



*Training Course:  
Resolving Contractual Claims and Disputes*

*7 - 11 April 2025  
Vienna (Austria)*

## Training Course: Resolving Contractual Claims and Disputes

Training Course code: PC4056 From: 7 - 11 April 2025 Venue: Vienna (Austria) - Training Course Fees: 5250 € Euro

### Program Objectives:

By the end of the program, participants will be able to:

- Identify and avoid causes for contractual claims and change orders.
- Recognize the different types of claims and how to prevent and/or deal with each type.
- Apply, through actual situations, the different approaches to claims handling including Alternative Dispute Resolution ADR and litigation.
- Practice and discuss, through a project, all aspects of handling and resolving contractual claims and change orders.

### This Program is designed for:

All those involved in implementing contracts and handling claims and change orders; also those involved in any step of contract preparation/ administration for them to appreciate the importance of a well prepared contract. This program is worth 25 NASBA CPEs..

### Program Outline:

#### Why Claims Occur - The Red Flags

- Situations Causing Costly Claims
- Contractor Practices that Cause Claims
- Owner Practices that Cause Claims
- Causes Associated with: Contract Documents, Contract Awards, Contract Administration and Claim Settlement Procedures and Practices

#### Contractors Objectives

- Profits
- Fair and Unfair Practices
- Keeping Records

#### Contracts in Progress

- Avoiding Problems
- Know Your Contract
- General and Special Terms

#### Claims

- Nature of Claims
- Types of Claims
- Claims Process

#### Quantification of Damages

- Types of Damages
- Liquidated Damages
- Actual Damages
- Other Considerations

#### Dispute Resolution

- Negotiation
- Arbitration
- Litigation
- Alternative Dispute Resolution ADR

#### Case Study

- Factual Background of the Project
- The Project Events

- Discussion of the Project; Problems and Responsibilities

## Registration form on the Training Course: Resolving Contractual Claims and Disputes

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
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