



*Training Course:
Resolving Contractual Claims and Disputes*

*9 - 13 November 2026
Milan (Italy)*

Training Course: Resolving Contractual Claims and Disputes

Training Course code: PC4056 From: 9 - 13 November 2026 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

Contracts are fundamental to successful project execution and business operations. However, disputes and claims often arise due to changes, miscommunication, or unclear contract terms. Resolving Contractual Claims and Disputes is a professional training program developed by Global Horizon Training Center to help participants understand, manage, and resolve contractual claims effectively.

This course is not accredited but serves as a professional development program aimed at enhancing participants' practical knowledge and skills.

At the end of the training, each participant will receive a certificate of completion issued by Global Horizon Training Center.

Program Objectives

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

- Identify and avoid the common causes of contractual claims and change orders.
- Understand different types of claims and how to proactively manage each.
- Apply practical methods for handling disputes, including negotiation and ADR.
- Work through a realistic case study simulating the full claims and dispute process.

Target Audience

This program is ideal for:

- Contract managers and administrators
- Project and procurement professionals
- Legal and compliance officers
- Engineers and consultants involved in contract execution
- Anyone responsible for managing contract claims and change orders

Course Outline

Day 1: Why Claims Occur - Red Flags and Root Causes

- Common causes of claims
- Contractor and owner practices that trigger disputes
- Problems in contract documents and award processes
- The importance of thorough documentation and records

Day 2: Proactive Contract Management and Claim Prevention

- Understanding your contract terms
- Managing general and special conditions
- Communication strategies for early issue resolution
- Practical tools for avoiding disputes

Day 3: Types of Claims and Damage Quantification

- Nature and categories of claims
- Identifying fair vs. unfair claims
- Claims submission process
- Calculating liquidated and actual damages

Day 4: Dispute Resolution Techniques

- Step-by-step negotiation process
- Overview of arbitration and litigation
- Introduction to Alternative Dispute Resolution ADR
- Choosing the right resolution approach

Day 5: Case Study Simulation

- Real-world project scenario
- Analysis of contractual problems and claims
- Team-based resolution workshop
- Final discussion, feedback, and lessons learned

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

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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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