



COURSE OVERVIEW CM0169 **Contract Management & Claim Management**

Course Title

Contract Management & Claim Management

Course Date/Venue

August 25-29, 2025/Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference

CM0169

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



This course is designed to provide participants with a detailed and up-to-date overview of Managing Contractual Claims. It covers the types and importance of claims in the power sector including the legal aspects governing contractual claims; the different types of contracts in power sector and their specific claim-related provisions; identifying potential claims, contractual obligation, rights and claim identification process; and the importance of accurate record-keeping and what documentation is essential for supporting claims.



Further, the course will also discuss the claim notification procedures, claim strategy, cost analysis and impact assessment; the step-by-step guide to write a compelling and legally sound claim document; the essential skills and strategies for negotiating claims effectively with contractors, suppliers, and other stakeholders; and addressing potential objections and defenses raised by the other party.



During this interactive course, participants will learn the ADR methods (mediation, arbitration, etc.) and their applicability in the power sector; assessing the pros and cons of pursuing litigation versus negotiating a settlement; handling multi-issue and high-value claims; the claims avoidance techniques and the technology in claim management; and the risk management and its role in claims including the global standard and best practices.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on managing contractual claims
- Discuss the types and importance of claims in the power sector including the legal aspects governing contractual claims
- Identify the different types of contracts in power sector and their specific claim-related provisions
- Recognize potential claims, contractual obligation and rights and claim identification process
- Explain the importance of accurate record-keeping and what documentation is essential for supporting claims
- Apply claim notification procedures, develop a claim strategy and implement cost analysis and impact assessment
- Draft a step- by-step guide to write a compelling and legally sound claim document
- Develop essential skills and strategies for negotiating claims effectively with contractors, suppliers, and other stakeholders
- Anticipate and address potential objections and defenses raised by the other party
- Explore ADR methods (mediation, arbitration, etc.) and their applicability in the power sector as well as assess the pros and cons of pursuing litigation versus negotiating a settlement
- Handle multi-issue and high-value claims, apply claims avoidance techniques and use the technology in claim management
- Discuss risk management and its role in claims including the global standard and best practices

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*



Who Should Attend



This course provides an overview of all significant aspects and considerations of managing contractual claims for project managers, contract managers, construction managers, risk managers, legal professionals, procurement specialists, finance and accounts teams, executives and senior management.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

-  British Accreditation Council (BAC)
Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.
-  The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.



Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Douglas Robinson, MBA, BSc (Honors), Dip, is currently the **President** of **DSR Consulting** and the **Professor** of **Business Studies Unit (BSU)** at **Durban Institute of Technology (DIT)**, where he is lecturing at **MBA level** in **Project Management Plan**, **Project Management Essentials**, **Technical Project Management**, **Project Work Monitoring & Control**, **Project Scope Management**, **Project Time Management**, **Project Cost Management**, **Project Human Resource Management** and **Project Communications Management**, **Project Procurement Management**, **Analyzing Project Financial Data**, **Commercial Management**, **Quality Management System (QMS)**, **Project Quality Management**, **Value Engineering**, **Quality Assurance**, **Project Management**, **Project Risk Management**, **Risk Identification Tools & Techniques**, **Project Life Cycle**, **Project Stakeholder & Governance**, **Project Management Processes**, **Project Integration Management**, **Financial & Credit Risk Management**, **Advanced Commercial Analysis**, **Suppliers & Contractors Management**, **Contract Administration & Cost Control**, **Effective Contract Risk Management**, **Presentation Skills**, **Negotiation Skills**, **Industrial Relationships**, **Driving Performance**, **Performance Measurement**, **Time Management Techniques**, **Organizing Daily Activities**, **Handling Difficulties & Pressure**, **Productivity & Feedback Management**, **Problem Solving & Decision Making**, **ISO 9001 Lead Auditor**, **Commercial Negotiation & Legal Aspects**, **Logistics & Supply Chain Management**, **Quality Management**, **Project Financial Planning**, **Financial Management**, **Materials Inventory Management**, **Budgeting & Cost Control**, **Project Accounting**, **Project Management**, **Contract Management**, **Operations Management**, **Procurement Management**, **Entrepreneurship** and **International Business**

Mr. Robinson has over **40 years** of international experience in **Contract Management**, **Quality Management**, **ISO Standards**, **Logistics & Supply Chain Management**, **Procurement**, **Purchasing**, **Outsourcing Strategies**, **Project Management**, **Business Systems**, **Operations Management** and **Business Re-Organization**. Further, he is a **Registered Assessor** of **Quality Management**, **Logistics**, **Supply Chain Management**, **Procurement Strategies**, **Purchasing** and **Outsourcing**.

As a leader in the **Quality**, **Procurement** and **Logistics** fields, Mr. Robinson facilitated in-house skills development programmes in a lot of companies worldwide and has **extensive consulting experience** in both the public and private sectors. His experience includes implementing SAP system in **Procurement**, **financial**, **sales**, **distribution**, **materials management** and **costing**.

During his long career life, Mr. Robinson worked for many **International companies** such as **Tiger Brands**, **Nestle's**, **Mondi Manufacturing**, **Mondi Forests**, **Masonite Africa Ltd.**, **Frame** etc. He worked as **General Manager**, **Quality Manager**, **Procurement Manager**, **Financial Manager**, **Contracts Manager**, **Logistics Manager**, **Logistics Superintendent**, **Project Manager**, **Purchasing Supervisor**, **SAP Facilitator**, etc.

