

# € TRAINING

The Resolution of Disputes and Claims

A group of four smiling business professionals (three men and one woman) are seated at a table in a meeting room. They are all wearing white shirts. The woman in the foreground is wearing a black top and a multi-strand necklace. The background is a blurred office setting with large windows.

30 September -  
4 October 2024  
Rome (Italy)



# The Resolution of Disputes and Claims

REF: U1421 DATE: 30 September - 4 October 2024 Venue: Rome (Italy) - Fee: 5940 Euro

## Introduction:

This training program provides participants with essential knowledge and skills to effectively manage and resolve disputes and claims in various contexts. It empowers them to handle disputes and claims efficiently, fostering positive outcomes for all parties involved.

## Program Objectives:

At the end of this program, participants will be able to:

- Understand the fundamentals of dispute resolution and claims management.
- Develop skills to identify, assess, and manage disputes and claims.
- Learn negotiation and mediation techniques for resolving conflicts.
- Implement strategies to mitigate risks associated with disputes and claims.
- Achieve fair and satisfactory resolutions to disputes and claims.

## Targeted Audience:

- Dispute Resolution Specialists.
- Claims Managers.
- Legal Professionals.
- Contract Administrators.
- Project Managers.

## Program Outline:

### Unit 1:

#### Fundamentals of Dispute Resolution:

- Overview of dispute resolution processes.
- Types of disputes and their causes.
- Principles of conflict management.

- Identifying early warning signs of disputes.
- Case studies on dispute resolution techniques.

## Unit 2:

### Claims Management Principles:

- Understanding claims in the context of contracts.
- Types of claims and their elements.
- Strategies for managing and responding to claims.
- Documentation and evidence gathering for claims.
- Case studies on effective claims management.

## Unit 3:

### Negotiation Techniques:

- Principles of negotiation.
- Preparation and planning for negotiations.
- Negotiation strategies and tactics.
- Building rapport and trust in negotiations.
- Case studies on successful negotiation techniques.

## Unit 4:

### Mediation and Alternative Dispute Resolution ADR:

- Overview of mediation and ADR processes.
- Role of mediators and ADR practitioners.
- Techniques for facilitating constructive mediation sessions.
- Benefits and limitations of ADR methods.
- Case studies on successful mediation and ADR outcomes.

## Unit 5:

## Risk Mitigation and Preventive Measures:

- Identifying and assessing risks related to disputes and claims.
- Implementing preventive measures to minimize disputes.
- Contractual provisions for dispute resolution and claims management.
- Developing risk mitigation strategies.
- Case studies on effective risk mitigation in dispute resolution.