



*Training Course:
Commercial Dispute and Conflict Resolution*

*17 - 21 August 2026
London (UK)*

Training Course: Commercial Dispute and Conflict Resolution

Training Course code: FI236500 From: 17 - 21 August 2026 Venue: London (UK) - Training Course Fees: 5775 € Euro

Introduction

This 5-day training program is designed to equip professionals with the knowledge, skills, and tools necessary to navigate and resolve commercial disputes effectively. It focuses on dispute resolution mechanisms like negotiation, mediation, and arbitration, providing participants with practical techniques to resolve conflicts within the business environment. The course emphasizes real-world application and equips participants with the ability to handle disputes in various commercial settings, ensuring both organizational success and legal compliance.

Objectives

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

- Understand the types of commercial disputes and the contexts in which they arise.
- Apply effective conflict resolution strategies, including negotiation and mediation.
- Navigate through alternative dispute resolution ADR methods, such as arbitration and collaborative law.
- Analyze and resolve business disputes using communication techniques, legal frameworks, and dispute management strategies.
- Design and implement dispute resolution frameworks within their organizations to prevent future conflicts.

Target Audience

- Corporate lawyers and legal advisors.
- Senior managers, executives, and HR professionals involved in managing contracts and disputes.
- Procurement officers, sales managers, and other professionals involved in negotiation and conflict management.
- Professionals working in international business, dealing with cross-cultural disputes.

Methodology

- Interactive Lectures: Introduce key theoretical frameworks and dispute resolution techniques.
- Case Studies: Analyze real-life examples of commercial disputes and their resolutions.
- Role-Playing & Simulations: Practice negotiation, mediation, and other conflict resolution scenarios.
- Group Discussions: Encourage participants to explore various conflict scenarios and develop solutions.
- Expert Insights: Insights from experienced mediators and legal professionals.

Outline

Day 1: Introduction to Commercial Disputes and Conflict Resolution

- Overview of commercial disputes: Types and causes of disputes in business.
- Legal and business contexts of disputes, including national and international perspectives.
- The significance of negotiation in resolving commercial conflicts.
- Key skills for effective negotiators and conflict managers.
- Case Study: Analyzing common business disputes and their resolution strategies.
- Group discussion on identifying the causes and outcomes of typical commercial conflicts.

Day 2: Conflict Resolution Techniques

- Understanding the conflict resolution process: Theories and stages.
- Key approaches to dispute resolution: Win-win, win-lose, and lose-lose strategies.
- Mediation as an alternative dispute resolution ADR technique.
- Negotiation strategies: Interest-based versus position-based negotiation.
- Managing difficult negotiations and challenging negotiators.
- Practical exercise: Role-playing different negotiation scenarios.

Day 3: Mediation and Arbitration

- Introduction to mediation: The mediation process, its benefits, and limitations.
- The role of the mediator and best practices for mediators.
- Overview of arbitration: Key features, procedures, and differences from litigation.
- Comparing mediation, arbitration, and traditional litigation.
- Case study: How mediation and arbitration can resolve international business disputes.
- Practical exercise: Participants engage in a simulated mediation session.

Day 4: Advanced Dispute Resolution Methods

- Collaborative law and settlement agreements: How they work in commercial disputes.
- Creating internal conflict resolution systems for organizations.
- Handling cross-cultural conflicts: Strategies for international dispute resolution.
- Developing early intervention strategies to prevent conflicts.
- Ethical considerations in conflict resolution.
- Practical exercise: Design a conflict resolution framework for your organization.

Day 5: Final Assessment and Application

- Recap of key learning points: Effective negotiation, mediation, and arbitration.
- Ethical issues in dispute resolution: Ensuring fairness and compliance.
- Group project: Design a conflict resolution strategy for a hypothetical commercial dispute.
- Group presentations: Each group presents their strategy and receives feedback.
- Final review: Key takeaways from the course and how to apply them in real-life business scenarios.

Registration form on the Training Course: Commercial Dispute and Conflict Resolution

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