Due to his thorough and long experience and knowledge, Mr. Robinson is **recognized internationally** as an **Expert** in **Logistics & Supply Chain Management**, **Procurement**, **Purchasing**, **Outsourcing**, **Strategic planning**, **business wellness analysis**, **Contract management**, **Project Management**, **feasibility studies**, **financial analysis**, **cash-flow forecasting**, **Capital investment analysis**, **risk analysis**, **Business process analysis**, and **Quality Management Systems**.

Mr. Robinson has a **Master's** degree in **Business Administration (MBA)** from the **University of Durban-Westville**, a **Bachelor's** degree with **Honors** in **Business Management** and **Administration** and **Diplomas** in **Medical Technology**, **Marketing Management**, **Business Management** and **Project Management** from the **University of Rhodesia** and from the **Damelin Management School** respectively. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**, an active member of international professional affiliations and delivered innumerable trainings, courses, workshops and seminars globally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Monday, 25th of August 2025

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0900	Understanding Contractual Claims: Definition, Types, and the Importance of Claims in the Power Sector
0900 – 0930	Legal Framework: Overview of the Legal Aspects Governing Contractual Claims, Particularly Focusing on the Company's Operational Environment
0930 – 0945	Break
0945 – 1030	Types of Contracts in the Power Sector: Exploration of Common Contract Types (e.g., EPC, Turnkey) and their Specific Claim-Related Provisions
1030 – 1230	Identifying Potential Claims: How to Recognize Situations that May Lead to a Claim, Including Delays, Cost Overruns, and Scope Changes
1230 – 1245	Break
1245 – 1420	Contractual Obligations & Rights: Review of the Rights and Obligations of all Parties Involved, Focusing on the Company's Contracts
1420 – 1430	Recap
1430	Lunch & End of Day One

Day 2: Tuesday, 26th of August 2025

0730 – 0830	Case Studies of Past Claims: Analyzing Historical Claims in the Power Industry, Focusing on Lessons Learned and Best Practices
0830 – 0930	Claim Identification Process: Techniques for Identifying Valid Claims Early in the Project Lifecycle
0930 – 0945	Break



0945 – 1130	Documentation Requirements: Importance of Accurate Record-Keeping and what Documentation is Essential for Supporting Claims
1130 - 1230	Claim Notification Procedures: How and When to Notify the Counterparty of a Claim According to Contractual and Legal Requirements
1230 – 1245	Break
1245 – 1330	Developing a Claim Strategy: Strategic Planning for Claims, Including Determining the Best Approach Based on the Contract and Situation
1330 - 1420	Cost Analysis & Impact Assessment: Methods for Quantifying the Financial and Schedule Impacts of Claims
1420 - 1430	Recap
1430	Lunch & End of Day Two

Day 3: Wednesday, 27th of August 2025

0730 – 0800	Drafting a Claim Document: Step-by-Step Guide to Writing a Compelling and Legally Sound Claim Document
0800 – 0830	Negotiation Techniques: Essential Skills and Strategies for Negotiating Claims Effectively with Contractors, Suppliers, and other Stakeholders
0930 – 0945	Break
0945 – 1130	Understanding the Counterparty's Perspective: How to Anticipate and Address Potential Objections and Defenses Raised by the other Party
1130 - 1230	Alternative Dispute Resolution (ADR): Exploring ADR Methods (Mediation, Arbitration, etc.) and their Applicability in the Power Sector
1230 – 1245	Break
1245 – 1330	Litigation vs. Settlement: Assessing the Pros and Cons of Pursuing Litigation Versus Negotiating a Settlement
1330 - 1420	Case Study on Negotiated Settlements: Reviewing Successful Claim Negotiations in the Power Industry, with a Focus on Company's -Specific Examples
1420 - 1430	Recap
1430	Lunch & End of Day Three

Day 4: Thursday, 28th of August 2025

0730 – 0830	Role-Playing Exercise: Practical Negotiation Exercise Simulating a Contractual Claim Scenario
0830 – 0930	Managing Complex Claims: Strategies for Handling Multi-Issue and High-Value Claims
0930 – 0945	Break
0945 – 1130	Claims Avoidance Techniques: Proactive Measures to Reduce the Likelihood of Claims Arising During Project Execution
1130 - 1230	Use of Technology in Claim Management: Overview of Software Tools and Technologies that can Aid in Tracking, Managing, and Resolving Claims
1230 – 1245	Break
1245 – 1330	Risk Management & Its Role in Claims: Understanding the Link Between Risk Management and Claim Mitigation
1330 - 1420	Global Standards & Best Practices: Introduction to International Standards in Claims Management, Including FIDIC Guidelines
1420 - 1430	Recap
1430	Lunch & End of Day Four



Day 5: Friday 29th of August 2025

0730 – 0830	Interactive Case Study: Analysis of a Complex Claim Situation in a Power Project, Exploring How Advanced Techniques Were Applied
0830 – 0930	Simulated Claim Scenario: Participants work Through a Simulated Claim Situation from Identification to Resolution, Applying all Concepts Learned
0930 – 0945	Break
0945 – 1130	Group Presentation on Claim Management Strategy: Each Group Presents their Approach to Managing the Simulated Claim, Followed by Feedback
1130 - 1230	Critical Analysis of Real-World Claims: Examination of Recent Claim Cases Within the Similar Power Utilities, Identifying Key Takeaways
1230 – 1245	Break
1245 – 1400	Claim Audits & Reviews: How to Conduct an Internal Audit of Claims to Ensure Compliance and Readiness for External Scrutiny
1400 – 1415	Course Conclusion
1415 - 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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