



Project & Contract Management

Claims Management & Dispute Resolution

إدارة المطالبات وتسوية النزاعات

Duration

5 or 10 days

Language

English or Arabic

Formats

Classroom, online, in-house

Hours

35 / 70

Overview

Claims Management & Dispute Resolution is part of the Project & Contract Management track at Garnet Global Training Center. Deliver projects on time and budget, and manage contracts without losing value to disputes. The course is taught in English or Arabic as a 5-day or 10-day program, in classrooms in cities such as Dubai, Riyadh, Cairo, London and Istanbul, or live online, and it can be delivered in-house with examples and exercises built around your own operations.

What you will be able to do

- Explain the principles, terminology and standards that govern Claims Management & Dispute Resolution.
- Apply proven methods and tools to real situations from your own workplace.
- Analyse performance gaps, risks and root causes, and choose the right response.
- Measure results with practical indicators and report them clearly to management.
- Leave with a personal action plan you can start using the following week.

Who should attend

Project managers, planners, cost engineers, contract and commercial professionals.

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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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: www.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 Foundations of Claims Management & Dispute Resolution

- Scope, terminology and governing standards
- Scope, schedule and cost baselines

Day 2 Methods and tools

- Risk registers and contingency
- Contract forms and obligations

Day 3 Application and case studies

- Change orders and claims
- Tools: Primavera, MS Project, dashboards

Day 4 Performance, risk and compliance

- Stakeholder reporting
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

10-day outline

Day 1 Foundations of Claims Management & Dispute Resolution

- Scope, terminology and governing standards
- Scope, schedule and cost baselines

Day 2 Methods and tools

- Risk registers and contingency
- Contract forms and obligations

Day 3 Application and case studies

- Change orders and claims
- Tools: Primavera, MS Project, dashboards

Day 4 Performance, risk and compliance

- Stakeholder reporting
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

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
- International case studies

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)
8–19 Feb 2027	10-day online	Live online	Arabic	5,450
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	Paris	English	4,750
20–31 Mar 2028	10-day online	Live online	English	5,450
17–21 Apr 2028	5-day online	Live online	Arabic	2,950
18–29 Jun 2028	10-day classroom	Doha	Arabic	8,950
17–21 Jul 2028	5-day classroom	Abu Dhabi	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
5–9 Nov 2028	5-day classroom	Riyadh	Arabic	4,750
8–19 Jan 2029	10-day online	Live online	Arabic	5,450
18–29 Mar 2029	10-day classroom	Riyadh	English	8,950
3–7 Sep 2029	5-day classroom	Casablanca	English	4,750
8–12 Oct 2029	5-day classroom	Dubai	English	4,750
17–21 Dec 2029	5-day online	Live online	Arabic	2,950
20–24 May 2030	5-day classroom	Paris	English	4,750
1–12 Jul 2030	10-day online	Live online	English	5,450
16–20 Sep 2030	5-day classroom	Geneva	English	4,750
14–18 Oct 2030	5-day online	Live online	Arabic	2,950
2–13 Dec 2030	10-day classroom	Amsterdam	English	8,950

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