



*Training Course:  
Resolving Contractual Claims and Disputes*

*14 - 18 September 2026  
Kigali (Rwanda)*

## Training Course: Resolving Contractual Claims and Disputes

Training Course code: PC4056 From: 14 - 18 September 2026 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € 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

### 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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