Risk registers and contingency

Day 3 Performance measurement and control

- Contract forms and obligations
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Change orders and claims
- Group discussion and peer review

Day 5 Management case study and action plan

- Stakeholder reporting
- Measurement and reporting

10-day outline

Day 1 Claims Management & Dispute Resolution: the management framework

- Tools: Primavera, MS Project, dashboards
- Regional and international case studies

Day 2 Planning, resources and budgets

- Scope, schedule and cost baselines
- Risk registers and contingency

Day 3 Performance measurement and control

- Contract forms and obligations
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Day 4 Risk, compliance and improvement

- Change orders and claims
- Group discussion and peer review

Day 5 Management case study and action plan

- Stakeholder reporting
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Common mistakes and how to avoid them

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
4–8 Apr 2027	5-day classroom	Riyadh	Arabic	4,750
9–20 May 2027	10-day classroom	Amman	Arabic	8,950
2–6 Aug 2027	5-day online	Live online	Arabic	2,950
11–15 Oct 2027	5-day classroom	Dubai	Arabic	4,750
17–28 Apr 2028	10-day online	Live online	Arabic	5,450
12–23 Jun 2028	10-day classroom	Abu Dhabi	Arabic	8,950
16–20 Jul 2028	5-day classroom	Doha	Arabic	4,750
5–9 Nov 2028	5-day classroom	Amman	English	4,750
5–16 Mar 2029	10-day classroom	London	English	8,950

Dates	Format	City	Language	Fee (USD)
17–21 Sep 2029	5-day classroom	Paris	English	4,750
15–19 Oct 2029	5-day classroom	Dubai	Arabic	4,750
10–14 Dec 2029	5-day online	Live online	Arabic	2,950
13–17 May 2030	5-day classroom	London	English	4,750
15–19 Sep 2030	5-day classroom	Kuwait City	English	4,750
21 Oct – 1 Nov 2030	10-day online	Live online	Arabic	5,450
9–20 Dec 2030	10-day classroom	Kuala Lumpur	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/